



FAMILY HANDBOOK

Explore | Experience | Engage

ImaginationLearning.net

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ImaginationLearning.net

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WELCOME

ImagiNation Learning Center Family,

Welcome to ImagiNation Learning Center! We are delighted that your family has chosen our center for your child's care and early childhood education. While we know that no teacher can replace the love and understanding of a parent or another family member; we have a primary responsibility to respect, support, and promote your child's individuality and self-esteem. When you share your child with us, you also share your child's imagination, ideas, and emotions. We promise to recognize, honor, protect, and nurture these gifts as long as your child is in our care.

The purpose of this handbook is to provide you with necessary information about ImagiNation Learning Center programs and philosophies; policies and procedures. Please feel free to share your ideas and concerns with us at any time. We see the enrollment of your child at ImagiNation Learning Center as a vote of confidence, and we will do everything possible to provide you with the quality care and education your child needs and deserves.

Sincerely,

Your Center Management Team

ABOUT IMAGINATION LEARNING CENTER

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2.1 COMPANY HISTORY

ImagiNation Learning Center was initially established in 1987 as Westfields Play and Learn Children's Center. In the newly expanding Westfields business community, there was an overwhelming need for child care solutions that would combine affordable child care with a quality educational experience. This non-profit child care model would be governed by a volunteer board of directors; comprised mainly of parents whose children were enrolled at the centers. Supported by a management company known as Play and Learn Services, this initiative was to be the beginning of a new approach to quality child care. For over twenty-five years, our centers have been referred to as, "The best kept secret in Westfields".

By 2007, Westfields Play and Learn had built a knowledge base of the child care industry that enabled the company to become wholly self-sufficient. No longer relying on outside management services; the structure of our company now includes an Executive Director and Center Directors who partner with the Volunteer Parent Board to bring you those same meaningful experiences which families have counted on since the very beginning.

Although our professional philosophy to child care remained unchanged, our company had long since outgrown its original name. The final step to creating a contemporary "us" was to develop a new name and logo in 2011. Our new name, ImagiNation Learning Center captures everything we were and everything we have become.

2.2 MISSION STATEMENT

Since our beginning, we have always provided more than just child care. We offer early childhood education and developmental programs that promote school readiness, exceptional social and coping skills, and a lifetime love of learning. We are an employer of more than fifty early childhood education professionals and offer a motivating work environment with many opportunities for professional growth.

Our Mission at ImagiNation Learning Center is to

- Fulfill our foremost responsibility of providing the highest quality care and educational services to the children, families and communities we serve; and enriching the lives of the children entrusted to us.

- Create an exceptional work environment that motivates our employees and encourages the growth and professional development of all employees by valuing their unique ability to contribute.
- Uphold the highest standards of fiscal accountability; recognizing that our success depends on the quality of our programs, services, and people.
- Serve as a resource to our families and communities on issues related to parenting and child development.
- Support the freedom of choice for families to pursue outside interests and obligations, while secure in the knowledge that their children are in a safe, loving, and stimulating environment.

2.3 PHILOSOPHY OF EDUCATION

Our educational philosophy is based on the fundamental principle that learning is meant to be a natural, joyful experience. A stimulating environment that is stable, safe, healthy and comfortable is crucial for a positive and successful learning experience. We believe all children will flourish when allowed to play, explore and experiment while the process of discovery is encouraged and reinforced with enthusiasm. Positive guidance techniques establish consistent, age appropriate limits that help our children function in their world and develop a sense of independence, social competence, confidence and responsibility. Approaching each child as a unique individual who develops at his or her own rate, we provide developmentally appropriate activities that balance between social, emotional, cognitive, and physical development. Our program goals for each developmental area are:

Social Development:

To help children feel comfortable in the classroom, trust their new environment, make friends, and feel they are a part of a group.

Emotional Development:

To help children experience pride and self-confidence; develop independence and self-control, and have a positive attitude towards life.

Cognitive Development:

To help children become confident learners by letting them test their own ideas, overcome obstacles to experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe ideas, observations, and feelings.

Physical Development:

To help children increase their large and small muscle skills and feel confident about what their bodies can do.

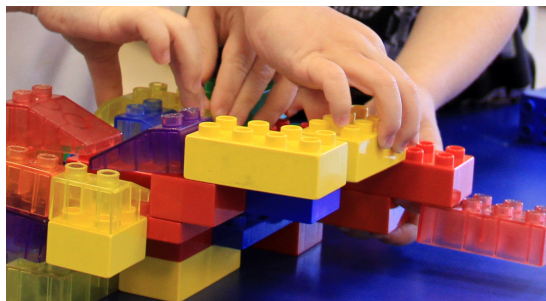
2.4 THE EDUCATIONAL TEAM

ImagiNation Learning Center is staffed by teams of consistent caregivers and early childhood education professionals who have a wealth of experience working with young children. The goals of our educational team are:

- To provide a nurturing, safe, and stimulating environment for each child in our care.
- To provide love, kindness, and respect for each child.
- To provide diverse early learning experiences and activities in all areas of early childhood development.
- To work with our families in a professional, friendly and collaborative manner providing the best education and care possible for our children.

