

CHILD DEVELOPMENT CENTER at Timberlake
21649 Timberlake Road | Lynchburg, Virginia 24502 | 434.239.9132
www.timberlakechurch.org

Executive Director of Child Development Center
Christina Tilley, christina.tilley@timberlakechurch.org

Avonlea's Angels Infant & Toddler Care
Ages: 6 Weeks – 24 Months
Director: Jaime Lewis, jaime.lewis@timberlakechurch.org
Phone: 434.239.9537
Facebook Group: CDC at Timberlake – Infant and Toddlers

Preschool Age Program
Ages: 2 – 5
Director: Kelly Shepherd, kelly.shepherd@timberlakechurch.org
Phone: 434.239.9132
Facebook Group: CDC at Timberlake – Preschool Age

Before & After School Care
Fun and Snow Day Care (*when school is closed*)
Summer Camp
Grades: rising K – 6th
Leader: Jenn Delacruz, jenn.delacruz@timberlakechurch.org
Phone: 434.239.9132
Facebook Group: CDC at Timberlake – School Age

Enrollment & Finance Coordinator
All Program Ages
Leader: Megan Gingery, megan.gingery@timberlakechurch.org
Phone: 434.239.9132

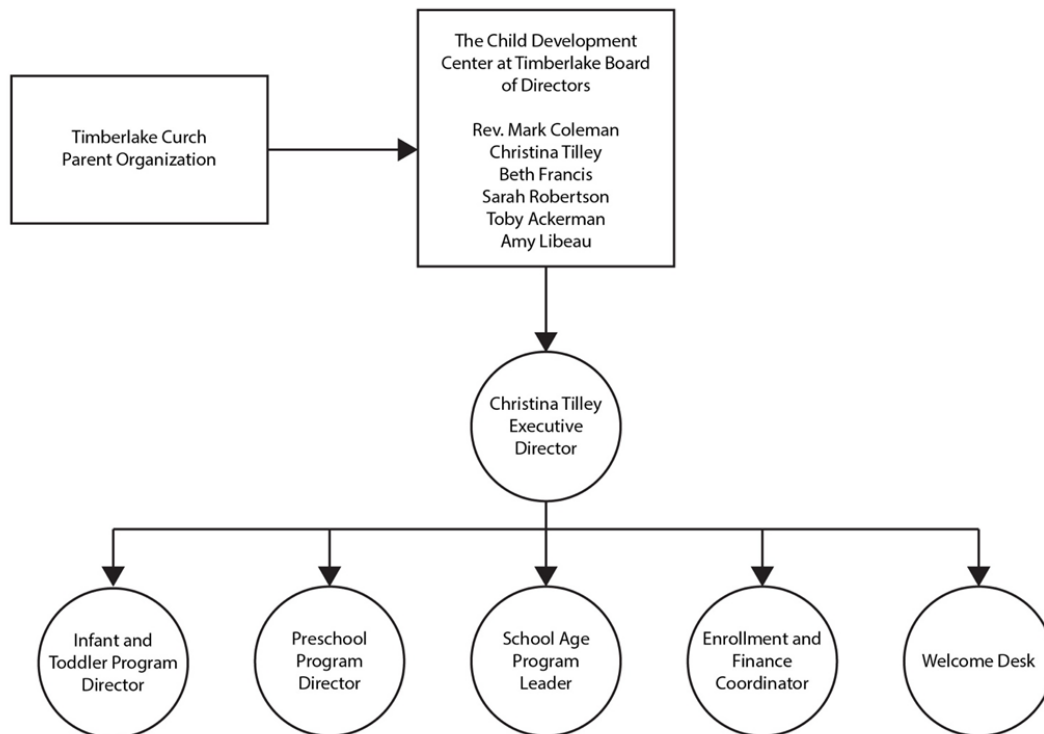
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Child Development Center Organizational Chart

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Infant & Toddler Age Specific Handbook Information

Avonlea's Angels opened July 5, 2016, allowing us the opportunity to provide year-round childcare for ages six weeks to 24 months. At Avonlea's, we provide various learning opportunities through play, art, music, and special activities. The children are in a safe and loving environment, with a dedicated team that loves them and their families. In addition to the space at Avonlea's, we use the Family Life Center in the church building for toddler indoor play. We have a 6-seater stroller and a 4-seater stroller that we use for taking walks around the property and into the church building.

