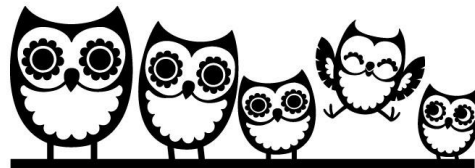


The Adventure Club Parent Handbook



Proudly serving families in the New River Valley since 1989



We are so glad that you are joining our Adventure Club Family!

This handbook will familiarize your family with our philosophies, policies, procedures, and schedules.

If you find that you have a specific question that is not answered in this handbook please feel free to call our Main Office at:

Phone: (540) 382-3783 Fax: (540) 382-6529

Revision Effective July 2019

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Welcome to The Adventure Club Family!

We can't wait for you to get to know us and for our company to learn more about your family.

The Adventure Club is thrilled to be operating out of Montgomery County Public Schools for 30 years and we are ever expanding. This year, we announced our newest site location in Carrol County at Hillsville Elementary!

Throughout our years of operation, we have developed many friendships with the schools, companies throughout the community, and with the families that we serve.

Our journey is full of fun, laughter, talent, and an eagerness to explore what lies ahead.

We hire individuals with many different talents and strengths, but above all, a passion for teaching and nurturing children.

We are glad that you are taking the time to learn about us through this handbook. We are also happy to meet and greet families at our main office and our school sites as well.

If you would like to schedule a visit, simply call (540) 382-3783 and our friendly staff will be happy to assist you.

DISCLOSURE - Effective February 2019: The Adventure Club reserves the right to make changes to any policy, procedure, tuition rates, fees, or other processes and information disclosed in this parent handbook, our rate sheets, or our enrollment forms without prior notice. We reserve this right to maintain licensing compliance, stability, and integrity of our programs and for the safety and security of the children & families enrolled in our programs and for the staff that our company employs.

We Appreciate Your Business!

The Adventure Club Management Team

TAC Main Office: (540) 382-3783 ~ Hours: Monday – Friday 8:00 am – 4:00 pm

TAC Email: tac@the-adventureclub.com 24-72-hour response time

TAC Website & LIVE CHAT with Casey: www.The-AdventureClub.com

TEXT Casey @ (540) 200-7877 for immediate – 24-hour response time on weekdays

Currently At 5 Public Schools in Montgomery & Carroll County



School Site Locations ~ Before & After Care:

Auburn Elementary
Christiansburg Primary
Hillsville Elementary (**After Care only @ this location**)
Falling Branch Elementary
Kipps Elementary

Full Days of Care Site:

Adventure Club at Galaxy Play USA

Hours of Operation:

Auburn	6:00 am - 8:45 am	3:45 pm - 6:00 pm
Christiansburg	6:00 am - 8:45 am	3:45 pm - 6:00 pm
Falling Branch	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Kipps	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Hillsville	-----	3:05 pm - 6:00 pm (After Care Only @ this location)
Galaxy Play	6:30 am - 6:00 pm (full days only)	

Daily Schedule:

Morning Schedule:

6:00 am – 7:00 am	Kids choice, quiet time
7:00 am – 8:30 am	Small Group or Team Games
8:30 am – 8:45 am	Clean up, time for school

Afternoon Schedule:

3:45 pm – 4:30 pm	Homework & snack time	3:05 pm – 4:30 pm
4:30 pm – 5:30 pm	Team games or Arts & Crafts	4:30 pm – 5:30 pm
5:30 pm – 6:00 pm	Clean up, ready for home	5:30 pm – 6:00 pm

Hillsville Elementary:

--- **PM Care Only for this location** ---

Welcome to The Adventure Club!

Motto: *Parents' Partner Children's Choice*

Our History

Child Care Consultant Services, Inc. represents a combined field experience of over 30 years in the fields of early childhood education and child daycare. The corporation was formed in 1989 as the response to community needs, including employers, government entities, parents, and children for enhanced childcare options in this area.

Child Care Consultant Services, Inc. then established a new concept to school age child care; care right inside the comfort of a student's own public school. So, The Adventure Club was formed! The Adventure Club provides a safe, familiar, fun program before & after school inside the public schools throughout the New River Valley.

The Adventure Club continues to respond to community needs by growing and expanding. We now have two affiliated full time childcare centers that serve families of children ages 6 weeks through 5 years, who can then transition directly into The Adventure Club!