We realize that the quality of our staff is an important element in the quality of our program. We strive to maintain high quality staff by providing a variety of professional development opportunities. At a minimum, the following qualifications are met:

- Virginia Child Protective Services Central Registry Name Search for Child Abuse and Neglect
- Virginia State Police Criminal Record Check
- Signed Sworn Disclosure
- Professional Reference Checks



- Physician's Health Form, including documentation of a current negative Tuberculosis screening
- Teachers must meet state licensing requirements in education and experience
- CPR and First Aid requirements
- 16 Hours of continuing Professional Education annually

2.5 OUR PROGRAMS

At ImagiNation Learning Center, we provide developmentally appropriate programs for children between the ages of 6 weeks through kindergarten during the school year.

Full vs. Partial Week Programs and Drop-In Care

In order to meet various child care needs of our families, ImagiNation Learning Center offers not only full-time but also partial week programs and drop-in care. The programs are defined as follows:

	CENTER 1	CENTER 2
Infants	6 weeks to 8 months 8 to 12 months	6 weeks to 12 months
Toddlers	12 to 18 months 18 to 24 months	12 to 24 months
Twos	24 to 36 months	24 to 36 months
Preschool	3 to 4 years 4 to 5 years	3 to 5 years
Kindergarten	5 to 6 years	5 to 6 years

Full-Time Program

Children who are enrolled in the program five days a week.

Partial Week Program

In most programs, children may be enrolled on a partial week basis. Partial week programs are one to four full days of service with a complementing child being enrolled for the remaining days of the week.

Drop-In Care

Families may use services at the center on an as needed basis, with prior approval of the center management.

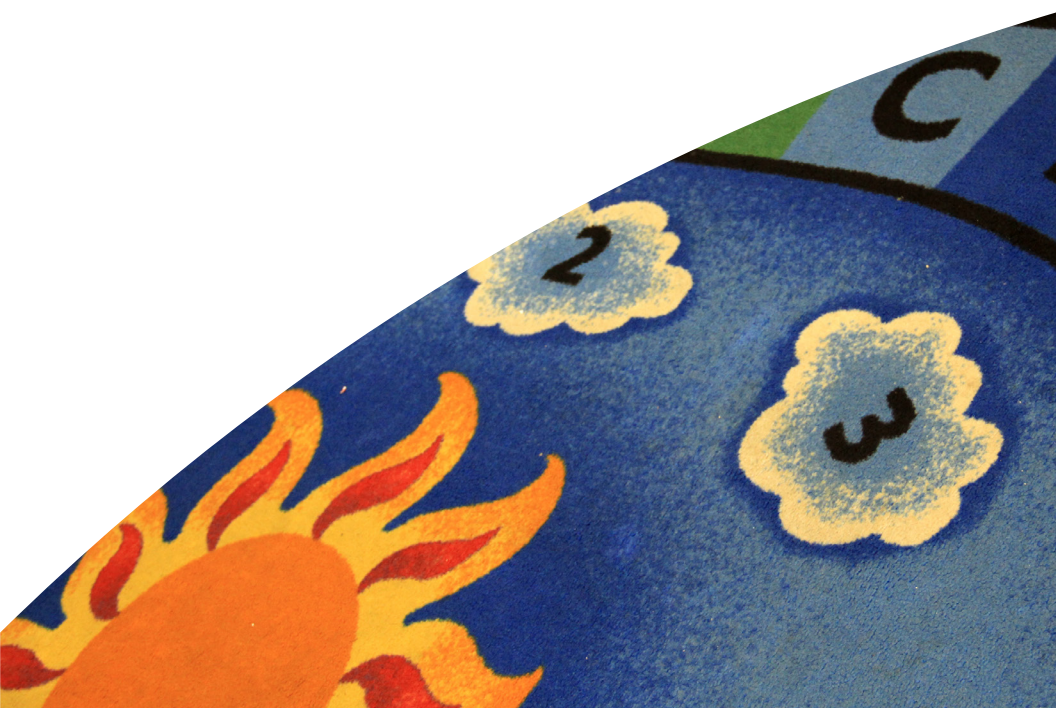
2.6 HOURS OF OPERATION

ImagiNation Learning Center operates on schedules that reflect the needs of our working families. We are open year round, Monday through Friday, 6:30 a.m. until 6:30 p.m. except for scheduled center closings.

We observe the following holidays and special closings:

1. New Year's Day
2. Winter In-Service Day – President's Day
3. Memorial Day
4. Independence Day
5. Summer In-Service Day – Third Friday in August
6. Labor Day
7. Thanksgiving Day and the Friday after
8. Christmas Eve Closing at 3:00 pm
9. Christmas Day

Families will be notified of scheduled center closings at least two weeks in advance through reminders posted throughout the school.