Learning Objectives: These are designed to function in a manner such that each child:

- Feels accepted, wanted, and loved.
- Learns through play, social interactions, and physical activities.
- Is part of a happy learning environment that will be the foundation of a successful education beyond preschool.
- Enjoys social interaction with adults and other young children in a caring and nurturing environment.
- Meets growth and developmental milestones.

Registration and Program Fees

- **Registration Fee:** \$150 is due at the time of enrollment.
- Please see the financial section of the handbook for additional information.

Age Requirement for Admission: We accept children ages 6 weeks to 24 months.

- Updated immunization records must be provided every six months
- At 16 months, your child will transition to the toddler classrooms located in the church building.
- After their 2nd birthday, they will transition to the Preschool Program at the beginning of the new year session in August to help prepare children early for the school setting.

Communication: Important information will be posted on the closed Facebook group, CDC at Timberlake – Infant and Toddlers, and emailed to all families. Be sure to check regularly for upcoming events or important announcements. Procure Connect App is used for daily parent communication about feeding, napping, and diapers. We also post on WSET for closings and delay due to inclement weather.

Dropping off:

- Please sign your child in daily during drop-off using the Procure computer system. Please inform teachers of anything they may need to know.
- We ask that our infants and our toddler classroom participants be dropped off by **9 am** so they can enjoy the more structured part of the day without nap time interference.

Picking up:

- Please sign your child out each day using the Procure computer system.
- Please make sure to let us know if someone different will be picking up your child or if your child will be leaving at a different time than usual.
- If anyone is picking up, who is unknown to staff, they will check a valid ID to make sure that the person's identity matches what is on file for consent.

Late Pick Up Policy All programs end at 5:30 pm. Please call ahead to let us know if you will be late due to unforeseen circumstances or an emergency. Parents will be asked to sign a late pick-up form, and a fee of \$1 per minute per child will be billed to your account for children picked up past 5:30 pm. If a child is picked up more than 15 minutes late, an automatic \$25 fee will be applied. More than five late pick-ups may result in dismissal from the program.

Diapers & Wipes:

You will be asked to provide the following for your child's bathroom basket:

- Diapers with tabs (enough for the week)
- Wipes
- Your child's teacher will notify you when your child needs more diapers and wipes.
- Diapers must be disposable.
- If you'd like staff to apply diaper cream or ointment, a parent/guardian's signature must be on file and cream/ointment provided by the family.

Dress Policy: Please dress your child in simple washable play clothes that can get dirty. Please provide several changes of clothing, including socks, labeled and placed in a gallon-size zip lock bag. Replace clothing as seasons change. Please provide your child with appropriate outerwear for outdoor play. Children will go outside during all seasons as part of their educational experience.

Naptime: Toddlers will take a nap daily right after lunch. Please provide bedding for your child in a large, labeled bag (trash bags work nicely). Bedding will be sent home at the end of the week to be washed. The clean bedding should be returned at the beginning of each week.

Biting: Biting is a natural part of a child's development, particularly in toddlers. Biters are usually looking for help and/or attention. If biting is a recurring problem, working with the parents is essential. When biting occurs, the bite will be treated, and the parents of both children will be notified. Depending on the severity of the bite, we may contact the parents immediately. The parents of the biter may be asked to pick up their child. If biting is a recurring problem, a conference will be set up with the Program Director, teacher, and parents to discuss an action plan to prevent any further biting. If we are unable to resolve the issue, it may be necessary to temporarily or permanently remove the child from our program until the biting stops to ensure the safety of all our children.

Preschool Age Specific Handbook Information

The Preschool Age Program was founded in 1978 and provided half-day Christian pre-school for children ages 3 - 5. This program has expanded to provide loving, nurturing care year-round for children ages 2 – 5. We offer a variety of attendance options to meet the community's needs while continuing to provide an excellent Christian preschool experience. We use the Family Life Center for indoor play, the church worship spaces for chapel, and other rooms as needed to offer a change of space or let out extra wiggles. In addition, we have two preschool-age-appropriate outdoor playgrounds that are well-equipped for successful motor development.

Curriculum: Our curriculum focuses on many activities which help the child develop self-confidence, independence, awareness of his/her world, creative self-expression, and a desire for learning. Spiritual education is incorporated through Bible stories of Biblical principles throughout the school day.

Some of the experiences offered in our warm and loving Christian atmosphere are as follows:

- In the classroom, we incorporate learning skills and concepts through various units of study, monthly themes, chapel, community visitors, visual aids, and special events.
- School year activities include music and movement sessions, Costume and Spring parades, Easter egg hunt, Christmas musical performance, a spring picnic, spirit days, themed events, and more!

