

## **PARENT POLICY & INFORMATION MANUAL**

### **POOH CORNER CHILD CARE CENTER**

Lakeridge Office Park  
10251 Timber Ridge Drive  
Ashland, VA 23005  
Phone: 550-2420

Website: [www.poohcornerchildcare.com](http://www.poohcornerchildcare.com)  
E-Mail Address: [kids@poohcornerchildcare.com](mailto:kids@poohcornerchildcare.com)

Rae and John Plageman, Owners

Darlene Holmes, Director  
Sharon Swingle, Program Director

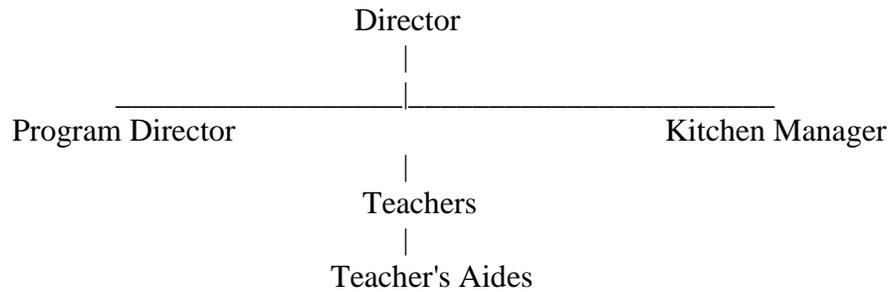
### **CENTER PHILOSOPHY**

It is our philosophy that a child care center can be an extension of the home environment. With most of today's families, both parents are in the workforce, and single and two-parent families need dependable, quality day care for their children. We feel that caring individuals who are employed in the daycare field can give the love and support that the children and their parents need. We strive to get to know the "whole" family, including extended family, pets, and family values and traditions. We want to re-enforce morals and manners that may be taught at home.

It is also the responsibility of a good child care center to assist each child in reaching his/her full potential. We strive to meet this goal by recognizing each stage of development in each child and planning activities to meet their individual needs. Emphasis is placed on nurturing and facilitating growth in all developmental domains: social, physical, emotional and cognitive. We want each child to have a positive self-concept and be confident when trying new things.

Rae & Jody Plageman, Owners

## ORGANIZATIONAL CHART



### **HOURS OF OPERATION:**

We are open from 7:00 a.m. to 6:00 p.m. Monday through Friday. Parents (custodial) and guardians are welcome at the center any time during operational hours. You are expected to pick up your child before 6:00 p.m. If you foresee that you will be delayed, phone the center and make arrangements to have someone pick up your child. A late fee based on the number of minutes will be charged for each child left in our care after 6:00 p.m.

If your child(ren) is not picked up by 6:00 p.m., we will attempt to phone you or your designated alternate until 6:30 p.m. If we cannot reach anyone by 6:30, we will notify the police and ask for assistance.

Pooh Corner is closed for the following holidays: Half day New Year's Eve, New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, half day Christmas Eve and Christmas Day. The full week's tuition is due on the weeks that these holidays fall.

Snow or inclement weather closure information will be announced on WRVA radio and Channel 12.

### **MONTHLY NEWSLETTER:**

The newsletter is a monthly treat we provide our parents. In these informative bulletins we present our center's business news, reminders, calendar dates, letters from each class, monthly menu and other general information.

### **SICK POLICY:**

For the good of your child and in fairness to other children and their parents, you are required to keep your child out of the center if he shows symptoms of illness. Symptoms that are cause for keeping your child home are: fever, vomiting, diarrhea, unidentified rash, swollen glands, any contagious conditions (worms, etc), heavy nasal discharge and ear-ache. We know how difficult it is for you to miss work, but we do not have the provisions to care for slightly ill and recovering children.

In the same respect, if your child becomes ill during any part of the day with these symptoms, you will be notified to make arrangements to have your child picked up as soon as possible. If your child is diagnosed with a contagious condition, you are required to have a note from the child's physician stating that it is medically safe in order to bring the child back to Pooh Corner.