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FAMILY PARTNERSHIP

3.1 OPEN-DOOR POLICY

The success of our program is based on establishing a partnership between our families and the center staff. Frequent and open communication will help your child have a positive early learning experience. Feel free to come in and observe your child at any time. We maintain an Open-Door Policy at all times. We hope that you always feel comfortable talking to any member of the teaching or management team at the center when you drop-off or pick-up your child. For longer discussions with your child's teacher we ask that you schedule a specific time for a meeting or phone call so that we are able to arrange for appropriate supervision while your teacher is away from the classroom.

While we encourage communication between our staff and families on all issues related to their child and classroom activities, we ask that you not engage the staff in conversations regarding other children, families, or staff in the center.

3.2 GRIEVANCE POLICY

If you have a concern:

- Discuss the concern with your child's teacher.
- Discuss the concern with the center management team. Family concerns or questions that cannot be resolved or answered by your child's teacher should be redirected to the Director who is fully capable of responding to most issues.
- Should you have questions or concerns about center policies and/or procedures please speak with one of the members of the management team directly.
- Contact the Executive Director to discuss any concern that has been discussed with the director but has not been resolved to your satisfaction.
- In rare instances, an issue may arise that cannot be resolved to the mutual satisfaction of the center and the family. Under such circumstances it may be necessary to disenroll the child and ImagiNation Learning Center reserves the right to do so at its sole discretion.



3.3 CONFIDENTIALITY

Maintaining confidentiality of the center, staff and families is of the utmost importance. The staff maintains strict confidentiality in regards to the children and families they serve at the center. A child's records are open to the director, caregivers working with the child, state inspectors, authorized employees, and the child's family or legal guardian. Families must provide the center with a written authorization to release records to anyone other than those mentioned above.

3.4 HELPING HANDS PROGRAM

Family participation is a very important part of our program. Your involvement is an integral part of the teamwork necessary to provide the best education possible for your child.

Families are required to earn twelve Helping Hands points a year (one point per month). Helping Hands Points may be earned in one of two ways. You can volunteer your time, talents and skills by chaperoning on fieldtrips, copying, handyman tasks, IT support, creating and implementing special activities in the classroom, and many other ways. One hour of your time equals one Helping Hands Point. See your center staff to explore volunteer options.

The other option for earning Helping Hands Points is contributing monetarily. One point equals \$15.00 which can be paid through Tuition Express or personal check. Please keep in mind that monetary contributions can only be given to the center management. Helping Hands payments are non-refundable.

3.5 WRITTEN COMMUNICATION

We utilize many different tools to keep you informed about what is happening with your child. Below is a description of the typical communication tools we are using at the center:

Electronic Communication

Families are able to receive classroom and center updates, newsletters and lesson plans, room specific information, and emergency announcements through the website and emails.

Family Information Board

Outside of each classroom and in the center lobby you will find a display specifically assigned to provide families with more detailed information. The Family Information Display includes menus, lesson plans, daily schedules, calendar of events, newsletters, and special announcements.

Developmental Assessments

Throughout the year, our teachers observe and assess the progress of each child's development. The observations are captured on our Developmental Assessment Tool specifically designed for each age group.

Conferences

Twice yearly, or by request, we offer conferences to all families at our center to discuss observations of your child's developmental progress and set goals for the upcoming months.

Parent Resources

A wealth of information is available on parenting topics such as dealing with challenging behavior, health and nutrition, and family activities.

3.6 BABYSITTING

ImagiNation Learning Center discourages, but does not prohibit, its employees from providing private childcare or babysitting during non-working hours. Employees may decide to do so at their own discretion, but we assume no responsibility for the actions of any ImagiNation Learning Center staff member who cares for a child outside the center. As part of the enrollment process, families will be asked to sign an Agreement and Release for Babysitting Services Form, indicating that the family understands that our company will not assume responsibility for the care of your child while not in attendance at our center, nor are we responsible for the actions of any staff member during the employee's non-work hours.



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ADMISSIONS

4.1 ADMISSION PROCESS

Non-Discrimination Policy

Any child age six weeks to six years is eligible for enrollment at ImagiNation Learning Center. We do not discriminate on the basis of religion, color, race, gender, age, national or ethnic origin, disability in admission of students, or in any of its educational programs.

Our center complies with the Americans with Disability Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. In collaboration with the family and our licensing agency, we carefully consider each child's individual needs in order to determine if our program can accommodate a child's special needs. If your child is disabled or has any other special needs, please discuss your child's needs with the center director.

Initial Steps

The admission procedure includes an initial tour of the center. This tour is necessary for discussing policies and procedures, and answering any questions a family may have about our programs. We ask families to bring their children along to visit the center, meet the staff and other children, and become familiar with the classroom and playground environment. Most children feel much more comfortable in the program having had this initial center visit with the family. Please plan on spending approximately one hour, so you and your child will have time to observe and participate in ongoing activities.

