

Operational Policies and Procedures

Parent Handbook

Location

**3079 Brickhouse Court
Virginia Beach, VA 23452
757-799-0283**

Emmanuel's Children Learning Center Operational Policies and Procedure Parent Handbook

During school hours please call **757-689-1002**

ECLC in case of Emergency / After Hours

Director/Owner-Virginia Cummings
Email: emmanuelchildren@gmail.com

After Hours Contact **252-483-0395**

Emmanuel's Children Learning Center PHILOSOPHY

All students, regardless of gender, age, race, and/or physical limitations can and will learn up to their potential and will use the skills and knowledge learned to become well-rounded, well-educated, independent members of society.

MISSION STATEMENT

Emmanuel's Children Learning Center will provide and maintain a safe, clean and nurturing environment that is conducive to learning and teaching. Our mission is to provide a Christ-centered learning environment for children to grow and thrive in school and life while sharing Christ, building lives and developing minds.

GOAL

Our goal is to empower students by providing an inclusive learning experience that encourages critical thinking, creativity, collaboration, self-awareness, empathy and problem solving.

HOURS OF OPERATION

Emmanuel's Children Learning Center is a year-round program. We will open at 6:00 a.m. and close at 6:00 p.m. on Monday through Friday. Instructional time starts at 9 a.m. daily. Students must arrive by 9:30 a.m. to receive care unless previous arrangements are made.

ENROLLMENT

Emmanuel's Children Learning Center require documentation to be provided for each child prior to the first day of care:

- Complete Enrollment Application and Agreement
- Current Immunization Record/ Vision and Hearing Screening
- A Current Photo
- Acknowledgement of receipt of handbook
- Doctor Statement
- ID's for parents and authorized pickups

It is the responsibility of the parents to notify the director in writing of any changes in phone #, address, person authorized to pick-up, insurance, and family physician. This information is required to ensure the safety of your child and to ensure that the center

FEES AND REGISTRATION

Registration fee \$200 per child (non-refundable)

Weekly Tuition

- \$237.50 per child (2.5-4)
- \$212.50(full time school age)
- \$150 per child (before and after)
- \$206.25 per child (Part Time Care)
- \$16 per hour (Saturday care)
- \$30.00 a day Drop In Care (Summer Only)

PAYMENTS

Tuition is due by Monday morning, if making weekly payments. Late fees of \$10 will be added beginning on Tuesday morning at 9:30 am, plus \$5 a day each additional day. If making monthly payments, payment is due on the 1st of the month with the late fee added after the 4th. Your child's tuition must be paid by the due date, (including late fees), or your child will **NOT** be allowed to stay in care. NO EXCEPTIONS!

Payment will be accepted in the form of cash, money order or personal check, and debit/credit card. A penalty of \$35 will be assessed for each returned check. If returned checks are not paid within five working days, childcare will be temporarily interrupted until payment is received. If two checks are returned, your account will be handled on a cash basis only!

DRESS CODE

Your child will be active both indoors and outdoors. Please dress them in comfortable, washable clothes that will adapt to food spills, paint, sand and water. Please label sweaters, jackets, caps, etc. All children must wear closed in shoes at all times. **Each child is required to keep a change of clothes, including underwear and socks, at the center in case of an accident.**

ATTENDANCE

Each child is expected to attend daily and arrive on time for the educational program. Excessive tardies/absences may result in your child's dismissal from the program. If your child is going to be absent, please call the center and let a staff member know ahead of time, if possible. If your child has 5 consecutive absences, he/she may be dropped from the program unless you call us to keep us updated and he/she has a doctor's excuse to return to school. Other emergency absences will be dealt with on an individual basis and will be accepted or denied at the discretion of the center director. Sickness does not constitute a prorated rate.

ARRIVALS/ DEPARTURES

All children brought into the center must be left in the care of a designated center employee and must be signed in upon arrival. All children leaving the center for the day must be signed out by the parent and the teacher must be notified. **PLEASE BE PREPARED TO SHOW ID.** If an emergency arises and you will not be able to pick up your child by closing time, you **MUST** call and notify the center director as soon as you are aware of it. You must also make arrangements for someone on your **Authorization List** to pick up your child. The center must be notified in writing to add a person to the Authorized List.

LATE FEES

Late fees for late pick-ups will be **\$10** after 6:00 pm, **plus \$1 for each additional minute**. This amount should be paid **in CASH** to the staff member on duty that evening. Please be responsible and take care of your obligation. This will be strictly enforced.