Parents must inform us within 24 hours or the next business day after the child or any member of the immediate household has developed any reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately.

Pooh Corner should be able to contact you at any time during the day. The necessary information is given at the time of enrollment; however, you are required to inform the center if you encounter any type of address change, phone number change, change of employment, doctor's information, etc. immediately. We will also have you fill out a new application sheet during your annual renewal month.

### **MEDICATION POLICY:**

If your child is taking medication, you must fill out a form for any medication you want administered by our staff at the center. All medication must be brought to the center in its original container with prescription label and/or dosage instructions attached. When an authorization for medication expires, the parent shall be notified that the medication needs to be picked up within 14 days or the parent must renew the authorization.

Medications that are not picked up by the parent within 14 days will be disposed of by the center by either dissolving the medication down the sink or flushing it down the toilet. We must have a written notice, signed by a physician, to administer medication on a routine long term basis, (i.e., Ritalin, Methylphenidate, Intal, Proventil, cough syrups, etc.).

All over the counter drugs and skin products shall be used in accordance with the manufacturer's recommendations. They shall not be kept or used beyond the expiration date of the product. Parents will provide any and all medicines and skin products to be used and sign a written authorization, noting any known adverse reactions. Skin products such as sunscreen, insect repellent, and diaper ointment, when used, will be in the original container and labeled with the child's name. We will keep a written log of when insect repellent and diaper ointment are used that includes child's name, date of use, frequency of applications and any adverse reactions.

### **HEALTH AND SAFETY ISSUES:**

We must maintain up-to-date immunization and physical information on all the children. Please be sure to ask us for a white physical form each time you take your child to the doctor for a "well" check-up and have the doctor fill it out.

Any injuries that happen at the center will be written up on the injury report form. These forms are posted on the bulletin board by the office for the preschool and school age children. These forms for the infants and toddlers will be put with their daily logs. These forms must be signed, and dated along with the actual time you sign it. These forms should be turned back in to the office or to the teacher so we can put them in the child's file. We will call parents right away for injuries that are more serious or if medical attention is "questionable".

We have several copies of our emergency preparedness plan available for our parents to view in the office and in the cabinet at the computer monitor used for clocking in and out.

## **CHILDREN'S CLOTHING:**

Here at Pooh Corner each child has a "cubbie" (or parents bring a diaper bag) which contains their personal items. Below is a list of articles that should remain at the center at all times:

1. A clean change of seasonal clothing which has been labeled. If your child's clothing becomes soiled, it is up to each parent to pick them up and return them clean and labeled.
2. Either a comb or hairbrush should be kept at Pooh Corner and it should be labeled. Tiny hair clips or other accessories should not be used at the center, as they may be a choking hazard. Combing and brushing hair is encouraged as it is done daily after naptime or whenever needed.
3. Seasonal clothing such as knit caps and mittens or bathing suits are necessary as our children are outside all year long. We do stress the need to keep seasonal clothing here at all times. For safety reasons, no open-toed shoes are allowed.

## **FOOD:**

Monthly menus are sent home in the newsletter and posted on the bulletin board near the front doors. In addition to a hot balanced lunch, a morning and afternoon snack is provided.

We CANNOT accept food from home and menu exceptions can only be made when it is medically necessary for a child. We do encourage each child to try all foods that are on their plate and are permitted to have second helpings of the foods they especially like. While at the table, our children are shown and encouraged to use proper table manners and respect for others.

From infancy until a child is totally weaned to eat from the Center's menu, the parent must provide the following:

Infant Formula - provided daily, bottled and labeled with the child's first and last name and the date. You must also provide a one-day's emergency supply of formula and/or breastmilk to keep at the center.

Baby & Toddler Food - provided daily, unopened and labeled with the child's first and last name.

Parents must also supply the Center with diapers, (disposable or cloth) or training pants.

## **SHARE DAYS:**

We have announced "Share Days" which are days when the children may bring a toy from home to play with and share with their classmates. The children are not allowed to bring toys on any other day and any type of gun or shooting toy should not be brought on Share Days. New children may bring a special toy or blanket with them for a short time until they have made an adequate adjustment.