Radford Grace-A-Child USA..... (540) 831.7222

Christiansburg Grace-A-Child USA..... (540) 382.9591

Would you like to see us in action? We would love for you to visit The Adventure Club. Just call our main office or The Adventure Club School Site that you would like to visit to set up a time to meet us and see what we do best!



Our Mission

To live up to our name! School age children need a creative, stimulating, active environment. We strive to provide superior, affordable childcare. We want to make sure every child has the opportunity to become a part of The Adventure Club Family!

We continue our legacy to remain “Parents’ Partner and Children’s Choice” by:

- Hiring amazing staff members. We start by hiring individuals who show a passion for teaching and nurturing the minds of children. We ensure that they have extensive childcare experience, and thoroughly train them before they’re considered permanent staff members.
- Providing a safe, clean, stimulating environment.
- Keeping our children busy! We have a calm reading and homework time as well as planned group games, crafts, and visitors.

Philosophy

We are all children of varying ages. We all deserve to feel cared for, supported, educated, encouraged, nurtured, and kept from harm’s way.

We strive to be the best at all of these things for the children in our program and for one another, including our colleagues, parents, and children.

We are a team!

Safety

Upon arrival and/or departure, you **MUST** escort your child in or out of the building and check them in or out of our system. This is a licensing requirement. Every school site has a tablet or laptop with our software system loaded onto it. Procure stores contact and child information, and issues each parent/guardian a pin# which is customized by the parent/guardian.

A head count of the attending children is done several times throughout the day.

If one of your listed contacts comes to pick your child up and our staff does not recognize that person, **they will have to show their ID.** This will be cross referenced with our system to ensure that each child stays safe!



What is The Adventure Club & Why is it Different?

The Adventure Club has been operating since 1989 inside the elementary public school system. Children feel a great level of comfort by remaining in the school that they are familiar with. We offer flat full time rates as well as our very popular, part time pre-paid flexible care rates. We operate on all teacher work days, most snow days, and planned holiday closings.

We provide: snacks, homework time, team building games, arts & crafts, and so much more.

Virginia Childcare Licensing Standards ~ What You Should Know!

All of our Adventure Club Sites are held to very high standards, as we are State Licensed at all of our facilities for children ages 5-12 years old! When considering who will take care of your child, keep in mind that not all childcare providers are state licensed, and it's very important that you educate yourself about the difference between "Licensed" and "Non-Licensed" providers. Licensing standards mandated for our facilities include, but are not limited to:

- Background Investigation & Finger Print checks on every employee before permanent hire.
- Advertisement that is straightforward and not misleading or deceptive.
- Verification of children's birth certificates; assist with locating missing children.
- Liability insurance for bodily injury meeting certain minimum requirements.
- Un-announced state inspections to ensure activities, services, and facility are conducive with the safety and wellbeing of your child.
- HIPPA guidelines protecting your child's personal information
- Meeting minimum educational requirements for all site managers/directors to include a high school diploma, associate's degree, endorsements, BA in childcare and/or related field, or at least 48 semester hrs from accredited college or university.
- MAT (medication administration trained) & CPR (cardiopulmonary resuscitation) Certified.

The Adventure Club also maintains specific policies & procedures that are strictly upheld to include:

- Monthly staff meetings that include training & current events between sites
- Advance curriculum activities that are fun for the children, while offering educational value
- Open door policy; we want families to know that they can always call or come to our main office with concerns or praises anytime during our business hours. We are here to serve you!

What About Full Days of Care?

We are very excited to announce that all full days of care are hosted at

Adventure Club at Galaxy Play USA ~ 77 Scattergood Drive, Christiansburg.

This will be your child's fun filled destination for Teacher Work Days, Snow Days, and Holidays.

(Our school sites will only have before & after care. TAC will NOT be open for full days at the school sites)

To make Galaxy Play your families destination in "creating memories for a lifetime",

See more information on page 14 of this handbook, or call (540) 230-4453 or (540) 382-3783.



Daily Add-On day rate: \$30 per child, each day

All fees are auto debited within 1 business day of attendance!



You will need to pack your child a picnic lunch with an ice pack.

We are a PEANUT FREE ZONE!



The Adventure Club does not allow electronics while in the program.

We will have plenty of activities to keep your child engaged without the need of electronics or toys from home.



Upon picking up your child, please be prepared to bring your driver's license into the building with you. Our staff may be from a different center and may not immediately recognize you.