If your child has not been picked up within one hour of the center's closing time, we will call Child Protective Services.

WITHDRAWALS

If you plan to withdraw your child from the program, please notify the center director at least two weeks ahead of time or as soon as you know when his/her last day will be. The director will then notify the teacher who will in turn prepare the class and your child for departure.

DISASTER TUITION

If a natural disaster occurs, tuition will be waived only for the full weeks we are closed.

TAKE HOME FOLDER

All full-time students will be provided with a "take home" folder. Please review nightly.

GENERAL NOTICES

General notices, announcements, calendars, menus and special bulletins will be sent home in your child's "take home" folder. Notices will also be posted at the main entrance.

PARENT GRIEVANCE

If you have a grievance, please bring it to the attention of the center director as quickly as possible so that it can be resolved expediently.

PARENT INVOLVEMENT

Your involvement in your child's education is very important to his/her educational success. We encourage parents to become involved by keeping the line of communication open and by participating in events and other school functions. Some other ways of becoming involved may include, but are not limited to:

- Meeting with teachers for formal or informal conferences,
- Sharing a special talent or activity with child's class,
- Helping your child's teacher prepare materials,
- Attending special events sponsored by center, and
- Sign weekly/daily folder

Parents must provide diapers, pampers, wipes, and school supplies.

THE EDUCATION PROGRAM

Emmanuel's Children Learning Center will use the Streamin3 and 123 Jesus Loves Me curriculums in the classroom. Art projects, music, storytelling, math, literacy, science experiments, social- emotional development and physical development will be included in the curriculum. We realize that all children work and learn at their own pace. This learning will be guided and monitored by your child's teachers.

Your child will participate in activities such as, but not limited to the following: Literacy, Math, Science, Social Studies, Citizenship, Bible lessons, Spanish lessons, computers, weekly music, art, working with paints, clay, manipulative, movies, cultural activities, and in-house events.

A copy of the activity schedule will be posted in each classroom.

EVALUATIONS

Parent conferences may be requested by either the parent or the teacher at any time during the school year. Academic report cards will be sent out every three months, except during our summer camp. Parents can expect routine and consistent progress reports from the student's teacher outside of these routine evaluations.

These evaluations are helpful to both the teachers and the parents in assessing each child's level of development.

REST TIME

Emmanuel's Children Learning Center, in accordance with minimum standards, must provide a supervised sleep or rest period for all children 2.5 years and older in care for five or more hours.

A rest period is scheduled in each classroom each day to balance the active time. We, as adults, are aware that not all children will sleep. However, all children will be encouraged to lie down and rest during this time. Blankets, towels, and small pillows are permitted during the rest time. They must be labeled and laundered at the end of the week.

Generally, nap time will be from 12:00pm – 2:00pm. The rest period will not exceed 3 hours. This schedule may be altered due to special programs, field trips, or programs.

PERSONAL ITEMS

We ask that you discourage your child from bringing his/her personal treasures such as toys, watches, rings, earrings, stuffed animals etc. to the center. We will not be responsible for the replacement of lost, misplaced or broken personal items. Personal items may be requested by individual teachers for SHOW AND TELL. It will be up to the parent and child to decide whether or not to bring items at this time.

OUTDOOR PLAY

Fresh air and daily exercise are essential to early childhood growth. When the weather permits, children will be taken outside on a daily basis. Please make sure that your child has appropriate clothing for the weather outside. Students should wear tennis shoes every day.

IN-HOUSE EVENTS

A notice of in-house events will be posted at least 48 hours in advance when possible. Emmanuel's Children Learning Center will maintain a monthly newsletter as well as an activity board.

SPECIAL DAYS/BIRTHDAYS

We do allow birthday parties at the center. However, we request that parents give a 48-hour notice so the teacher can prepare. The allotted time for birthday celebrations is during snack time at 2:00 pm.

Holidays celebrated: Christmas, Thanksgiving, Valentines, Juneteenth, Independence Day, Cinco de Mayo, Labor Day, President's Day, Dr. King birthday.

SCHOOL PORTRAITS

Emmanuel's Children Learning Center provides, for your convenience, a quality photograph program throughout the year. Photo opportunities may include individual portraits, holiday portraits, and class portraits at the cost of the parents.