## **PARENT CONFERENCES:**

Conferences and communications are extremely important. Anytime you have questions or inquiries, please feel free to ask. We do reserve the right to call a conference with any of our parents concerning the progress, behavior, adjustment, etc. of their child. The better the communications, the better child care service we can provide you and your child.

We always reserve the months of October and April as our conference months for our entire program. While we offer these scheduled opportunities twice a year to discuss the progress of the children, we welcome the opportunity to meet with parents anytime.

## **PROGRESS EVALUATIONS:**

We will provide progress evaluations for each preschool child and for our infants and toddlers twice a year. These are formal written records of your child's developmental progress.

## **CURRICULUM:**

We feel that environment is important in the learning process. Our classrooms are small and personalized by the individual teacher and children in that class.

Our educational program consists of unit themes that all classroom activities are planned around. Themes can last anywhere from a day to two weeks. Each teacher chooses these themes from a larger group of monthly themes. Therefore, each teacher can personalize lessons to the individual interests and developmental levels of the children in her classroom.

We also concentrate on three letters of the alphabet each month. Letter activities include: art projects, printing, sounds of letters, words that begin with each letter, etc., again all individualized to the developmental level of the children in each class.

Other areas of study include: number lessons and counting, color identification, shape recognition, name spelling and writing, learning phone numbers and addresses, sight word identification and using the calendar, including naming months, days and seasons. Areas of study for the Pre-Kindergarten class are geared toward meeting Kindergarten SOLs.

We incorporate children's favorite literature into the program by having a featured author or character of the month. These books may be simply read at story time or teachers may plan classroom lessons around them.

We offer extra curricular activities such as music and dance classes, gymnastics and movement classes, and drawing and computer, and coloring. Older three and four year old children routinely go on field trips. Field trips may include: skating, bowling, the library, various parks and museums, etc. All children ride in age appropriate car seats and safety rules are strictly enforced. The children will be required to remain in their seat until the vehicle has been parked and an adult in charge opens the door to help them exit. The children will not be allowed to throw litter or any object from the vehicle or put hands and arms out of the windows.

Art projects and activities are often unit oriented, but many times they are just for fun. We have a varied number of different experiences which all the children enjoy.

Much emphasis is put on social development skills at each age level. We work daily to help the children to learn how to express themselves constructively, play in a group and respect themselves, peers and adults.

### **FREE PLAY:**

There are times during the day when the children are at "Free Play". This means that the children may choose from a variety of activities. These periods tend to be good for each child to experience new creativity and express their emotions.

### **OUTDOOR PLAY:**

The amount of outdoor play and exercise may vary daily. Depending on the weather, we may spend very little time outside or we may schedule a whole day's activities around outside time. We make our decisions according to many factors.

### **QUIET TIME:**

Quiet time is a part of the day's schedule. It is approximately from 12:00 to 2:00 each day. The center must remain quiet during this time. If you must obtain your child early, please do so BEFORE or AFTER quiet time. Each child is required to rest quietly at least one hour.

### **DISCIPLINE:**

Discipline is needed with all children at times. By maintaining a few simple rules and examining situations from more than just a behavior point of view, we feel we will be able to help all the children adjust to a group experience easily. The method of discipline used at Pooh Corner is as follows:

- a. Observe situations that lead to problems.
- b. Oral reprimand to correct behavior.
- c. Remove the child from the group if warning is ignored.
- d. Bring the child back to the group after explaining to him why he was removed.
- e. Bring the child to the Director if unacceptable behavior persists.
- f. Discuss behavior with parent if deemed necessary.

We expect support from each parent when we are experiencing discipline problems. Any child who persistently fails to respond to the method of discipline we adhere to may be disenrolled. Parents must understand that these situations are disruptive to the other children and classroom effectiveness. We have found that there are some children who benefit from a smaller ratio environment. Be assured that we will make every effort to help the child adjust before taking any steps to disenroll.

All licensed child care facilities are required by law to report any suspected child abuse to the proper authorities. Accordingly, any such suspicions will be brought to the attention of the Director and/or Owner. After evaluating the circumstances, the decision will be made whether a formal report to Child Protective Services is warranted.