Payments and Fees: An annual materials fee of \$150 for full-time students and \$75 for Preschool Only students is due at the beginning of each new program session. Tuition payments are due weekly on Monday. The cost of tuition can also be paid in full. Refer to the Financial Information section of this handbook for additional information about payments and fees.

Attendance: Please contact the Director, or your child's classroom teacher as soon as possible if your child will not be in attendance. Please make every effort to have your child arrive on time, by 9am, for the days that they attend.

Dropping off:

- Drop-off begins no earlier than 7 am.
- We ask that full-time children be dropped off by **9 am** for the day so that they can participate in all of the planned activities offered, and their usual rest period will not be interrupted.
- If coming into the building for drop-off, please stop at the Welcome desk so your child can be checked in. If using curbside drop-off, your child will be signed in for you.
- **Drop-In Care:** as needed, must be approved by the Director. **Additional Afternoon Hours** students **can** stay until 5:30 pm – see Director.

Picking Up:

- If you come into the building to pick up, please stop by the Welcome Desk for your child to be signed out.
- Please make sure to let us know if someone different will be picking up or if your child will be leaving at a different time than usual.
- If a pick-up person is unknown by staff, they will check a valid ID to confirm that the person's identity matches what is on file for consent.

Late Pick-Up Policy Please call ahead to let us know if you will be late due to unforeseen circumstances or an emergency. The center closes at 5:30 pm. Parents will be asked to sign a late pick-up form for any child not picked up by 5:30 pm. Parents will be charged \$1 per minute per child for children picked up late. If a child is picked up more than 15 minutes late, an automatic \$25 fee will be applied. More than 5 late pick-ups may result in dismissal from the program.

Communication: Important preschool program announcements and a monthly newsletter will be sent through the Procure Parent Engagement App, posted on the closed Facebook group, and emailed. Be sure to check these locations each day/week for upcoming events or important announcements.

Dress Policy: Please dress your child in simple, washable play clothes that can get dirty. Please provide a complete change of clothing labeled and placed in a gallon-size zip-lock bag. Replace clothing as seasons change. Please provide your child with appropriate outerwear and closed-toe shoes for outdoor play. We ask that girls wear shorts under dresses. Children will go outside during all seasons as part of their educational experience.

Food Policy: Parents/Guardians are responsible for providing both a morning and afternoon snack, as well as a pre-cooked or pre-prepared nutritious lunch. Please note that we are unable to reheat or refrigerate lunches. To ensure food stays at a safe temperature, we recommend using ice packs and/or insulated lunch boxes.

Parents/Guardians are asked to send in a daily water bottle with their child; this is to be filled with water only. Milk, juice, or any other beverage will be discarded at the teacher's discretion. If you would like your child to have an alternative drink throughout the day, this may be included in their lunchbox.

Some classrooms may have food restrictions due to severe allergies. If this applies to your child's class, families will be notified. If your child has food allergies, please inform the director and teacher in advance to discuss necessary precautions.

Diapers & Wipes:

If your child is under 3 years old and not potty trained, you will be asked to provide the following for your child's bathroom basket:

- Diapers with tabs (enough for the week)
- Wipes
- Your child's teacher will notify you when your child needs more diapers and wipes.
- Diapers must be disposable.
- If you'd like staff to apply diaper cream or ointment, a parent/guardian's signature must be on file and cream/ointment provided by the family.

Potty Training: Potty training is primarily the responsibility of parents, and our teachers and staff are happy to support this important milestone by partnering with families to ensure consistency between home and school. Our staff will provide reminders, encouragement, and assistance as needed, but parents should ensure their child is making progress at home. We strongly encourage children to be potty-trained by age 3. While we understand that every child develops at their own pace, children who are not fully potty trained, wearing underwear with rare accidents or little assistance, by the end of our 3-year-old program will not be permitted to move up to a 4-year-old classroom unless a documented developmental delay or medical need is identified.

Pull-ups are acceptable for naptime to prevent accidents. Please contact the director or classroom teacher for exceptions and partnering in the potty-training process.

Naptime: Children will take a nap daily after lunch. Nap items are to be provided by the family and should be brought in a labeled bag (trash bags work well) at the beginning of each week. Bedding will be sent home at the end of the week to be washed. The clean bedding should be returned at the beginning of each week.