Determination of Space Availability

When a family inquires about our programs, the center management determines if a space is available at the time the family needs services. As soon as a firm start date can be determined, we will provide a Start Date Confirmation Letter with the date of the child's first day at the center and assigned classroom. Families must reply to the letter within 48 hours and submit a pre-payment of the first week's tuition to confirm their interest in the space offer.

Enrollment Priorities

Depending on the age of child and classroom placement, a space may be available immediately or at a later time. In case a specific start date cannot be determined immediately, we will offer to place each child on our enrollment waitlist, which will require paying a non-refundable waitlist fee. This fee will convert to the registration fee upon enrollment.

In general, ImagiNation Learning Center will follow the enrollment priority order below when filling available spaces at the center:

1. ImagiNation Learning Center employee children
2. Siblings of children currently enrolled at the Center
3. Children of Quest Diagnostics employees
4. Children of other corporately sponsored employer partnerships
5. Children of families placed on waitlist

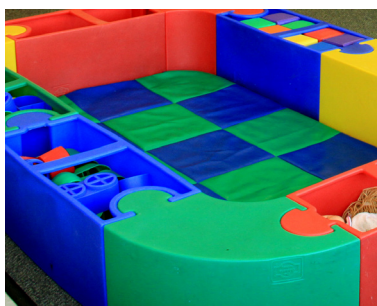


Admission Forms

Prior to admission, families must complete or provide a copy of the following information forms before the enrollment process can be finalized:

1. Confirmation of Start Date
2. New Student Financial Information
3. Registration and Financial Agreement
4. Tuition Express Enrollment
5. Enrollment Agreement and Release
6. Proof of Birth
7. Emergency Card
8. Commonwealth of Virginia School Entrance Health Form
9. Parent Cooperative Agreement
10. Agreement and Release for Babysitting Services
11. Confidential Background
12. Family Handbook Disclaimer

We rely on the information on these forms to reach you in the event of an emergency and for our staff to meet specific needs of your child and family. It is inevitable that this information will change with time. Therefore, it is up to you to keep your family information up to date. Please take the time to provide us with any new information as the need arises.



4.2 TUITION AND FEES

Registration Fee

A non-refundable Registration Fee per child is charged to all new families at the time of enrollment. Each year in July the registration is renewed and a Re-Registration Fee per child is charged for administrative handling (all records are updated and program space is assessed). The Re-Registration Fee is waived for children, who have enrolled for the first time between April 1st and June 30th.

Tuition Fees

ImagiNation Learning Center is an independent, non-profit child care company. We depend on fees to meet our obligations, pay salaries, and maintain the high level of quality education and care for each and every child. When your child is

accepted into ImagiNation Learning Center, a space is reserved and fees are due as long as the child is enrolled. Fees are not refundable when children are kept at home because of illness, vacations, holidays, or emergency closings of the center.

Tuition Payments

Tuition Express is ImagiNation Learning Center's standard means of payment for our families. With Tuition Express tuition is automatically withdrawn from our families' bank accounts. Weekly tuition fees will be withdrawn every Monday. If a family is unable to participate in Tuition Express, we will accept payments via check or money order. Cash will never be accepted for any payments by any member of the ImagiNation Learning Center staff.

Security Deposit

All families not participating in Tuition Express must pay a Security Deposit. The Security Deposit is a one-time fee equivalent to two weeks of the family's tuition fee. The Security Deposit is due on or before the first day of enrollment. Upon receipt of a written notification of withdrawal, the amount of the fee will be credited to the family's outstanding balance during the final tuition period.

Families participating in Tuition Express will not be charged a Security Deposit upon initial enrollment at the center. However, a Security Deposit may be collected at a later time should automatic deduction be declined due to non-sufficient funds.

Discounts

Families with two children enrolled full-time at ImagiNation Learning Center are eligible for a 10% discount applied to the least expensive program. Employees of Quest Diagnostics are eligible for a corporate discount. Families with three or more children enrolled full-time are eligible for a 50% tuition discount applied to the oldest sibling. Please see the Center Director for applicable tuition rates. Multiple discounts will not apply to any family enrolled in ImagiNation Learning Center.

Late Payment Fee

Tuition payments are due no later than 12 noon on Mondays every week. A Late Payment Fee of \$15.00 per day will be charged to the family's account if payments are not received by 12 noon on tuition payment day. If payment has not been made in full by the end of the week, the family will not be able to further attend the center until all balances, including late payment charges have been returned to zero. We reserve the right to terminate services due to excessive outstanding balances or late payments.

Non-Sufficient Funds Fee

Families participating in Tuition Express will be charged a \$35.00 fee for all transactions that are cancelled due to non-sufficient funds. In addition, ImagiNation Learning Center will require the family to pay a Security Deposit in the amount of

two weeks of the family's tuition. Families that are unable to participate in Tuition Express will be charged a \$35.00 Non-Sufficient Funds Fee for each returned check. In addition, the family will be required to pay future tuition fees through money order only. We reserve the right to terminate services due to repeated non-sufficient funds transactions.

