



PARENT HANDBOOK

02 PHILOSOPHY
OBJECTIVES
HOURS OF OPERATION
ORGANIZATIONAL AUTHORITY
ADMISSIONS POLICY

08 OFFICE
FEES
REGISTRATION
TUITION
LATE PAYMENT
LATE PICK UP CHARGES
RECORDS
AUTHORIZATION TO PICK UP CHILD
ENROLLING YOUR CHILD

12 DAY-2-DAY
WHAT TO BRING
DROP OFF/PICK UP PROCEDURES
ATTENDANCE
CLOTHING
DAILY SCHEDULE
MANAGEMENT OF BEHAVIOR
MEALS

18 MEDICAL, EMERGENCY
& ABUSE
ILLNESS
ACCIDENT/INJURY REPORT
MEDICINE
SUSPECTED CHILD ABUSE
NATURAL DISASTERS
EMERGENCY

22 FUN ACTIVITIES
VISITING
BIRTHDAYS
SWIMMING (SUMMER PROGRAM ONLY)
FIELD TRIPS/TRANSPORTATION

25 HOLIDAYS
SNOW DAYS
DAYCARE NEWS

19 TERMINATION FOR BEHAVIOR
WITHDRAWAL

LEAVING

ADDRESSES:

- CCH #1: 665 Village Hwy, Rustburg, VA 24588
- CCH #2: 101 Leroy Bowen Drive Lynchburg, VA 24502
- CCH#3: 186 Dillard Road Madison Heights, VA 24572
- CCH#4: 20106 Leesville Rd., Lynchburg, VA 24502

DIRECTORS & PHONE NUMBERS:

- CCH#1: Donielle Tomlin - 434-332-6078
- CCH#2: Krysten Hunt - 434-239-3140
- CCH#3: Shelly Hunt/Keri Bassie - 434-929-2444
- CCH#4: Tammy Tomlin - 434-239-0301

website: www.cch4u.com

TABLE OF CONTENTS

How do they coordinate their classrooms? Do they have teachers aides? **Who owns the Caterpillar Clubhouse?** Is this a licensed facility? What age groups do they accept? What are the educational beliefs of Caterpillar Clubhouse? Do the teachers encourage good health habits? Will I be able to talk to the staff and teachers? Does my child need a health history? **How do they coordinate their classrooms?** Do they have teachers aides? Who owns the Caterpillar Clubhouse? Is this a licensed facility? What age groups do they accept? What are the educational beliefs of Caterpillar Clubhouse? Do the teachers encourage good health habits? Will I be able to talk to the staff and teachers? Does my child need a health history? How do they coordinate their classrooms? Do they have teachers aides? **Who owns the Caterpillar Clubhouse?** Is this a licensed facility? What age groups do they accept? What are the educational beliefs of Caterpillar Clubhouse? Do the teachers encourage good health habits? Will I be able to talk to the staff and teachers? Does my child need a health history? How do they coordinate their classrooms? Do they have teachers aides? Who owns the Caterpillar Clubhouse? What age groups do they accept? What are the educational beliefs of Caterpillar Clubhouse? Do the teachers encourage good



Philosophy

PHILOSOPHY | OBJECTIVES | HOURS OF OPERATION | ORGANIZATIONAL AUTHORITY | ADMISSIONS POLICY

PHILOSOPHY

The Caterpillar Clubhouse is open to all children regardless of race, creed, or nationality who may find this program beneficial. We offer a program of play and learning for children ranging in age from 6 weeks to 5 years of age. In addition to our regular program, we also offer a before and after school program for children ages 6-12. During the summer months we offer a full day program for children 6-12 years of age with special activities and events for them.