### **DAILY PRESCHOOL SCHEDULE:**

Below is our basic daily schedule:

7:00 - 9:00	Receiving Children (Free Play)
9:00 - 9:15	Clean up and washing hands
9:15 - 9:30	Morning snack
9:30 - 10:45	Unit Activities, Classroom Time
10:45 - 11:15	Outdoor Play
11:15 - 11:30	Washing hands for lunch
11:30 - 12:00	Lunch
12:00 - 2:00	Quiet Rest Period
2:00 - 2:15	Afternoon Snack
2:15 - 3:00	Grooming, Outdoor Play
3:00 - 4:30	Rotating Directed Activities
4:30 - 6:00	Free Play, Children Picked Up

This is a sample schedule to help each parent get to know their child's day and activity times. Sometimes it will be necessary to change or alter the schedule for maximum flexibility.

### **SCHOOL-AGE PROGRAM:**

During the school year we offer before and after school care depending on the school the child attends. After school, the children come to the center and are given a nutritious snack and have the opportunity to spend the afternoon in free play, planned activities, watching movies, doing homework, etc. When school is closed for teacher workdays, snow or holidays the children may attend the center for an additional charge.

During the summer vacation period, we offer a full day program for school age children. We offer weekly trips including swimming, skating, bowling, trips to the library and various parks. We also have special activities at the center, such as Water Works and visits from the ice cream truck. Group activity time includes arts and crafts, board games, working together in groups to complete projects, active games and much more.

### **DAILY SCHOOL-AGE PROGRAM:**

7:00	Receiving Children
7:10	Elmont Bus Picks Up
2:30	Pick up children from local schools
3:00	Elmont Bus Drops Off
2:45 - 3:15	Afternoon Snack
3:15 - 4:00	Homework and Table Activities
4:00 - 6:00	Free Play and Outside Activities

## **PARENTAL AGREEMENT:**

Below is a copy of the agreement each parent must read and sign before enrolling their child. These are policies that the center adheres to strictly, so please make sure that you understand each and every one:

### **I, AS A PARENT OR LEGAL GUARDIAN, AGREE TO:**

1. Pay an initial registration fee of \$50.00 per child (maximum of \$75.00 per family) at the time of enrollment and \$35.00 per child each year thereafter at the anniversary date. The fee is non-refundable and covers miscellaneous costs such as insurance and laundry costs.
2. Pay advance tuition for the program in which your child(ren) is enrolled. The tuition is due each Friday for the next week with no deduction for any absence. If the tuition is not paid on Friday, a late charge will be due on Monday morning of \$25.00. If by Tuesday morning we still have not received the tuition, including the late charge, we cannot accept your child.
3. A late pick-up charge will be assessed for children not picked up by 6:00 p.m. The fee is \$1.00 per minute, per child. This charge will be waived only under extreme circumstances. If it is expected that your child will not be picked up by 6:00 p.m., you must call and inform the Center. Otherwise, we will begin calling parents and/or other emergency contacts for the child(ren).
4. Pay a fee of \$35.00 if any check is returned to Pooh Corner for any reason. If two checks are returned, tuition must be paid in cash from that point forward.
5. Give Pooh Corner at least two weeks written notice prior to any withdrawal. If I do not give proper written notice, I understand that I will owe the tuition for the two weeks after my child leaves.
6. In case of injury or illness, the parent/guardian authorizes Pooh Corner to obtain immediate medical care if any emergency occurs when he/she cannot be located immediately. If there is an objection to seeking medical emergency care, the parent/guardian must give Pooh Corner a written statement that states their objection and the reason for their objection. I hereby understand and agree that any expenses incurred are my responsibility as the parent or legal guardian.
7. Pooh Corner has the right to immediately disenroll any child for reasons we deem necessary, (i.e. non-cooperation of the parent, maladjustment of a child, failure to provide necessary or correct enrollment information, etc.)
8. If your child is taking medication, you must fill out a form for any medication you want administered by our staff at the center. All medication must be brought to the center in its original container with prescription label and/or dosage instructions attached. When an authorization for medication expires, the parent shall be notified that the medication needs to be picked up within 14 days or the parent must renew the authorization. Medications that are not picked up by the parent within 14 days will be disposed of by the center by either dissolving the medication down the sink or flushing it down the toilet. We must have a written notice, signed by a physician, to administer medication on a routine long term basis, (i.e., Ritalin, Methylphenidate, Intal, Proventil, etc.).