HOLIDAYS

Emmanuel's Children Learning Center is closed in observance of the following holidays:

New Year's Day
Martin Luther King
Memorial Day
Juneteenth
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving (W-Fri)
Christmas Break (Mon-Fri)
2-3 Days for Training in August

FIELD TRIPS

Emmanuel's Children Learning Center may participate in field trips. Information about the field trip will be provided a minimum of 3 days prior to the field trip.

Parents will need to provide consent on the field trip permission form provided by the center.

Children aged 2.5 must have chaperone.

We do reserve the right to disqualify a child from a field trip.

WATER ACTIVITIES

At this time Emmanuel's Children Learning Center will not participate in water activities on site. If this policy changes parents will be notified.

DISCIPLINE

Emmanuel's Children Learning Center teachers will use positive reinforcers for behavior management purposes. Positive reinforcement, praise, redirection and one-on-one guidance will be used to help children manage their behavior. However, if these methods are unsuccessful the child will be placed on the "Thinking Chair" in the classroom. During this time your child will take a few moments to reflect on his/her inappropriate behavior. He/She will be given the opportunity to return to the group only after he/she complies with the adult's redirection. If your child refuses the "Thinking Chair", he/she will be removed from the classroom and a documented phone call will be made to the parent. Behavior warning notices and behavior referrals will be given to the parent to be signed and returned. A student-parent conference will need to be held for persisting behavior issues. If a child bites or fights with another, they will be given a warning, if this persists then it can result in disqualification of service for that child.

Our goal of discipline is to help the student become a good decision maker, problem solver and communicator.

ZERO TOLERANCE POLICY

Tobacco, drugs, alcohol and weapons will not be allowed on the center's premises. Students found with the same will be automatically dropped from the program. Obscene language, fights, and/or assaults will not be tolerated. Any student that violates this policy may be subject to a full one-day suspension from the center. Staff and parents under the influence of drugs and/or alcohol will not be allowed on the premises and, if necessary, the local law enforcement will be called.

SOCIAL MEDIA AND INTERNET POLICY

At Emmanuel's Children Learning Center, teachers, students, staff, and other school community members use social networking/media/internet (Twitter, Facebook, blogs, etc.) to connect with others, share educational resources, log experiences, create educational content, enhance the classroom experience, and network within and outside of the school community.

While social networking and the internet are fun and valuable, there are some risks we need to keep in mind when using these tools. We expect good judgment in all situations and behave in a way that will make you and others proud and reflect well on the school.

If you do not wish for your child to be highlighted on social media or have access to our online education programs, please let us know in writing.

NUTRITION SERVICES

All parents are responsible for preparing all meals and snacks for students.

Please make sure you have notified us of any allergies your child has.

Mealtimes are as follows:

Breakfast	7:00 a.m. – 8:00
Lunch	11:30 a.m.- 12:00 p.m.
Snack	2:00 p.m.- 2:30 p.m.

FUNDRAISERS

Emmanuel's Children Learning Center will host two to four fundraisers per year for the betterment of the center. Parents will be asked to help sell or contribute to the cause. If parents cannot participate in fundraising, then a yearly registration/material fee of \$100 will be assessed.

HEALTH INSURANCE

We request a copy of your medical insurance for your child in case of an emergency.

HEALTH RECORD REQUIREMENTS

In the interest of your child's health and that of the other children in the center, parents are required to submit the child's most current medical and immunization records before your child's first day at the center. These forms must be updated in compliance with state law. An emergency telephone number of the doctor and hospital of your choice is also required and must be completed on the enrollment form.

Hearing and Vision screening must be provided for all children who turn 4 years old.

We must have a health statement on file for all children in care. Upon enrollment you may sign the health statement verifying that your child has been seen by a health care physician within the past year. **However, a Health Care Statement from your child's physician will be required within the required time from childcare licensing (12 months) or they cannot remain in care until it's completed.** We encourage you to get this statement completed by your child's physician before enrollment.

MEDICATIONS

Medicine will be administered by a designated staff member as directed by the parent's information and signature in the Medical Authorization Log. This information must be filled out daily. Staff will administer only dated and labeled prescription medication with that child's name on it. Over the counter medication may be given only if the proper form is completed. All medication must be unopened and in its original packaging.

ILLNESSES, ACCIDENTS, AND EMERGENCY CARE

Sick children with a fever or a continuous cough may not be brought to the center for care.

