

Stay & Play, 7770 Invicta Lane, New Kent, VA 23124 Phone:



## Policies and Procedures for Parents

**Hours:** Stay & Play is open year round, except for major holidays including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Our hours are as follows:

Mon – Thurs: 6:30am – 8:30pm

Fri: 6:30am – 12am

Sat: 10:00am – 12am

Closed Sunday, but facility is available for rent for private parties. See front desk for more details.

**Procedures for Release of Children:** Parent must notify Stay & Play in writing of all persons authorized to pick up child. Any person picking up a child that is not known to the staff will be asked to show proper identification and must be listed as an authorized pick-up. Staff reserves the right to refuse to release children to unknown parties or persons appearing to be under the influence of intoxicating substances.

**Illness:** Stay & Play does not accept children with a fever of 100 degrees or more, or who are vomiting, have diarrhea, contagious rash, or pinkeye. For the safety of everyone, children must be fever-free for at least 24 hours prior to visiting Stay & Play. If a child becomes ill while at Stay & Play, the parent will be notified to pick up the child immediately. The child will be separated from the other children while waiting on the parent, and an illness report will be completed. Parents will be given one hour to pick up the ill child before the first emergency contact is notified. If child is still present two hours after parent is notified, Child Protective Services will be contacted.

Stay & Play will follow the New Kent County Public School policy for lice. More information can be found at [www.newkentschools.org](http://www.newkentschools.org).

**Medication:** Stay & Play does not administer prescription medication. Stay & Play WILL ONLY administer non-prescription over-the-counter topical ointments, sunscreen and topically applied insect repellent per the instructions on the manufacturer's label.

**Medical Emergencies:** All Stay & Play staff members are trained in first aid and CPR. In the event a child is in need of medical attention, we will administer proper care for the child, call 911 if necessary, and immediately notify parents. For minor medical conditions, such as scrapes or bruises, staff will take appropriate action to comfort the child and administer first aid, if needed. An Injury Report will be completed for parents.

**Staff:** Stay & Play caregivers are qualified and trained under the guidelines from the Department of Social Services for the Commonwealth of Virginia. All Stay & Play employees must pass a criminal background check, a Child Protective Services background check, and participate in yearly training programs. Stay & Play also requires all staff to be first aid and CPR certified. All staff on duty report to the Program Director, who will generally be found at the front desk.

**Snacks:** Stay & Play offers snacks at 10am, 3:45pm and 9pm.

**Meals:** Children who will be at Stay & Play during the breakfast, lunch, or dinner hour may bring a sack meal. Meals should be clearly marked with each child's name and the date, and will be stored in the refrigerator. Please do not send meals that require microwave heating. Food is also available for purchase at a cost of \$3.50 per meal. Menus are available at the front desk.

**Paperwork:** Department of Social Services regulations require that each child in care have on file: a child registration form that is fully completed, proof of identity (photocopy of birth certificate or passport), signed parental agreements, and a School Entrance Health Form with Immunization record completed by a physician. This information must be presented prior to or at time of first visit.

**Enrollment Procedures:** Stay & Play has an annual membership fee of \$30 per family. It is due on the first visit. Families may waive the annual membership fee, but will be required to pay an additional \$1.50 per hour per child. All parents must complete Stay & Play enrollment forms, health statements, and a signed receipt of Stay & Play Policies and Procedures. There will be no refunds on memberships.

**General Daily Schedule:** A daily schedule will be published for parents and be available at the front desk. Activities for children outside the infant and toddler room will include: breakfast at 7:30am, outdoor time at 9am, snack at 10am, craft time at 10:30am, story time at 11:30am, lunch at noon, rest time from 1:00 to 2:30pm, get up and move time at 3:00pm, snack at 3:45pm, homework time (if applicable) at 4:00pm, outdoor time at 5:00pm, and dinner at 6:00pm. On Friday and Saturday nights, a snack will also be provided at 9:00pm. Outdoor time is subject to reasonable weather conditions. Infant and toddler schedules are available upon request.

**Fees:** The costs per child are:

- Infants – up to age 16 months: \$8.95 per hour
- Toddlers – up to age 3: \$7.95 per hour
- Children over age 3: \$6.95 per hour
- Additional siblings in same family: \$3.95 per hour (applied to oldest child first)
- Before and after school care: \$75 a week (includes breakfast). After school care is over at 6pm. Children in the after school care program will be subject to the normal hourly rate after 6pm.

Costs are calculated to the minute. Payment for services will be due at the time of check out. Weekly payment plans are available for full time care.