This is a safety precaution that is greatly appreciated.



Our Expectations of The Adventure Club Children

7 Expectations of The Adventure Club Children

1. Treat others the way you would like to be treated-we have a Bully Free Zone!
2. Listen to the teacher the first time directions are given.
3. Respect everyone's personal space.
4. Share with others and take turns.
5. Use inside voices when inside, playground voices are for outside.
6. Use "walking" feet inside.
7. Always do your best! Do what is right, not what is easy.

Please review these expectations with your child often! If we are all on the same page we can work together to solve problems before they start. If children adhere to these expectations they will not have any reason to be "written up" by our staff members!

What happens if my child receives a behavior write up?

Level 1 Behavior Examples: Name calling, screaming, not following directions, defiance, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a ***minimum of 5*** L1 write-ups occur within a 2 week period, there will be a written warning and a meeting with the parent.
- If a ***an additional 2*** L1 write-ups occur within *the same 2 week period*, there will be a second written warning and meeting with the parent.
- If after the second warning any additional L1 write-ups occur, an immediate ***1 day suspension*** will be given.

Level 2 Behavior Examples: Includes level 1 behavior and spitting, throwing objects, damaging property, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a ***minimum of 3*** L2 write-ups occur within a 2 week period, there will be a written warning of possible suspension and a meeting with the parent.
- If a ***an additional 2*** L2 write-ups occur within *the same 2 week period*, a second written warning with an immediate ***2 day suspension*** will be given.

Level 3 Behavior Examples: Includes level 1 & 2 behaviors and causing/threatening harm to themselves, a friend, or staff member, running away, etc.

- ***1st Level 3 Behavior Write-Up:*** The parent will be called to pick their child up within 30 min's unless the occurrence was in the last hour of the day. A written warning and immediate 3 days suspension will follow, and the manager and/or CEO will discuss a corrective plan of action with the parent before the child's return.
- ***2nd Level 3 Behavior Write-Up:*** At this time, the manager and/or CEO may decide to separate care.

At any level of behavior, The Adventure Club management team reserves the right to separate care from a child/family if our management team feels it is in the best interest of other children, families, and staff within the program!

What happens when a child is misbehaving?



What happens when a child exhibits unwanted behavior?

The following are a list of steps that our staff takes:

Step #1: Inform another staff member of what has happened so you may devote more time to problem solving with the child.

Step #2: Have the child “cool off” in an area away from the other children. Inform the child that after a few cool down minutes they should raise their hand when they are ready to talk about what happened.

Step #3: Listen to the child and problem solve.

Step #4: Fill out the Behavior Sheet and hand it to the Site Manager. The Site Manager is the only staff member who should go over Behavior Sheets with a parent.

If the child WILL NOT sit out to "cool off" and continues defiance:

Step #5: Give them a physical task. Help pick up trash, sweep the floor, etc.

Step #6: Fill out the Behavior Form and hand it to the Site Manager. Again, the Site Manager is the only staff member who should go over Behavior Sheets with a parent.

If the child WILL NOT comply with a physical task:

Step #7: If the child continues defiance and the Site Manager and other staff have exhausted all options, the Site Manager will call the parent. If the child is being physical with other children and endangering them or themselves, the following steps will be taken:

1. The Site Manager will stay with the child exhibiting unwanted behavior
2. The other staff member(s) will take the other children to a separate room or outside.
3. The Site Manager will then call the child's parent as soon as they are physically able.

To Recap, if a child exhibits unwanted behavior:

- 1st try the “cool down time”
- 2nd try to give them something physical to do
- 3rd inform the Site Manager for a possible parent phone call



A very rare case would result in: Child Restraint known as “The Bear Hug”

If a child is physically hurting another child and there is not time to evacuate the other children or if a child is “fleeing” into an unsafe location it may become necessary to restrain the child. The proper method is to approach the child from behind, fold their arms across their chest, and hold their wrists in both hands until they calm down. During the restraint we calmly tell the child, “I am holding you because I will not let you hurt yourself or one of the other kids. I will let you go when you calm down.”

As soon as the situation is under control a parent or guardian will be called.