Biting: When a student bites another student, both parents are notified by a paper incident/injury report during pick up or by phone call. An electronic report is also recorded in the Procure Parent App at the time of the incident. Depending on the severity or reason for the bite, the parents of the child who bit may be asked to pick up their child. Although biting is considered developmentally appropriate under the age of 3 years, if biting is a recurring problem, a conference will be set up with the Program Director, teacher, and parents to discuss an action plan to prevent further biting and ensure the safety of all students. Unresolvable biting may cause the student to be temporarily or permanently dismissed from the program.

School Age Specific Handbook Information **(Before & After School, Snow and Fun Days, Summer Camp)**

Before School Care: drop off begins no earlier than 7:00 am. Tomahawk and Leesville buses pick up students from Timberlake between 8 and 8:45 am.

After School Care: We accept Kindergarten through 5th graders who attend Tomahawk, Leesville, and New London Academy Elementary Schools, as well as 6th graders who attend Brookville Middle School. After-school care is provided for regular and early dismissal days for Campbell and Bedford Co. Schools. The Timberlake CDC bus transports students from NLA to After School Care at Timberlake each day. Pre-packaged snacks are provided.

Fun Day Care: Available for K–6th graders who attend any of the local schools in the area. Care is provided from 7:00 am to 5:30 pm for scheduled school closings (Bedford and Campbell). A link to register for care is sent by email one to two weeks before scheduled Fun Day dates. Registration is due three business days prior to the scheduled Fun Day to ensure adequate staffing and scheduled field trips. A Late fee of \$25 will be assessed if your child is in attendance and registration is not received in advance.

- The cost of care is due when registered, even if your child does not attend. The fee may be forgiven if proper notice is given to the Program Director explaining the absence.
- Parents are required to provide lunch, morning and afternoon snacks, and a refillable water bottle each day.

Snow Day Care: Snow Day Care may be available when Bedford and/or Campbell County Schools are closed for inclement weather. We accept Kindergarten through 6th graders who attend any of the local schools in the area. The hours of operation will depend on the weather, with a goal of operating from 9 am to 5:30 pm.

- Your account will be billed on the day of care.
- Parents are required to provide lunch, morning and afternoon snacks, and a water bottle.

Summer Camp: Programming offered during the summer months for rising Kindergarten through rising 6th graders. Operating hours are 7:00 am – 5:30 pm. Parents are given the flexibility to register only for the weeks that they need care, with 5-day or 3-day care options each week. Important information is posted on the closed Facebook group and sent via email. Field trips will be planned during Summer Camp. Notification of field trips will be given in advance. Additional parent permission may be required depending on the trip planned. Qualified bus drivers provide transportation for field trips on the Timberlake safety-inspected buses.

Food Policy: Parents/Guardians are responsible for providing all food items needed for the day, including a morning snack, a precooked/prepared nourishing lunch, and an afternoon snack. Microwaves are available to warm food that has already been prepared but needs heating. While our program does not offer food services, there may be special occasions where food is provided. On special occasions such as birthdays, you may bring special treats for each child in the class to share. Arrangements for this should be made in advance with the Director, considering any allergies that may be present in the class. If your child has food allergies, please discuss them in advance with the director and teacher.

For all school-age programs

Drop Off and Pick up:

- Drop-off begins no earlier than 7 am. During Fun Days, Snow Days, and Summer Camp, drop-off time is flexible. Be aware of any field trips planned for departure times.
- If you are coming into the building for a drop-off, please stop by the Welcome Desk so your child can be signed in. If you are using curbside drop-off, your child will be signed in for you.

- If you come into the building for pick up, please stop by the Welcome desk so your child will be signed out.
- If a pick-up person is unknown to staff, they will check a valid ID to confirm that the person's identity matches what is on file for consent.

Late Pick-Up Policy: Please call ahead to let us know if you will be late due to unforeseen circumstances or an emergency. The center closes at 5:30 pm. Parents will be asked to sign a late pickup form for any child not picked up by 5:30 pm. Parents will be charged \$1 per minute per child for children picked up late. If a child is picked up more than 15 minutes late, an automatic \$25 fee will be applied. More than five late pick-ups may result in dismissal from the program.

Dress Policy: During our summer camp program, please dress your child in simple, washable play clothes that can get dirty. Please provide a change of clothing, including socks, labeled and placed in a gallon-size zip lock bag, if your child is prone to accidents. We ask that all clothing have appropriate graphics, appropriate length shorts to the fingertips with arms fully extended, and we prefer closed-toe shoes. We ask that female campers wear one-piece swimsuits or a t-shirt over two-piece swimsuits for water day and swimming activities.

