

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 the following Friday, and Christmas Eve and Day.

Our hours are Mon – Fri 6:30am – 6:00pm

Facilities are closed on weekends, but available for rental for private functions.



Fees: The costs per child are:

	Hourly	Weekly
Infants - up to age 24 months	\$11.95	\$239
Toddlers – age 24 to 36 months	\$10.95	\$219
Children over age 3	\$9.95	\$199
School-age (must have started school)	\$9.95	\$145
Before and After School Care	\$9.95 (minimum of 10 minutes per visit)	\$100 (or \$60 for only Before or only After)
Daily rate	\$35 applies only as an add-on for school holiday/snow day when a weekly Before AND After care plan is also purchased., \$40 if only one plan is purchased, \$45 for PreK single day	

- Children present after 6pm will be subject to extra fees in addition to their paid weekly rate.
- All students will be enrolled in Brightwheel, our childcare management application. Check in and out will be through the app, as will payment. Parents will also have a direct line of communication to staff and get updates about daily activities through the app.
- Hourly costs are calculated to the minute. Payment for hourly services will be due following check out. Notice of invoice will come through Brightwheel. Additional childcare will not be provided until invoice is cleared.
- Weekly rates must be paid on or before the first day of attendance for the week. If the weekly rate is not paid by the end of the first day of weekly attendance, a **\$50** fee will be added to each weekly rate. There is no refund of weekly rates for inclement weather or illness.
- Stay & Play accepts payment through the Brightwheel app. Service charges apply.

Vacation (for full time kids): Stay & Play offers six weeks of vacation time for each family (this does not apply to Before/After, Preschool Only, or hourly care). This allows families to forego payment of the weekly rate during times they will not be attending. Any week where a family opts to pay hourly (due to limited attendance for the week) will be counted as a vacation week. Following the sixth week of vacation, Stay & Play reserves the right to fill the child's full-time spot with another full-time child. Vacation requests must be submitted **two weeks prior** to start of vacation to receive discount.

Enrollment Procedures: Stay & Play has a registration fee of \$50 per family. The enrollment deposit will include the registration fee and payment for the first week of care. These fees are non-refundable. All parents must complete Stay & Play registration forms, health statements, and a signed receipt of the full Policies and Procedures included in the registration forms. A deposit is required to confirm enrollments for all future dates.

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 (birth certificate or passport), signed parental agreements, and a School Entrance Health Form with Immunization record completed and signed by a physician. This information must be presented prior to or at time of first visit. **Stay & Play requires all children in attendance to be immunized per state guidelines and immunization records must be updated regularly to continue enrollment.**

Procedures for Release of Children: Parent must notify Stay & Play 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 100.4 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. 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 reserves the right to send a child home if the child is observed acting unwell, even if fever is not present. Children sent home sick will be required to stay out the following day. Stay & Play will follow the New Kent County Public School policy for lice. More information can be found at 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: A staff member with current training in first aid and CPR is on duty at all times. 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 action to comfort the child and administer first aid, if needed. An Incident report will be logged in Brightwheel.

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, a tuberculosis test, and participate in yearly training programs. All staff on duty report to the Program Director and Administrator.

Snacks: Stay & Play provides snacks at 9:30am and 3pm (4pm for after school care). A list of snack items can be found on the weekly menu.

7770 Invicta Lane, New Kent, VA 23124 : 7530 Cumberland Station Rd Quinton VA 23141 : Phone: 804-557-3799

Meals: Children who will be at Stay & Play during the breakfast or lunch hour may bring a sack meal. Meals should be clearly marked with each child's name and the date. **Please do not send meals that require microwave heating.** Food is also available for purchase at a cost of \$4 per meal. The menu is displayed at the front desk.

General Daily Schedule: A daily schedule is posted in each room. Outdoor time is subject to reasonable weather conditions. **Please notify Stay & Play if your child will arrive after 9:30am for staffing purposes. Arrival after 11am is allowed only with prior approval due to schedule disruption in the classroom.**

Reservations: Reservations for hourly care are required. We will accept drop-offs without a reservation but cannot guarantee availability due to staffing ratios and occupancy guidelines. All children must be registered with completed paperwork to stay.

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 numbers listed in Brightwheel. Parents will have two hours to retrieve their 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. If New Kent County Schools are cancelled for the day but roads are passable, Stay & Play will make every effort to open for business. Please check Brightwheel for information regarding weather delays/closings.

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 holidays as well as culturally significant holidays from around the world (Chinese New Year, etc) for educational purposes. 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.

Personal Belongings: Stay & Play requests that parents leave personal belongings (toys, etc) at home. Storage cubicles are provided for items that are brought to the facility. All personal items should be labeled with your child's name (including blankets and 'lovies'). 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 measure formula but can mix premeasured formula and premeasured water. 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.

Transportation: Stay & Play does not provide transportation. Before and After school children will be transported to Stay & Play by a school bus from New Kent County elementary schools.

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 limited period. 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. Termination/suspension for behavior is not grounds for a refund.

Suspected Child Abuse: Stay & Play staff 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.