Late Pick-Up Fees

All children must be picked up no later than 6:30 p.m. There is a five minute grace period that may be used on rare occasions only. Anyone arriving after 6:35 p.m. will be charged a Late Pick-up Fee of \$20.00 for the first 15 minutes beyond 6:30 p.m. For each 5 minute increment beyond 6:45 p.m. you will be assessed an additional \$10.00. We reserve the right to terminate services due to repeated late pick-ups.

Kindergarten Curriculum and Supplies Fees

Families that enroll in the Kindergarten Program are required to pay a Kindergarten Curriculum Fee in addition to the regular center registration fee.

4.3 LEAVING THE CENTER

Leave of Absence

Written notification must be given to the center management a minimum of two weeks prior to the planned absence. Families who wish to withdraw their child for a temporary leave of absence at the minimum of four weeks have the following options:

1. If the absence exceeds a four week period, families may stop sending their child but must continue to pay 75% of the tuition rate to guarantee re-enrollment on a specified date.
2. After giving the center a two weeks' notice of intent to temporarily withdraw their child, parents may discontinue payment. To plan for re-enrollment, the family must submit a waitlist form along with the Waitlist Fee for each child.

Withdrawal

We require families to provide us with a written notice of intent to withdraw two weeks in advance. This gives us an opportunity to notify another family in advance who will utilize the space. For families who are unable to provide two weeks notice, tuition will continue to be charged during this two week period.

Termination of Services

Our center reserves the right to immediately terminate services including but not limited to the following:

- Any family member or designated contact becomes disrespectful and/or abusive to any other family or staff member.
- Tuition obligations have not been met.
- Repeated late pick-ups.
- A child has not satisfactorily adapted to the program.
- A family's expectations do not match center practices and philosophies.
- Violation of any other written center policy.
- Center management has made the determination that the relationship between center and family is no longer mutually beneficial.



5

DAILY PRACTICES

5.1 ARRIVAL AND DEPARTURE

It is important that your child's day begins on a positive note. When you bring your child to the classroom, make sure you let the teacher know that your child has arrived. Many children enjoy it when their families spend a few moments in the classroom after they arrive at the center. When you pick-up your child, please come into the classroom and feel free to talk to our teachers about your child's day. Please remember that you have to sign in your child at the time of arrival and sign out at the time of departure. Families are responsible for their own children once they arrive at the center.

Authorization for Release

Teachers will release a child only to adults specifically authorized by the family. In case you assign someone to pick up your child that is not listed on the Emergency Card, you must authorize the pick-up in writing. Please understand that we will not be able to honor authorization for pick-up over the phone. Anyone picking a child up for the first time will be asked for a photo ID.

Late Pick-Up

The center's closing time is 6:30 p.m. We understand that on occasion late pick-ups may be unavoidable. If you are going to be late, it is important that you inform the center immediately of the late pick-up situation and the approximate time of arrival. When a child is left at the center after closing time, we will begin to call emergency contacts provided on the card until we have successfully confirmed the pick-up of the child. In the event that a child is left at the center after 8:00 p.m. and no emergency contact could be reached, we will call the Virginia Department of Social Services and the child will be released to the proper authorities. Late pick-up fees will be assessed in accordance with the late pick-up fee schedule.

5.2 DAILY SCHEDULE

Your child's specific daily schedule will be posted on the Family Information Board in your child's classroom. We recommend arriving at the center no later than 9:00 a.m. so that your child will not miss out on group and individual learning activities. If you are planning to arrive at a later time, we request that the arrival not occur between our naptime hours, 1:00-3:00 p.m., as it can be disruptive to our resting children. On days when your child cannot attend, we ask you to notify the center by 10:00 a.m.

5.3 OUTDOOR PLAY

The time at the playground is an extension of free choice time. Our teachers use outdoor time to initiate games and other activities, and to spend one-on-one time with the children. Children can choose from a variety of options, including climbing equipment, balls, hoops, or indoor materials brought outside.

Following state licensing regulations we will provide approximately 1-2 hours of outside play each day except in inclement weather. If you feel that your child is not well enough to participate in outdoor play, you must keep her/him at home, since we are not able to accommodate a child away from the group. Children should be dressed appropriately so that they can enjoy being outside in many different weather conditions.



5.4 MEAL TIMES

Meal Times are part of the daily schedule. ImagiNation Learning Center believes that mealtime is an important part of the day. Our teachers will eat with the children in a family-style setting. Meal times provide great educational opportunities for language building and socialization. Family members are invited to join their children at any time or take them out to lunch.

For more information on food provided by the center, nutrition, and allergies please refer to the corresponding chapter in the Health and Safety section of this handbook.

5.5 QUIET TIMES

By state law, any child who is in a child care setting for four hours or more is required to have a rest time. We encourage children to rest by playing soft music, gently rubbing a child's back or sitting close to the child who is restless and has a difficult time relaxing.