Communication: Important school-age program announcements will be posted on the closed Facebook group, CDC at Timberlake – School Age, and emailed to parents. Be sure to check these locations each day/week for upcoming events or important announcements.

Personal Items and Electronics:

Children are encouraged not to bring personal items and electronics. We are not responsible for broken, lost, or missing items. Any electronics should be a tablet or a small gaming device with appropriate games. We do not allow students to use cell phones or take pictures of other students. Any electronic device that plays music or songs should be approved by parents. Wi-Fi passwords are not shared with children to hinder internet access.

Handbook Information for all programs

It is the mission of The CDC at Timberlake to provide a loving Christian environment where children learn and grow spiritually, academically, emotionally, and socially.

The Child Development Center at Timberlake, Inc. is religiously exempt from licensure. The following policies meet or exceed the Department of Education Policies for Religiously Exempt Child Day Centers.

Staff Qualifications: All directors and teachers must be, at a minimum, 18 years of age and have a high school diploma or GED. All staff must complete pre-employment screening, which includes background checks. No staff shall be guilty of a barrier crime. Staff shall be of good character and reputation, capable of carrying out assigned responsibilities, capable of accepting training and supervision, and capable of communicating both orally and in writing. Although not required of all staff, many are certified in first aid and CPR. Staff who administer medication are trained and certified in Medication Administration Training (MAT). Teachers receive the necessary training required by the Department of Education and professional development opportunities.

Facility: The Toddler, Preschool Age, and School-Age programs are operated in the Timberlake Church building located at 21649 Timberlake Rd. Lynchburg, VA 24502. Avonlea's Angels Building houses our Infant program, which is located on the church's property. The rooms used within the church include Hughes Hall, the Family Life Center, The Mill, and all hallways and classrooms located in secure areas. The maximum number of children permitted in the church building is 235.

Food service: Children are expected to provide their lunch, snacks, and drinks. While our programs do not offer food services, there may be special occasions when food is prepared and served. On special occasions such as birthdays, you may bring special treats for each child in the class to share. Arrangements for this should be made in advance with the Director considering any allergies that may be present in the class. Parents/Guardians are asked to send in a daily water bottle with their child; this is to be filled with water only. Milk, juice, or any other beverage will be discarded at the teacher's discretion. If you would like your child to have an alternative drink throughout the day, this may be included in their lunchbox.

Staff health: Staff are certified annually by a practicing physician or nurse practitioner to be free from any disability that would prevent them from caring for children.

Insurance: The CDC at Timberlake has public liability insurance, which provides coverage if someone sues for personal or bodily harm suffered during the center's operation due to negligence.

Supervision of children: Staff will provide appropriate supervision; staff/child ratios will be maintained at all times.

Age	Staff: Child Ratio
Birth – 16 Months	1:4
16 Months – 24 Months	1:5
24 Months – 36 Months	1:8
36 Months – 5 Years Old	1:10
5 Years Old – 9 Years Old	1:20
9 Years Old – 12 Years Old	1:25

Dress Code: Staff should dress in neat, non-revealing attire that allows for safe, high-level activity with children. Children should wear clothing and shoes that allow for safe, comfortable movement and are easily washable. We prefer closed-toe shoes for safety. All graphics should be appropriate and nonviolent. Please provide seasonally appropriate outerwear as we go outside every day, weather permitting.

Confidentiality: Staff and families are required to respect the privacy and confidentiality of children, families, and staff in our program. No personal information shall be shared without written consent.

Child Custody: In the absence of a court order, both parents/guardians have equal custody rights. Therefore, if a court order exists regarding custody, it must be on file at the center.

Drop-Off: Upon drop-off, parents will inform staff of any changes in routines, such as pick-up times, and if someone is authorized to pick up.

Pick-up: Drop-off and pick-up times are important and require parental attention. Cell phone use during these times should be minimal. During drop-off and pick-up times, staff are still required to maintain active supervision of children. Minimize distractions/lengthy conversations by scheduling times to meet with or call parents/teachers to discuss questions/concerns.