9. Parents should inform the center when their child will be absent from the center, for vacation days, sick days or just for “fun” days. Pooh Corner should be able to contact you at any time during the day. The necessary information is given at the time of enrollment; however, sometimes parents move, change jobs, home or work numbers change, doctors, etc. You are required to inform the center if you encounter any of these changes.
10. For the good of your child and in fairness to other children and their parents, you are required to keep your child out of the center if he shows symptoms of illness. Symptoms that are cause for keeping your child home are: fever, vomiting, diarrhea, unidentified rash, swollen glands, any contagious conditions (worms, etc), heavy nasal discharge and ear-ache. We know how difficult it is for you to miss work, but we do not have the provisions to care for slightly ill and recovering children.

In the same respect, if your child becomes ill during any part of the day with these symptoms, you will be notified to make arrangements to have your child picked up as soon as possible. If your child is diagnosed with a contagious condition, you are required to have a note from the child's physician stating that it is medically safe in order to bring the child back to Pooh Corner.

11. Parents must inform the center within 24 hours or the next business day after a child or any member of the immediate household has developed any reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately.
12. If you would like someone to pick up your child other than those listed on your enrollment form, you must give us advance written notice. If that is not possible due to extreme circumstances, we will follow stringent identification procedures. We will call the emergency contact people listed on your child’s application in case of emergency situations, including but not limited to, inclement weather or natural disasters if we can not get in touch with parents.
13. For safety reasons, parking in front of the sidewalk is not permitted. We require that you park in the designated parking spaces and escort your child into and out of the building and clock him in and out on the computer. You are also required to see that the staff is aware of your child's whereabouts.
14. For families that need to reserve a place on Pooh Corner’s waiting list for any of our programs, a fee of \$50.00 is required to be placed on the list. The family should provide an estimated date that they would like their child(ren) to begin attending. Four weeks prior to the expected enrollment date, 2 weeks of the going tuition rate will be due in order to guarantee availability. The tuition will then be applied to the first 2 weeks attendance. However, if the child(ren) subsequently don’t attend as originally agreed, the tuition will be non-refundable, and the reserved spot will be offered to the next family on the list.
15. As written above, fees are payable in advance. However, if Pooh Corner must resort to measures to collect on your overdue account by way of collection agency or any other legal action, you will be responsible for not only the account balance but the costs incurred by Pooh Corner for such action, including attorney fees, plus 15% interest of any outstanding balance.

**This agreement is for the protection of the parents, children and Pooh Corner. It is essential that the financial condition of this center remain such that services can be provided for your child. Our expenses are not reduced due to absenteeism; therefore, when you read and sign the Parental Agreement upon enrollment, it will be your guarantee that you will abide by and support its contents.**

**Lewis Centers, Inc.**  
**T/A Pooh Corner Child Care Center**  
**10251 Timber Ridge Drive**  
**Ashland, Va. 23005**

**PARENTAL AGREEMENT:**

Child(ren)'s Name \_\_\_\_\_

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6. In case of injury or illness, the parent/guardian authorizes Pooh Corner to obtain immediate medical care if any emergency occurs when he/she cannot be located immediately. If there is an objection to seeking medical emergency care, the parent/guardian must give Pooh Corner a written statement that states their objection and the reason for their objection. I hereby understand and agree that any expenses incurred are my responsibility as the parent or legal guardian.
7. Pooh Corner has the right to immediately disenroll any child for reasons we deem necessary, (i.e. non-cooperation of the parent, maladjustment of a child, failure to provide necessary or correct enrollment information, etc.)

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Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Parent or Guardian