The center provides cots and sheets, which will be laundered weekly. We ask you to provide a small blanket for your child, which must be taken home weekly, laundered and returned to the center. Children over the age of two years may also have a small pillow on their cots. A stuffed animal or doll may be brought from home (ages two and older) to make the child more comfortable during rest time. When choosing your child's nap items please consider that we have very limited storage space in each classroom.

Infants will be placed in cribs on their backs in accordance with Virginia's Licensing Regulations. Older infants who are able to roll over on their own can choose their own comfortable positions once placed into the crib on their backs. We are not able to grant any exceptions to this policy without written approval from the child's pediatrician.

5.6 CLASSROOM TRANSITION

Children move to the next classroom according to their age, developmental abilities and maturity levels as well as space availability. When your child is ready to move from one class to the next, the center team and family will discuss a transition plan that will help your child become familiar with the new program, environment, teachers, and children in that classroom.

5.7 SPECIAL PROGRAMS

Special programs such as gymnastics, computer lessons and field trips may be offered at an additional charge, and attendance is optional. We also provide many in-house entertainers throughout the year free of charge. All families are invited to join us for special events. Children must have their parent's written approval to participate in any off-site event.

TV and video viewing is not part of our daily schedule or curriculum. On rare occasions, we may provide the opportunity for children to watch a short program. Prior to viewing the show, the center management will determine that the program is developmentally appropriate.

5.8 BIRTHDAYS

Birthdays are special days for children and we enjoy being part of your child's celebration. If you wish to celebrate your child's birthday at the center, please make early arrangements with your child's teacher to plan the event and to discuss the food and treats you may want to distribute to the class. To safely include our children with allergies, any food that is donated from our families for sharing must be store bought and in its original packaging with the ingredients clearly listed.



6

HEALTH, SAFETY & EMERGENCY PROCEDURES

6.1 HEALTH PRACTICES

Health screenings are done each morning upon arrival at the center and periodically throughout the day. If the staff determines that your child is ill, you will be notified to make arrangements for your child's care. Please note that many children have frequent illnesses when they first enter the child care environment. Once the child's immune system becomes more resistant, illnesses often decrease in frequency.

Exclusion of Sick Children

ImagiNation Learning Center follows the Health Department's guidelines for exclusion of sick children. We will not allow a child with a suspected infectious disease to return to the center without a written notice from a physician that the child has been treated properly and/or is free of risk of infecting others.

If a child is taking an antibiotic for a contagious illness, he/she cannot return to the center until the child has been on medication for a complete 24 hours. Any suspected or confirmed cases of Reportable Communicable Diseases will be reported to the Fairfax County Health Department as mandated through the Virginia licensing regulations.

If your child is diagnosed with a communicable disease, please call the center immediately so that we may inform other families and take precautions to protect other children and staff. If your child is ill with fever, diarrhea, vomiting, coughing, etc. please do not bring him/her to the center. We will not accept sick children in the center. Should your child become ill at the center, he/she will be separated from the other children and allowed to rest until you or the next person on the emergency contact list has picked up.

Illness and Infectious Diseases

Certain types of illness may necessitate the temporary exclusion of your child from the center for a period of time. Upon notification of a child's illness at the center, families must pick up the child within one hour. Illnesses necessitating parent notification and temporary removal from the center include:

Fever - In case a child has an axillary (under the arm) temperature of 100 degrees or above, we will require that a family member pick-up the child as soon as possible. Children may return to the center when they have been non-medicated fever free for twenty-four hours.

Loose Stool - The family will be notified when a child has a loose bowel movement. If there are two or more loose stools in one hour or three loose stools during one day, we will require that a family member pick up the child within one hour. The child may not return to the center for twenty-four hours beyond the period of the last loose stool.



Vomiting - If a child has been vomiting before coming to the center, the child should be kept at home for the day. If vomiting occurs twice or more in one hour or three times a day while the child is at the center, we will require that a family member pick up the child within one hour. The child may not return to the center for twenty-four hours beyond the last occurrence of vomiting.

Lung Congestion - If serious lung congestion is suspected, the family will be notified.

Infectious Diseases - The following list of infectious diseases will necessitate temporary and immediate removal from the center: Scabies, Hepatitis A, Infectious Diarrhea, Impetigo, Infectious Conjunctivitis (Pink Eye), Lice, Ringworm, Strep Throat, Scarlet Fever, and Vaccine Preventable Diseases (i.e. mumps, measles, chicken pox, etc.)

Other Viruses - Should the center experience an outbreak of a known virus, we will request any child exhibiting related symptoms to be picked up immediately to control further contamination and spread of disease.

Medication Administration

In order for your child to receive medication at our center, a Medication Authorization Form must be completed by you and your child's physician. This form is available online and at the front office per request. Medication will not be given if the authorization form has not been completely filled out. Medication must be in the original container with the name of the child, and medication directions written on the original label. With the exception of emergency and long-term medication, all medication must be taken home on a daily basis.