Late Pick-up: All programs end at 5:30 pm. Please call ahead to let us know if you are going to be late due to unforeseen circumstances or an emergency. Parents will be asked to sign a late pick-up form for any child not picked up by 12:00 pm or 5:30 pm, depending on the care options your child is registered for. Parents will be charged \$1 per minute per child for children picked up late. If a child is picked up more than 15 minutes late, an automatic \$25 fee will be applied. More than five late pick-ups may result in dismissal from the program.

Health Screenings: Staff will perform simple health screenings upon arrival and, if necessary, take appropriate action to protect the ill child from avoidable health risks and prevent well children's exposure to an illness that might be contagious.

Hand washing procedures for staff and children:

- Upon arrival
- Before/after eating
- After toileting/diapering
- Before/after preparing/serving food

Sickness Exclusions: Children with the following conditions will not be admitted and may be sent home from the Center

- | | |
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| • Fever of 100.4 or above and behavior change | • Rash with fever or behavior change |
| • Symptoms of severe illnesses, such as lethargy, uncontrolled coughing, inexplicable irritability or crying, difficulty breathing, wheezing, or other unusual signs. | • Purulent conjunctivitis (pink or red eye lining or whites of the eyes with white or yellow pus coming from the eyes.) |
| • Diarrhea, defined as more watery, less formed, more frequent stools not associated with diet change or medication- a stool not contained by the child's ability to use the toilet. | • Lice, Scabies, Impetigo |
| • Blood in stools, which is not explained by diet change, medication, or hard stools | • Strep throat or other streptococcal infection |
| • Vomiting | • Whooping cough |
| • Persistent abdominal pain (lasting more than 2 hours) | • Chickenpox or shingles |
| • Mouth sores with drooling | • Tuberculosis, Mumps, Measles, Rubella |
| | • Hepatitis A |
| | • Unspecified respiratory tract illness; RSV |
| | • Herpes simplex |
| | • Covid-19 |

Return to the center after illness: If a child has been sent home from the center with any of the above conditions, that child may not attend the center the following day. The child may then return when he/she has been **symptom-free for 24 hours without the use of over-the-counter medication.** This policy is enforced to prevent the spread of

The Ripple Effect of Sending Sick Children to Child Care



Medicating a child with active illness symptoms, or assuming symptoms are due to allergies or teething, and sending them to child care can have a ripple effect on those enrolled and working in the program.

Young children with active illness symptoms are more likely to spread viruses and germs to other children in attendance and could even spread to their parents and siblings.



Early childhood educators and care providers work very closely with young children, which increases the risk of them becoming ill as well. When educators and care providers are ill, they cannot work **which results in a lack of care for all enrolled children and families**

Please keep sick children at home and follow your program's illness policies.



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infection/illness. We reserve the right to refuse care for a child if there is no evidence that the child has been seen and treated by a physician and/or if the child is not well enough to participate in classroom activities.

First Aid: Staff trained and certified in first aid are present at the center whenever children are present. All children are required to obtain and provide updated immunization records.

Injury Prevention Plan: Staff will visually assess all areas of the facility regularly. Staff will promptly report any concerns regarding facility/playground safety to their immediate supervisor. Concerns may include, but are not limited to, surfacing material under playground equipment, protruding objects, broken equipment, damaged walls/surfaces, damaged fences, inoperable locks, hazardous supplies within reach of children, etc. Staff will also report concerns regarding the appropriate supervision of children and the appropriate consequences/discipline of children. Annually, directors will gather data related to injury reports to update this plan.

Playground Safety Plan: Staff will actively supervise children by positioning themselves strategically on

the playground, scanning play activities, continually counting children, and circulating among the children. Staff will report injury hazards to immediate supervisors and report any concerns regarding resilient surface under-play equipment to the director. The director will inspect the playground daily to ensure safe surface coverage. Staff will immediately notify the director of emergency situations - such as injury, illness, lost or missing children. The director will contact parents and emergency services. Staff who are not supervising other children will assist with the emergency.

Natural and man-made disasters: BULLHORN ALARM SOUNDED: Ensure shelter-in-place procedures are followed. Practice drills twice per year.

Notify directors in case of emergency: BULLHORN ALARM SOUNDED: Directors will contact parents and emergency services using landlines and cell phones. Staff may use cell phones to communicate with other staff and with parents, but distractions from the supervision of children are forbidden. Parents and staff are required to maintain professional boundaries regarding cell phones.

No Baby-Sitting Policy

Staff are required to refrain from establishing personal relationships with the families outside of our services offered within the Child Development Center. Staff may not provide private childcare/babysitting to the children served in these programs during employment.