Child Illnesses & Injuries

Illness



- Sick children should be separated from the group and made as comfortable as possible.
- The parent/guardian will be called if a child vomits or has a fever above 99.0 to pick the child up as soon as possible (*within an hour is ideal*).
- If a contagion is discovered at our facility we will post the issue next to the tablet or laptop where parents clock their children in and out.
- If your child is contagious they cannot attend our program until 24 hrs after the illness subsides.
- If head lice/nits are seen on a child, they will be separated from the group and the parent will be called to pick up child as soon as possible (*within an hour is ideal*). Upon the child's return, they will need to be checked and cleared before the parent leaves.

Injury or Broken Limb



1. **If a child is injured:**
 - a. Our staff will administer 1st Aid as necessary and make the child as comfortable as possible
 - b. Parent will be notified by phone and/or accident report
 - c. An "Accident Report" will be completed for you to sign (*Any injury to the head results in an "Accident Report" even if no external symptoms are present*)
2. **If a child breaks a limb:**
 - a. Our staff will call 911, and then call the parents
 - b. Our staff will call our Main Office
 - c. Our staff will notify the school's office (*applies during school year only*)
 - d. Our site manager will ride in the ambulance with the child

New Virginia Licensing Requirement: If a child is injured while in our care, but is not transported to an emergency care facility from our care; after you pick your child up and you decide later to seek medical care, please notify us within 24 hrs of seeking medical care as we are mandated to report this incident to the VADSS of the child's injury and outcome. **Our main office # is: 540-382-3783.**

Missing Child



If a child goes missing:

- a. Our staff will call our Main Office
- b. Our staff will notify the school's office (*applies during school year only*)
- c. If the child remains missing our staff will call 911, and then call the parents

Each Adventure Club child enrolled in our program, is insured with a supplemental accident policy. If your child is injured in our care, your child's accident will be covered by our supplemental accident insurance policy. As a supplemental policy, a parent must submit the claim to their primary insurance carrier first. After this has been done, our liability insurance will cover the remaining balance.

If a parent does not have insurance, our claim will be submitted to cover expenses.

Administering Medication



If your child has an Epi-pen, Inhaler, etc., and you feel we need to keep these on hand while in our care, you will need to complete a Medical Consent and give it to the site manager at your child's school site, along with the medication in its original packaging.

Noteworthy Regarding Medicines at The Adventure Club

- Medicine must be labeled with the child's first & last name, amount of medicine in the container, and anticipated time of dosage.
- Short term use = 10 days or less of an over the counter medicine requires parent consent only. (*Anything over 10 days requires a new parent permission form or a long term-permission form from a physician.)
- Long term use = 60 days (*Anything over 10 days requires a new parent permission form or a long term-permission form from a physician.) of a prescription medicine requires physician consent.
- Medical consent forms expire every six months and will need to be re-submitted if we need to continue to keep a medicine on site.
- If an authorization expires, the parent will be notified immediately and will be required to complete another consent form or pick up any remaining medication. If medication is not picked up within a 14 day period The Adventure Club will dispose the remaining medicine.
- Medicines are kept inside a locked cabinet or a lock box including Epi-pens and Inhalers. (For Epi-pens & inhalers to be kept un-locked, a physician must provide written instructions that it must be readily accessible.) These are accessible by our staff but out of sight and out of reach of our children.



Money Matters

No Pause Tuition for Full Time Families

TAC childcare services on school sites are retained per contractual agreements with MCPS; therefore, continuous tuition fees are charged for full time enrolled children continuously during all school closings from the first day to the last day of school.

Payment Methods

1. **Forms of Payment:** VISA, MC, Debit Card or Checking Account (ACH).
2. **You may choose to pay Weekly or Monthly** (We do NOT bill bi-weekly and we do not split billing between payers).
2. **Department of Social Services:** We accept families who have been pre-approved for childcare assistance.

NON-School Days, Late Openings, & Early Releases

All full days of care are hosted at our **Adventure Club at Galaxy Play USA ~ 77 Scattergood Drive, Christiansburg**. This includes teacher work days (TWD), snow days, and holidays. Late openings & early releases are hosted at your child's school.

- ✓ **Add-On Day Fees** (Non-School Days): \$30 per child, each day.
- ✓ **Enrolled @ Galaxy Play USA ONLY:** \$60 per child, each day.
- ✓ **Late Opening and/or Early Release Fees:** \$10 per child for each occurrence.