Food and Nutrition for Infants

Due to the unique feeding needs of infants and toddlers, families are responsible for providing all food for infants younger than one year of age and/or until they are able to eat regular table food. A written feeding plan for children under one year of age shall be obtained and regularly updated by families as foods are added or other dietary changes are made. All infant bottles must have lids and be clearly labeled with the child's full name and marked with the current date. Only the current day's dated formula and food items can be served and refrigerated. At all times we request that families provide a full day's supply of ready to serve formula for possible emergency situations. We are happy to serve as a resource to you in the development of your infant's nutritional plan.

Food and Nutrition for Toddlers, Twos and Preschoolers

Children will receive a nutritionally balanced morning snack, lunch and afternoon snack. Menus are posted on the Family Bulletin Board as well as our website. We will accommodate children with medically required diets once we have received a physician's note detailing the food sensitivities. In addition, we will honor dietary restrictions based on religious beliefs after receiving a written statement from the family of the child. Except for the reasons stated above, we will not allow families to provide food substitutions for those meals that we provide at the center.

Peanut Aware Environment

To provide maximum safety to our children with life threatening peanut and tree nut allergies, ImagiNation Learning Center has chosen to be a Peanut Aware Environment. You may not bring any items to the center that contain, have been processed or share equipment with peanuts/tree nuts and related products.

6.2 SAFETY PROCEDURES**Child Accidents**

When a child receives a minor injury, staff will comfort the child and give appropriate treatment. Depending on the injury and the age of the child, families will be notified of the injury either by phone or when the child is picked up. You will be asked to sign an Accident Report.



In the event that a child is involved in an accident that warrants medical attention, every effort will be made to contact a family member to secure instructions for appropriate care. However, if circumstances dictate an immediate response, the child will be transported to the nearest emergency facility. The appropriate adult, listed on the emergency contact card, will be notified and expected to proceed to the hospital as soon as possible to oversee the child's medical care.

All serious child accidents that require medical attention will immediately be reported to the Child Care Licensing Division of the Virginia Department of Social Services.

Center Insurance

ImagiNation Learning Center is fully insured. Each child is covered with a student accident policy for injuries occurring at the center. If a child has been injured while in our care and needs medical attention, center management will contact our insurance company and report the accident. The family of the injured child may file for insurance reimbursement of any related medical expenses.

Custody and Visitation

Please review your custody and visitation rights with your center management team. Complete all sections of the Enrollment Agreement and Release Form, including information about your child's other parent/guardian, if applicable. In the case of joint physical custody, both parents must meet with center management prior to enrollment to discuss and agree upon all aspects of the child's enrollment.

Legal paperwork dictating child access rights for both parents must be submitted as part of the enrollment process. Please keep all information current.

Security

Keeping your child safe and secure is our first priority. In order to restrict strangers from having access to our facilities, our centers are equipped with a variety of security features such as secured exit doors, coded entry key pads at the center entrances, and security alarm features. Please keep in mind that all people entering and exiting the center are equally responsible in keeping the center secure. Please



do not allow strangers to enter the building as you enter or exit the center. Alert center staff if you observe suspicious behavior or a person that seems unfamiliar with the facility. Keep your child in close supervision during pick-up and do not allow children to exit the center without an adult accompanying the child.

In addition to our built-in security features at each center, we ensure security by strictly following established procedures for your child's arrival and departure. Please refer to the corresponding chapter in this manual for more detailed information on arrival and departure procedures.

Mandated Reporting

All ImagiNation Learning Center staff is required by Virginia State Law to report suspected child abuse and neglect to the local authorities.

Licensing

ImagiNation Learning Center is licensed through the Commonwealth of Virginia Department of Social Services and operates strictly in accordance with the Virginia State Rules and Regulations for Child Care.

The Commonwealth of Virginia helps assure parents that child day programs that assume responsibility for the supervision, protection, and wellbeing of a child are safe. The licensing standards address certain health precautions, adequacy of the play space, ratios of children per staff member, equipment, program and record keeping. Criminal record checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health and building codes.

Compliance with standards is determined through announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard.

If you would like additional information about licensing, please contact the following licensing office:

Fairfax Licensing Office

3959 Pender Drive, Suite 320
Fairfax, VA 22030
(703) 934-1505

The most current licensing report is displayed at the center for your review or may be obtained via www.dss.virginia.gov/facility/search/licensed.org.

6.3 EMERGENCY MANAGEMENT

ImagiNation Learning Center strives to maintain a safe environment for your child and is prepared to handle emergency situations. Our emergency and evacuation manual with emergency numbers and procedures is placed in the center lobby for your review.

Severe Weather Policy

Severe weather conditions may necessitate adjustments to the regular operating hours.

ImagiNation Learning Center will follow the decisions of Fairfax County Public Schools for weather related closings and delayed openings.