The Caterpillar Clubhouse is a for profit operation. The Caterpillar Clubhouse is privately owned and administered by SET Inc. Caterpillar Clubhouse teaches Christian principles and values to each of the children attending. Specific church doctrines are **not** taught. The operation is administered by a state-licenced director. Caterpillar Clubhouse is licensed by the Virginia Department of Social Services and has been inspected and approved by the:

- Virginia Department of Health
- Virginia State Fire Marshal
- Virginia Building Inspector

If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the Regional Office of Social Services:

Piedmont Regional Office

Commonwealth of Virginia Building
210 First St. Suite 200
Roanoke, VA 24011
(540) 204-9631

OBJECTIVES

The basic educational beliefs and principles held by SET Inc. and staff is reflected in the objectives below:

1. Each child is an individual who develops at his/her own pace. The staff is to provide a safe, nurturing environment with opportunities for each child to develop his/her abilities.
2. The staff will provide exploring and experiment type learning experiences.

3. The staff will encourage good health habits in each child.
4. The staff will assist each child in the social development necessary to function in a group.
5. The staff will develop a partnership with the parents.
6. The staff and parents will work together for the happiness and well-being of each child.
7. Together, the staff and parents will help each child accept responsibility and develop self-confidence.
8. Together, the staff and parents will help each child develop self-control and self discipline.
9. The staff and parents will work cooperatively toward the development of a positive self-image in each child

HOURS OF OPERATION

Caterpillar Clubhouse is open from 6:30 A.M. to 6:00 P.M. Monday through Friday. We provide a 12 month program.

ORGANIZATIONAL AUTHORITY

The Caterpillar Clubhouse is owned and operated by SET Inc. Carrie Hunt and Tammy Tomlin are board of Directors. All final decisions regarding daycare policy rests with the SET Inc.

Caterpillar Clubhouse is managed by SET Inc. The directors, teachers, teacher aids and the remaining staff are hired by Set Inc. Each teacher is responsible for:

- Classroom coordination
- The aides or helpers assigned to the classroom
- Program implementation assigned by the director
- Class participation

At times, questions and concerns materialize which need special attention. On these occasions, questions and concerns should be addressed through the chain of authority, which is as follows:

Teacher > Director > SET Inc.

ADMISSIONS POLICIES

1. Enrollment Age Requirement: Children 6 weeks to 5 years of age will be admitted for regular child care. During June, July, and August, children ages 6-12 will be admitted for the summer program.
2. Enrollment is open to any child, provided the center can meet the needs of that child.
3. Enrollment in the center shall be granted without discrimination in regard to sex, race, color, creed, or political belief.
4. All children are required to have on file at the center a health history, a recent physical examination, doctor's report, certificate of birth and previous schools attended.

ALL ARE

ALL ARE

ALL ARE

ALL ARE

ALL ARE

ALL ARE

ALL ARE WELCOME!



ALL ARE WELCOME!

ALL ARE WELCOME!

ALL ARE WELCOME!

ALL ARE WELCOME!

ME!

ME!

ME!

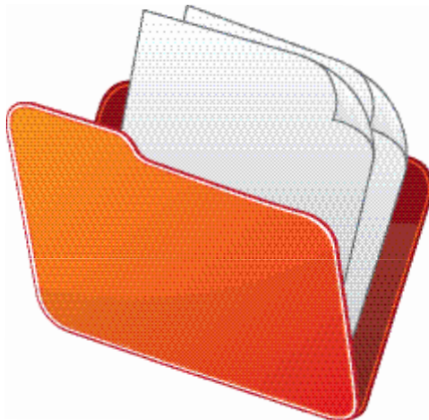
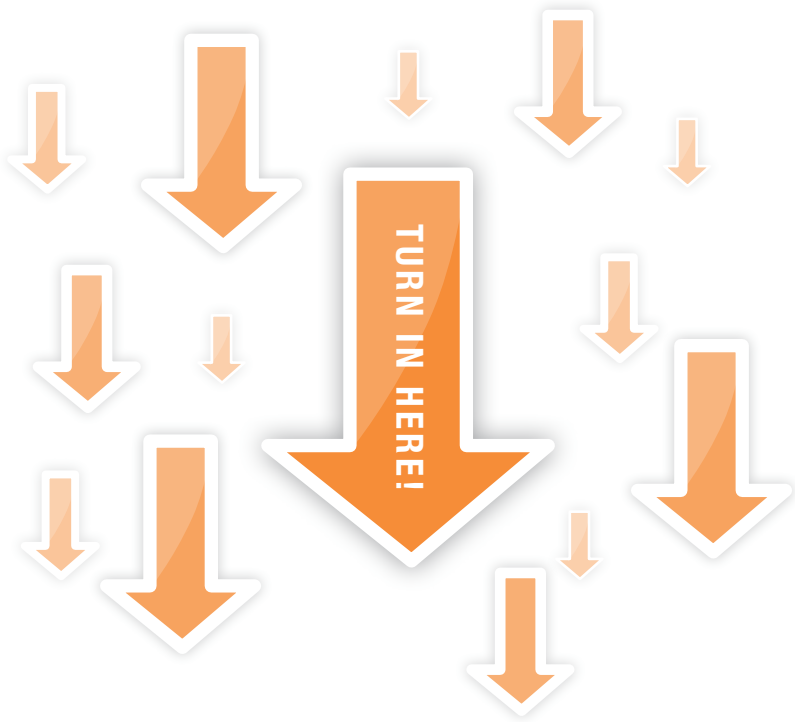
ME!