EXAMPLE:

Mornings with your tuition you can come in at 6:30 am and your child goes to class at 8:45 am (that's 2.25 hours).
Afternoons with your tuition it's from 3:45 pm to 6:00 pm (that's 2.25 hours)

Late Opening Example:

*Say you drop off at 6:30 am and your child doesn't go to class until 10:45 am (that's 4.25 hours) -- \$10 would be charged.
*If you drop off at 8:30 am and your child doesn't go to class until 10:45 am (that's 2.25 hours) -- NO CHARGE

Early Release Example:

Say the school lets out at 12:00 pm and you don't pick up until 6 pm (that's 6 hours) -- \$10 would be charged
School lets out at 12:00 pm and you pick up at 2:20 or 2:30 (that's within the 2.25 hour range) -- NO CHARGE

- ✓ **Fee Processing:** All additional fees are auto debited within 1 business day of attendance.
- ✓ **Flex Care on Full Days:** ALL families that pay by Flex Care Only MUST use flex hrs for attendance on full days. If you pay a full time rate combined with flex care alternately, you may either pay the flat rate or use your hours. To pay the flat rate on full-days email us at tac@the-adventureclub.com to have this option added to your account notes.

Unpaid Tuition & Suspension of Services

- ✓ **Unpaid Tuition:** Tuition is debited each Friday if paying Weekly, or 1 time a Month (see *billing schedule on Rate Sheet*)
Any payments that are returned UNPAID the following Monday will be re-submitted one time. If payment is returned a second time due to NON-Sufficient Funds, you will be charged a \$35 processing fee.
- ✓ **Suspended Services for Non-Payment:** Accounts must be PAID IN FULL no later than the Wednesday following the initial submission for payment. Any account NOT PAID by Wednesday, childcare services will be SUSPENDED and your child will NOT be able to attend until the account is paid in full.

Vendor Discount Qualifications: MCPS, LGMRH, NRVCS

- ✓ We require a copy of your employee ID PRIOR to any discounts being applied to your tuition fees.
- ✓ MCPS max discount is 25% weekly or 25% + add't 5% mthly and cannot be combined with any other discounts.
MCPS discounts apply to Montgomery County Public School employees ONLY. This special discount is extended as a courtesy part of contractual agreements with MCPS and does not apply to any other school counties!
- ✓ LGMRH & NRVCS max discount is 1 - 5% discount wkly or 2 - 5% discounts mthly.
- ✓ All discounts are non-transferrable; apply to the primary parent or legal guardian on the child's account and not to include additional family members or friends.

Flexible Pre-Paid Care

Requires a Valid Credit Card Kept on File to Charge for Negative Hours. NO EXCEPTIONS!

- ✓ **THE FLEX 411:** Weekly statements are emailed **every Friday** showing the # of hours you are starting the week off with. If your balance is below 10 hours, it's time to recharge your hours. All text messages sent as reminders to purchase more time are just a courtesy, it is up to you to keep up with the hours on your account by checking your account ledger online at www.myprocare.com or viewing your weekly emailed statement. All hours are calculated & balanced each Thursday/Friday of every week.
- ✓ **Flex Care on Full Days:** ALL families that pay by Flex Care Only MUST use flex hours for attendance on full days. If you pay a full-time rate combined with flex care alternately, you may either pay the flat rate or use your hours. To pay the flat rate on full-days email us at tac@the-adventureclub.com to have this option added to your account notes.
- ✓ **WAYS TO RECHARGE HOURS:** CALL our Main Office at (540)-382-3783, EMAIL us at tac@the-adventureclub.com with the amount of hours you want to purchase (20/40/80) and we can use the card we have on file for you to process the payment. TEXTING EASIER? TEXT Casey, our LIVE CHAT Agent at (540)-200-7877 with your choice and authorization to process it with the card on file. RATHER DO IT ONLINE? You can add hours by registering online with our accounting software at www.myprocare.com (MAKE SURE TO VIEW OUR FLEX RATE AMOUNTS BEFORE APPLYING YOUR CREDIT ONLINE to make sure you add the correct amount for the hour grouping of your choice 20/40/80.)
- ✓ **OVERAGE CHARGES:** If your statement shows a negative charge or balance due, you must pay the amount due and purchase new hours BEFORE YOUR CHILD CAN RETURN! Negative balances are charged at a **rate of \$9 per hour**. Payments can be made on www.myprocare.com for the overage charge as well as the hours you want to purchase. (MAKE SURE TO VIEW OUR FLEX RATE AMOUNTS BEFORE APPLYING YOUR CREDIT ONLINE to make sure you add the correct amount for the hour grouping of your choice 20/40/80.) **If the overage charge has not been paid by Friday, we will use the card we have on file to process this past due amount. You WILL STILL BE responsible for purchasing more time to continue attendance!**
- ✓ **HOOR CALCULATION GUIDE LINE:** Hours are deducted in 30 min increments with a 5 min forgiveness window. Once purchased, flex hours are NON-refundable, but do not expire and will carry over to the next year. See examples below:

AM Example: In; 7:40 - Out; 8:45 = 1.05 (1 hr 5 min's rounds to 1 hr) In; 7:39 - Out; 8:45 = 1.06 (1 hr 6 min's rounds to 1.5 hrs)

PM Example: In; 3:45 - Out; 4:50 = 1.05 (1 hr 5 min's rounds to 1 hr) In; 3:45 - Out; 4:51 = 1.06 (1 hr 6 min's rounds to 1.5 hrs)

Pre-Paid Flex AUTO

Requires a Valid Credit Card Kept on File to recharge hours!

We now offer Flex Auto (Flex hours at 10% off regular rates)! If you select this option, we will automatically re-charge your hours for you when flex time gets down to 5 hours (in 20-hour increments at a time unless told to do more via e-mail to tac@the-adventureclub.com). At the 5-hour mark, a text message and email are sent to alert you that a charge is going to be processed within 24 hours.

* Flex hours are Non-Refundable. Unused hours will carry over to next school year.

* Once enrolled, there's no need to call ahead to drop your child off. Just bring them as needed during our regular before & after school hours.

* You may also utilize our Galaxy Play location for non-school days using your available hours.

Withdrawal From the Program

We require a 1 week written notice of withdrawal. Please email your request to: tac@the-adventureclub.com. Withdrawal request are **NOT** accepted at the school sites, and will **NOT** be considered "valid" if your notice is not received at the main office by our accounting department. Families who withdrawal "Without Prior Notice" will be charged a \$50.00 withdrawal fee or 1 week's tuition, whichever is greater, and any outstanding charges left on the account.

Full Time Enrollment Benefits



Full Time Enrollment Defined

If your child is enrolled to attend daily each Morning (AM), each Afternoon (PM), or Both Morning & Afternoon and you pay a flat discounted rate, this is considered full time enrollment and these benefits apply to you.

Late Openings & Early Releases

While TAC is now charging a nominal fee for extended care, we will provide free breakfast on all late openings, and will continue to provide free afternoon snack daily.

Adventure Club at Galaxy Play ~ Free 1st Friday's Childcare

We are happy to announce that included in your full-time tuition rate, you will receive free childcare & pizza on the 1st Friday of each month from 6:30pm – 10 pm at our New Galaxy Play!

Reservations are required no later than 5pm the Wednesday prior to the first Friday in order to meet compliance with licensing to ensure staff>child ratio is being met.

Referral Program ~ A Great Way to Earn Extra Spending \$\$\$

There is no limit to the amount of money your family can earn! For every family referral that results in a new family “full time” enrollment your family will receive a \$25.00 tuition credit if enrolled into our before & after program!

Contribution Directly to your Child's School

Not only does The Adventure Club contribute to the Montgomery & Carroll County Public School Fund, we contribute a portion of any “full time” child’s tuition back to your child’s school! Every month, your school’s principal will receive a check from The Adventure Club based on enrollment. **Select a “full time” status to give back to your child’s elementary school!**

THE ADVENTURE CLUB ~ LATE PICK-UP POLICY

PURPOSE: To maintain the integrity of the program, respect the hours of operation, and consider TAC's employees that have family and/or other obligations to tend to.

POLICY: The Adventure Club site locations close at 6:00 pm and all children are expected to be picked up by this time. If a parent/guardian arrives after 6:00 pm, a late pick-up fee will be charged to the parent/guardian.

NO EXCEPTION POLICY:

If the person responsible for picking up the child is late for ANY reason, ie; flat tire, weather conditions, heavy traffic, leaving work late, etc., a late pick-up fee **WILL BE CHARGED!** This rule makes it less complicated to apply this policy to everyone consistently and fairly with no special regards.

PROCEDURE: If you know you're running late please contact your child's site manager or center director **Before 5:45 pm** to let them know the anticipated time of pick-up.