All staff are trained to recognize the signs of child abuse and neglect. In addition, all staff are mandated to report suspected child abuse and neglect cases within 72 hours of the first suspicion of child abuse or neglect. All staff are to work directly with MAT-certified staff and/or the Director to follow the appropriate procedures. MAT policies also must be followed with topical ointments such as sunscreen and diaper ointment. Non-prescription medications require a

Written Medication Consent Form properly completed by the parent and/or the child's physician. The written permission must include your child's name, dosage, current date, and frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than 3-days unless a written order by the physician is received.

*Ask a Program Director for a **Medication Authorization Form** as needed

Communication:

- We use the Procure Parent Engagement App for daily reports on your children and need-to-know information.
- Important dates and information, as well as photos and activities, are shared through closed Facebook groups for each program: "CDC at Timberlake—Preschool Age," "CDC at Timberlake—School Age," and "CDC at Timberlake—Infant and Toddlers."
- Also, check out our website <https://timberlakechurch.org/child-development-center/> for more details on events, enrollments, and contact info.

Inclement Weather Policy: The CDC posts delays and closings for inclement weather on WSET, and text notifications are sent through the Procure Parent Engagement App. When operating on a delay, the center will open at 9 AM. If we feel it is not safe to open by 9 AM, we will be closed. If inclement weather begins during care that requires us to close early, you must make arrangements to have your child picked up as soon as possible. The safety of your children and our staff is important to us.

Visitation and Parental Involvement:

- All parents/guardians are welcome to visit our programs at any time during operating hours.
- We encourage you to participate in or volunteer at special events and activities.
- We also invite you to share your talents and experiences.
- Please contact your child's teacher or one of the directors about participating, volunteering, or anything concerning your child.

Security:

- We provide a secure facility for our programs.
- If someone other than the parent/guardian picks up your child, they will be required to provide a government-issued photo ID before the child is released.
- If our staff does not recognize the person picking up your child, they will ask for a picture ID to confirm the identity of the individual.
- If someone other than the names listed on the allowed pick-up list or emergency contacts picks up your child, a notification from the parent/guardian must be submitted to the staff.

Attendance: If your child is scheduled to attend one of our programs and will be absent, we ask that you let us know. We ask that our infants, toddlers, and preschool-age children be dropped off by 9 am to be able to participate in the more structured portion of the day and keep nap time routines without interruption.

Personal Items: Personal items should be clearly marked with your child's name (bottles, sippy cups, pacifiers, water bottles, lunch boxes, etc.) Children should refrain from bringing toys, games, and electronics unless these items are part of a planned activity. Personal items will be the responsibility of the child. The CDC is not responsible for any lost, stolen, or damaged items. Please return any clothing or bedding which are sent home for washing.

Special Celebrations: We recognize that there will be occasions when you want to celebrate your child's birthday or special accomplishment. We welcome a parent who wants to provide a special treat for such an occasion. Arrangements should be made beforehand with the classroom teacher or program director.

Photos: Parents can sign the Permission Form page in the registration packet to indicate whether they would like their child's picture taken while attending any CDC childcare programs. You can choose only to have your child's photo shared for in-house use versus publications. We are happy to accommodate that request.

Behavior Management: Disruptive behavior will be handled on an individual basis. Steps may include:

- Separation from the situation
- Redirecting students' attention to promote positive behavior
- Counseling students on how to handle situations
- If a child displays aggressive behavior (i.e., hitting, throwing things, or biting) towards other children or staff, or has repeated offenses of another objectionable nature, a conference with parents/guardians and staff will be scheduled to create an action plan following three documented incidents.
- The meeting is designed to address the issue and develop an individualized behavior plan with parent and teacher collaboration.
- If a corrective action plan does not improve undesirable behavior within 30 days, the child may be dismissed from the program.

No guns, knives, or sharp pointed objects will be permitted at Timberlake. This includes toy or imaginary play.

Termination Policy: Grounds for Termination of Enrollment include, but are not limited to:

- Repeated unsafe or aggressive behavior toward self/others
- Undisclosed information regarding a child's health or behavior concerns
- Failure to comply with corrective action plans regarding disruptive and aggressive behavior
- Failure to comply with policies and procedures
- Unpaid tuition/fees
- Discretion of the program director and administrator

We will make every effort to address and resolve issues that may result in termination. We reserve the right to ask a child to leave any of our programs if the welfare of other children or staff is in jeopardy or if a child has repeated offenses of another objectionable nature. Failure to comply with our policies could terminate our services without notice or a refund of any tuition paid.