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**Reservations:** Reservations are required for children under the age of 3. Reservations for children over age 3 are not required, but are strongly recommended to ensure availability. We will accept drop-offs without a reservation but cannot guarantee availability due to staffing ratios and occupancy guidelines. Reservations will be held for 30 minutes. If you have not arrived for your reservation after 30 minutes, another family may fill your spot.

**Canceling a Reservation:** If you must cancel your reservation, please give a minimum of 4 hours notice.

**Late Fees Past Closing:** Please arrive to pick up your child at or before our closing times. The initial late fee will be \$1 per minute past closing time. If a pattern of late pick up is repetitive, the fee will be \$5 per minute starting with the third occurrence. After 20 minutes, our staff will notify the person listed as emergency contact for your child. If a child remains at the center 30 minutes past closing and staff has not been notified that an authorized adult is coming to pick up the child, Child Protective Services will be contacted and arrangements will be made for the child.

**Emergency Situations:** In the event of an emergency, including but not limited to fire, inclement weather or natural disaster, parents will be notified at the emergency contact number listed on sign-in sheet for that day. Parents will have two hours to retrieve child following emergency contact. If a child remains at the center two hours past emergency contact and staff has not been notified that an authorized adult is coming to pick up the child, Child Protective Services will be called. An emergency evacuation plan is available for review upon request. Stay & Play will follow the inclement weather policy for New Kent County Schools. If school is cancelled for the day but roads are passable, Stay & Play will make every effort to open for business. Please call ahead in the event of inclement weather.

**Changes to Policies:** A sign will be posted at the front reception area notifying parents of any policy changes. Parents may speak with the Director or Administrator at any time to review and discuss any questions or concerns about Stay & Play staff, policies and procedures.

**Affiliations & Philosophy:** Stay & Play reserves the right to celebrate mainstream Christian holidays, including Christmas and Easter, as well as culturally significant holidays from around the world (Chinese New Year, etc) for educational purposes. Curriculum will be based on Christian principles and biblical stories. Stay & Play's philosophy is to provide a fun, safe environment for the children in our care. We will provide the children with care, protection and guidance during the time that they are in the center. We will work to instill good moral training. We can best accomplish this goal by modeling good behavior for the kids!

**Visitation:** Parents may visit Stay & Play at any time during the hours of operation to observe their child or participate in activities.

**Minimum Standards:** Upon request, parents may review a copy of the minimum standards for licensure and Stay & Play's most recent licensing inspection report.

**State Contacts:** Virginia Department of Social Services may be contacted at 1-800-543-7545 or at [www.dss.virginia.gov](http://www.dss.virginia.gov).

**Personal Belongings:** Stay & Play encourages parents to leave personal belongings at home. Storage cubicles are provided near the front reception desk for items that are brought to the facility. All personal items should be labeled with your child's name. Although we will make every effort to send your child home with their personal items, Stay & Play is not responsible for any lost, damaged, or stolen items.

**Bottles:** Bottles must be fully prepared and labeled with name and date in advance. Stay & Play will not mix formula. Stay & Play will store bottles in the refrigerator and warm them using a standard bottle warmer.

**Diapers:** Stay & Play supplies wipes, but not diapers. Please bring an adequate supply of diapers or pull-ups for your child. There will be a \$1 charge for each diaper supplied by Stay & Play.

**Returned Check Policy:** There is a \$30.00 fee for all returned checks.

**Transportation:** Stay & Play does not provide transportation. Before and After school care children will walk to Stay & Play from New Kent Elementary School.

**Discipline and Guidance Practices:** Stay & Play uses only positive methods of discipline and guidance by focusing on positive reinforcement, redirection and as a last resort, time-out. Stay & Play will not implement discipline measures that involve corporal punishment, isolation, or anything that may be detrimental to a child's self-esteem. To ensure the safety of everyone, children who show repeated misbehavior or who bite will be asked to not return for a period of two weeks. Stay & Play reserves the right to terminate admission for any child with documented patterns of severe misbehavior. Parents will be notified by Administrator should termination of services be required.

**Suspected Child Abuse:** Stay & Play staff members are required by law to report any suspected child abuse or neglect for the children in our care.

**Parent's Rights:** All custodial parents have the right to be admitted to the center unless court documentation stating otherwise is on file.

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## Checklist

- I have received and read the Policies and Procedures for Stay & Play.
- I have received and signed the Emergency Contact Card information for Stay & Play.
- I have completed a Child Registration Form for Stay & Play.
- I have submitted a School Entrance Health Form and I understand that the Immunization portion must be updated on this file each time my child receives additional immunizations.
- I have submitted proof of identity for my child (photocopy of birth certificate or passport).

Child's name: \_\_\_\_\_

Parent signature: \_\_\_\_\_

Please print name: \_\_\_\_\_

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

Staff witness: \_\_\_\_\_