Calling DOES NOT mean you WON'T be charged a fee!

If a parent/guardian has not contacted; 1) the school site manager or 2) the daycare director by 6:05 pm, the protocol below will be followed:

1. The parent/guardian will be called.
2. If the parent/guardian cannot be reached, we will call from the child's emergency contacts, and continue to attempt contacting the parent/guardian and emergency contacts until 7 pm.
3. If by 7 pm we're still unable to reach a parent/guardian or an emergency contact, we will then call the local vicinity police department; **Christiansburg** (540) 382-3131, **Radford** (540) 731-3624, or **Blacksburg** (540) 961-1150, and **Child Protective Services** at (800) 552-7096.
4. The staff member who is supervising the remaining child/ren will complete the Late-Pickup Report and the parent/guardian will be asked to sign it. A copy of the signed report will be given to the parent/guardian and a copy will go to our accounting department for processing.

VALID CLOCK OUT TIMES:

Clock out times are monitored by The Adventure Clubs site computer time **ONLY!** Times from other sources will **NOT** be considered to accommodate a parent's late arrival. No Exceptions!

LATE PICK-UP FEES:

- Clock out time from 6:01 pm to 6:05 pm incurs an automatic \$10.00 fee. From 6:06 pm and after, an additional \$1 per minute will be charged until the child is clocked out of TAC's site computer.
- The next business day, the accounts manager will process applicable fees to the parents account ledger and notify the parent by email with a statement of charges attached.
- If the account is set up for automatic debit, the fee will be processed automatically! Otherwise, payment will be due with your next scheduled tuition payment.
- If late pick-up occurs in excess of 3 times, a 3 day suspension will be implemented immediately following the 3rd late pick. If late pick-up continues, childcare services may terminate.



The Adventure Club ~ 2019-20 Inclement Weather Policy & Protocol

The Adventure Club's (TAC) "Inclement Weather Policy and Protocol" contains important information to help prepare you and your family when inclement weather occurs. TAC programs located within 5 public schools operate within the boundaries of the Montgomery & Carroll County school systems. If you have any additional questions, please call our main office at 540-382-3783.

The Adventure Club Management Team

TAC CLOSINGS and/or DELAYS AVAILABLE AT THE FOLLOWING MEDIA/SOURCES:

- **The Adventure Club Facebook:** Please "Like" our FB page to see updates, this is our main source of getting information out to our families. www.facebook.com/ccstac/
- **(Please Note: We DO NOT always email parents for closings or delays)**

INCLEMENT WEATHER CODES....WHAT THEY MEAN

- ❖ **MCPS CODE 1 or 2 = delayed "school" opening:**
 - All 5 TAC sites will operate at their regular opening times unless otherwise noted.
- ❖ **MCPS CODE 3 = mandatory "school" closing due to hazardous road conditions:**
 - If the day "starts" with a code 1 or 2 delayed opening, and then "becomes" a Code 3, TAC will close at ALL school sites! Families will have 1 hr to pick their child up from school site and transport them to TAC at Galaxy Play for continued care.
 - If the day "starts" with a Code 3, TAC at Galaxy Play will open at 6:30am unless otherwise noted. This is to ensure sidewalks and parking lots are passable.
- ❖ **MCPS CODE 4 = mandatory closing of "all school programs" due to severe weather conditions:**
 - TAC will NOT operate within MCPS school sites.
 - If you need care on a Code 4 day, please call us right away at: (540) 382-3783 to check on the status of availability at our Adventure Club Galaxy Play location.

ADD-ON DAY FEES:

Children enrolled full time and in attendance at Adventure Club Galaxy Play will be subject to an add-on day fee of \$30 per child, each day. If care is needed for a child NOT enrolled in Adventure Club, the drop-in rate is \$60 per child, each day. (*Certain documents will be required prior to drop-in care.*)

Flex care families; please check your balance with the main office to ensure you have plenty of available hours for your child to attend.

Fees will be auto debited from your credit account within 1 business day.

Adventure Club Holiday Closings

On these days, ALL site locations including our Main Office & Galaxy Play ARE CLOSED!!!

December 24th – Christmas Eve
December 25th – Christmas Day
January 1st – New Year's Day
April – Good Friday
May – Memorial Day
July 4th – Independence Day
September – Labor Day
November – Thanksgiving Day
November – Black Friday