If your child becomes ill while in our care, you will be called immediately to pick them up, or make arrangements to have them picked up. He/She will be removed from the classroom and isolated until you pick them up. **The child is not allowed back into care until they have been fever and illness free for 24 hours without the need for medication.**

If a serious accident occurs, an emergency vehicle will be called to transport your child to the hospital on your child's enrollment form.

ALLERGIES

If your child has any allergies, please make sure to fill out the Allergies form in the enrollment packet and discuss it with the center director so that we may take necessary precautions. A doctor's note is required for all allergies. Allergies will be communicated to staff and teachers.

If your child has been prescribed an Epi-pen, it is your responsibility to provide it to the school in case of an emergency.

ALLERGIC REACTION ACTION PLAN

If a child has an allergic reaction while at the center:

1. Emergency medical support will be requested as needed.
2. The Epi-pen will be administered if the child has one prescribed on file.
3. Parent will be notified.

COMMUNICABLE DISEASES

Childhood illnesses are a part of growing up. However, if an illness occurs affecting children in the center a letter will be posted of precautions to take, and parents will be notified and encouraged to consult their physician for further information. **Children absent from the center due to a contagious disease may not return to the center without a signed release statement from a physician indicating that the child is no longer contagious.**

Parents should keep the center staff updated daily so that we may hold the child's spot if he/she is going to return after the illness.

FIRE DRILL, SEVERE WEATHER, AND DISASTERS

The staff and children practice fire and severe weather evacuation and safety drills monthly. In case of fire, we will evacuate the premises and relocate to another location. All parents will be notified of our whereabouts as soon as possible. Fire and weather disaster evacuation routes are posted in each room.

EMERGENCY PREPAREDNESS PLAN

Emmanuel's Children Learning Center does have a comprehensive Emergency preparedness plan. A full copy will be provided upon request.

Provided that an emergency occurs that requires us to move from the site, we will move to a safe location.

1. Frances Land House
2. Harris Teeter Food Court

If moved, we will follow the following steps:

1. Ensure we have all children in care accounted for
2. Notify the appropriate emergency authority
3. Move Children to the closest and most appropriate safe location
4. Notify parents

SECURITY

As a security measure we ask that you please bring your child all the way into the building, sign him/her in, and see that he/she is under the supervision of an adult before you leave. No one will be allowed to be on the premises without permission. Our center is secured by a monitor security system with 2 exterior cameras; we also have a monitored fire system.

DAMAGES

Parents are responsible to pay for any damage to the center's property caused by their child or themselves. This will include broken windows, doors, holes in the walls, damage to other automobiles or anything else that will cost more than \$20 to repair or replace. This does not apply to breaking small toys that the children play with daily.

CHANGES IN POLICIES

If there are any changes in policy, parents will be notified of the change in writing.

VIRGINIA DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (VDSS)

Emmanuel's Children Learning Center operates under the Minimum Standards for Child Care Center. A copy of these Minimum Standards can be found in the director's office. The VDSS website can also provide you with a childcare centers Licensing Inspection Report.

CHILD ABUSE

Emmanuel's Children Learning Center will continuously participate in training to make us a premiere child center. This includes **required** training about child abuse and neglect. We also share with parents how to reduce the risk of abuse and neglect, prevention of child abuse, and signs of abuse and neglect.

EQUAL OPPORTUNITY PROVIDER

Virginia

Emmanuel's Children Learning Center is an equal opportunity provider. Enrollment packets are available and accepted without regard to race, sex, national origin, disability, religion, or political belief.

VIRGINIA PENAL CODE

Under the Virginia Penal Code, any area within 1000 feet of a child center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

WEAPONS POLICY

Emmanuel's Children Learning Center provides a safe and nonviolent environment for our students, parents, and staff. To ensure safety, fire arms, darts, knives and cap pistols will not be permitted at any time

Acknowledgement Receipt of Handbook

I hereby certify I have read and fully understand the contents of the Emmanuels Children Learning Center Parent Handbook.

I also acknowledge that I have been given the opportunity to discuss any policy contained in this handbook with a company official. I agree to abide by the policies set forth in this handbook and understand that compliance with the rules and regulations is necessary for continued enrollment and employment.

My signature below certifies my knowledge, acceptance, and adherence to the company's policies, rules, and regulations.

I acknowledge that Emmanuels Children Learning Center has the right to modify or amend its policies at any time without prior notice.

Student(s) Name _____

Student(s) Name _____

Student(s) Name _____

Parent/ Employee Name _____

**Parent/Employee
Signature** _____

Date _____