



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 Day. Our hours are as follows:

Mon – Thurs: 6:30am – 7:00pm

Fri: 6:30am – 7:00pm

Facility is closed on weekends, but is available for rental for private functions.

Fees: The costs per child are:

	Hourly	Weekly
Infants - up to age 18 months	\$9.45	\$189
Toddlers – up to age 3	\$8.45	\$169
Children over age 3	\$7.45	\$149
School-age (must have started school)	\$7.45	\$115
Additional siblings in same family	\$4.45 (applied to oldest child first)	
Before and After School Care	\$7.45 (minimum of 10 minutes per visit)	\$80 (or \$45 for only Before or only After)
Daily rate	\$25 – applies only as an add-on for school holiday/snow day when a weekly Before or After care plan is also purchased.	

- Children present after 6pm will be subject to the normal hourly rate in addition to their paid weekly rate.
- We encourage families to sign up for Auto Billing. Auto Billing will debit your credit card or bank account on a schedule you select, normally a Thursday or Friday prior to the week you are purchasing. This debit can be stopped for vacations, etc, by letting us know at least 48 hours prior to the debit. More information is available at the front desk for this program.
- Costs are calculated to the minute. Payment for hourly services will be due at the time of check out. Invoices may not be held over to another day. Additional childcare will not be provided until invoice is cleared. Please ask us about our Prepay plans.
- 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 all credit cards or cash. **We do not accept checks. No refunds will be given on prepaid accounts.**

VaCation (for full time kids): Stay & Play offers six weeks of vacation time for each family (this does not apply to Before/After 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.

Enrollment Procedures: Stay & Play has an annual membership fee of \$30 per family (non-refundable). 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 and will not be able to use the weekly rates. All parents must complete Stay & Play registration forms, health statements, and a signed receipt of these Policies and Procedures upon enrollment.

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. There is a 7 day grace period for medical records. **Stay & Play requires all children in attendance to be immunized per state guidelines.**

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. 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.

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

Stay & Play, 7770 Invicta Lane, New Kent, VA 23124 Phone: 804-557-3799

Snacks: Stay & Play provides snacks at 10am and 3pm (4pm for after school care). A list of snack items can be found on the weekly menu.

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. Please do not send meals that require microwave heating. Food is also available for purchase at a cost of \$4 per meal (\$1 for breakfast). 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.

Reservations: Reservations for hourly care 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. All children must be registered in order 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 number listed on sign-in sheet for that day. 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 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.

Personal Belongings: Stay & Play encourages parents to leave personal belongings 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. 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.

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 Elementary School and New Kent Middle 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 days. 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.

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 understand that Stay & Play requires all children to be immunized.
- I have submitted proof of identity for my child (photocopy of birth certificate or passport).
- I have signed the Medication Administration Form and recognize that Stay & Play will not administer medication.
- For Infant parents only, I have signed the Safe Sleep Policy.

Child's name: _____

Parent signature: _____

Please print name: _____

Email address: _____

Date: _____

Staff witness: _____