You may find Fairfax County Public School delay or closing information on the Fairfax County Public School Website (<http://www.fcps.edu/news/emerg.htm>), on WTOP Radio or local television stations.

If Fairfax County Public Schools remain closed for more than one consecutive day, then ImagiNation Learning Center will make an independent decision for any additional closings or delays. We will communicate the decision via email and recorded center message. Please check your email or call the center and listen to the recorded message to find out if there are any changes to the regular center schedule.

When the center is closing early due to severe weather developing throughout the day, we will inform you of the new adjusted closing time through emails and phone calls. The adjusted closing time is as binding as our regular closing time.

Other Emergency Closings

The center may also be closed for special emergencies such as utility catastrophe, outbreaks of disease, or other conditions that would adversely affect the health or safety of the children. In case of an emergency closure, we follow emergency procedures as outlined in the center emergency and evacuation manual.



7

GUIDANCE POLICIES

7.1 BEHAVIOR MANAGEMENT

The purpose of guidance is to help a child learn which behaviors are acceptable and appropriate in a given situation. As caregivers, we need to ensure that children feel loved and secure, and build their desire to get along well with others. Punishment or negative reinforcements, such as withholding food, threatening, bribing, or striking a child have no place at our center and will not be tolerated. It is our responsibility to help children learn appropriate behaviors and to assist and guide in their implementation.

We use positive reinforcement to encourage positive behavior. We make a point of catching a child demonstrating positive social skills and rewarding them with lots of praise. We phrase directions in positive terms, avoiding “no” and “don’t” whenever possible. Positive reinforcement requires keen observation skills on the part of the teacher, and the results are wonderful!

We do not label children or express judgment about them. We focus on their behaviors. We work from the basic principle that all children want to do the right thing. We state specific expectations that are realistic and that the children are able to meet. We encourage them to try to do their best, and we understand and accept mistakes. Our priority is to build trusting, caring relationships with the children, which will most likely increase their desire to meet our expectations.

If a child misbehaves, we first try to gather information about the circumstances that caused the behavior. We use a variety of techniques to resolve the situation, such as distraction, redirection, and discussion as is appropriate. We encourage children to use their words to solve the problem themselves, if at all possible. Protecting a child’s fragile self-esteem is of vital importance, and we handle discipline with loving firmness and careful guidance. In addition, we try to establish an open dialogue with the family of the child about any behaviors observed in the classroom. Through the family and teacher partnership, our goal is to develop successful strategies to address any inappropriate behavior patterns. If your child experiences an upsetting incident, such as an illness in the family, an extended trip by a parent, or the relocation of a close friend, please let us know. When we know what might be motivating a child’s behavior, we can better respond and perhaps even help the child work out worries or concerns through play and creative activities.

7.2 TIME-OUTS OR TIME-INS?

“Time-Outs” are often misused as a form of discipline where a child is removed from a disruptive situation and is isolated from the group for a designated period of time. When a child acts out or exhibits inappropriate behavior, it is usually a signal of boredom or frustration. Isolating the child only increases the frustration and does not address the root of the undesired behavior.



Our approach is a “Time-In”. The disruption is addressed by bringing the child closer to the teacher and providing an emotional link with the child. Using circle time as an example; a teacher will respond to a squirming child by inviting the child to come closer and to participate in the activity. Most situations can be managed by keeping the child in close contact to the teacher while supervising the rest of the class. Only in extreme cases would a disruptive child be separated from the rest of the class. In those cases the teacher will stay with the child until the child is ready to rejoin the group.

7.3 TANTRUMS

There are times, in spite of the best guidance efforts, that children will act out. Young children have limited skills in expressing themselves and managing their emotions. Outbursts and inappropriate behaviors are often the only way a child sees to release his or her feelings. In the event that a child expresses a tantrum, the teacher will keep the child safely in close supervision until it subsides. Leaving a child alone with anger can be terrifying. Angry feelings are normal for young children and need to be acknowledged immediately and consistently rather than to be ignored, punished, or distracted.



7.4 BITING

Many times, young children who are unable to communicate their feelings with words may bite other children. Though staff will make every reasonable effort to prevent this from happening, your child may at some point be bitten or bite another child. When this occurs, a teacher will treat the injury, comfort the child and report the incident to the families of both children involved. Due to confidentiality, we will not release the names of the children. We will schedule a conference with the family of a child that continues to bite other children in order to determine why this problem continues and develop a plan to address the problem. If the biting continues after implementing the plan, child care services may have to be discontinued until the child has passed this developmental stage.

CENTER LOCATIONS AND CONTACT INFORMATION:

Center 1

14428 Albemarle Point Place, Suite 100
Chantilly, VA 20151
Phone: (703) 817-1390
Fax: (703) 817-1534
center1@imaginationlearning.net

Center 2

14225 Newbrook Drive
Chantilly, VA 20151
Phone: (703) 378-2407
Fax: (703) 961-1199
center2@imaginationlearning.net