Property and Equipment Damage: Parents may be asked to reimburse the program for repairs of any damage caused by their child's intentional actions.

Financial Information for all programs

All program fees and tuition prices are subject to change

- **Registration:** A non-refundable registration fee is due with the enrollment application. If your child is withdrawn and subsequently re-enrolls, a new registration fee is due at that time. All existing account balances must be paid in full to begin a new program session.

Program registration fees:

Infant & Toddler Care: \$150 Preschool Age Program: \$100

Summer Camp (Rising K-6th): \$100 School Age School Year (BSC, ASC, Fun Days, Snow Days): \$60

- **Security Deposit:** A **security deposit** (\$150 for the first child and \$50 for each additional child) must be paid **before** your child's first day of attendance. This amount can be applied toward your child's final tuition. If your child continues care at the Child Development Center, your security deposit will transfer across programs so you do not have to pay it again.
- A two-week written notice is required for **withdrawal** from care. The security deposit can be used to pay towards the balance due. If notice is not given, as described, your security deposit will be forfeited.
- **A two-week written notice is required for a change in a child's schedule, which would result in a reduced tuition fee. Any schedule changes must be approved by the Director.**
- **One week (Monday–Friday) of vacation** to be used between the months of June and July, where your child will not be in attendance, and you will not be billed tuition.
- **Placeholder Fee:** If you decide to take the summer off and have your child(ren) stay home with you but want to secure your child's spot for the fall, you can pay a weekly fee equal to 25% of your child's weekly tuition rate to demonstrate your commitment to return.
- **Late Pick Up Policy:** Parents will be asked to sign a late pick-up form for any child not picked up by 12:00 pm or 5:30 pm, depending on the care options your child is registered for. **Parents will be charged \$1 per minute per child for children picked up late.** If a child is picked up more than 15 minutes late, an automatic \$25 fee will be applied. More than 5 late pick-ups may result in dismissal from the program.
- A **returned check fee of \$35** and a **declined credit/debit card fee of \$35** will be charged for any check returned or credit card declined for any reason.
- Tuition not paid for two weeks will result in a temporary suspension from the program. Balances not paid after two weeks of suspension will result in dismissal from the program, and the child's spot will become available to children on the Inquiry List.
- The same tuition/fees are due **regardless of holiday closures, absence (illness or otherwise), or vacations.** For extended illness (more than one week), the Director may make a special arrangement (with a doctor's note).

Tuition Payment Options:

- Tuition payments can be automatically debited from your checking account **(preferred to avoid processing fees)** or charged to your credit*/debit card when your account is billed. Please request a Tuition Express form to enroll for automatic payment processing.

- **Pay by cash or check.** The payment box is located on the wall to the left of the Welcome Desk in the preschool hallway. Avonlea's Infant participants can place payment in the lockbox located in the check-in area.
- Credit card readers are available on-site to accept payment at the Welcome Desk.

***All Credit Card payments will have a 3.0% processing fee added.**

- Fees are billed on Monday and due by **Thursday**. A **late fee of \$25.00** will be charged on **Friday** if the account is not paid in full.
- The cost of tuition can be paid in full for the program session.

Discounts available:

- If **siblings are enrolled, a 10% discount will be applied** to the older sibling(s) weekly tuition payment plan. Siblings must be in attendance on the same days and weeks for the discount to be applied. Discount only applies to standard weekly tuition and does not include drop-in care (i.e., Fun Days, Snow Days, or Director-approved extra Days)

Financial Assistance: We have a tuition assistance fund to help families in need due to unforeseen circumstances for a season of time. There is an application that can be filled out through FACTS Management at <https://online.factsmgt.com/grant-aid/inst/4QSJL/landing-page>. Available funding is limited, and a \$45 application fee is required. Based on the recommendation of need from FACTS Management, the \$45 fee may be refunded to you after review.

CHILD DEVELOPMENT CENTER at Timberlake
PARENT AND STAFF HANDBOOK RECEIPT FORM

Child's Name: _____

Program this child is registered for:

_____ Avonlea's Angels: Infant & Toddler Program

_____ Preschool Age Program

_____ School Age Program

You Are:

_____ A parent/guardian enrolling a child

_____ An employee

I have received the handbook and agree to comply with these expectations.

Printed Name _____

Signature _____ **Date** _____