ME!

ME!

ALL ARE WELCOME!





Office

FEES | REGISTRATION | TUITION | LATE PAYMENT | LATE PICK UP CHARGES | ADMISSIONS POLICY | RECORDS
AUTHORIZATION TO PICK UP CHILD | ENROLLING YOUR CHILD

FEES

Registration

\$40.00

This fee is paid annually if there is not a break in the enrollment. If a child leaves and returns, the registration fee must be paid again.

Per Week	Age Group
On Website	Full Time (Infant to 16 months)
On Website	Full Time (16 months to 2 years of age)
On Website	Full Time (2 years of age)
On Website	Part Time (2 years of age)
On Website	Full Time (3-5 years of age)
On Website	Part Time (3-5 years of age)
On Website	Before and after school.
On Website	Full Time (5-12 years of age)
On Website	Part Time (5-12 years of age)

Check website for pricing

10% Discount for 2nd and 3rd Child

One week of vacation is allowed for each child, each year, with no cost for that week. The child can not be here the whole week. This week must be taken in five consecutive days. Any additional weeks the child is not here a holding fee is required.

Holding Fee	Age Group
On Website	Infants to 16 months
On Website	16 months to 2 years of age
On Website	2 years of age
On Website	3-12 years of age

Check website for pricing

Liability insurance is carried on each child upon enrollment in the center. This covers your child when they are on the premises and on field trips.

Late Payment

- All payments are due on Monday of the week of service. A \$10.00 late fee will be charged if payment is not received by 6:00 P.M. on Wednesday of the week of service. If payment is not received by 6:00 P.M. on Friday, the child will not be allowed to return on the following Monday.
- All return checks require a \$40.00 fee for the bounced check in addition to the check amount. From that time on payment will need to be made in cash.

Late Pickup Charges

The center closes promptly at 6:00 P.M. and the teachers are not scheduled to care for children after that time. A \$10.00 charge for each 15 minutes or portion thereof will be charged to the parent(s) who arrives late to pick up their child(ren). This amount is a way to compensate the teachers who have to remain beyond normal working hours. Caterpillar Clubhouse considers the act of picking up a child after 6:00 P.M. an emergency situation. Caterpillar Clubhouse will not tolerate repeated attempts to pick up a child after 6:00 P.M.

We will go by our daycare clock. **Payment** must be made at pick-up time. If the child has not been picked-up sixty (60) minutes after closing time and no contact has been made by the parent(s), the police may be notified.

RECORDS

It is the responsibility of the parent to keep the center personnel informed of any change in information given to us on the registration form. All records will be kept confidential.

AUTHORIZATION TO PICK UP CHILD

Each parent or guardian must provide the names of the individuals authorized to pick up the child on the application form. Children will not be released into the custody of individuals not listed on the application

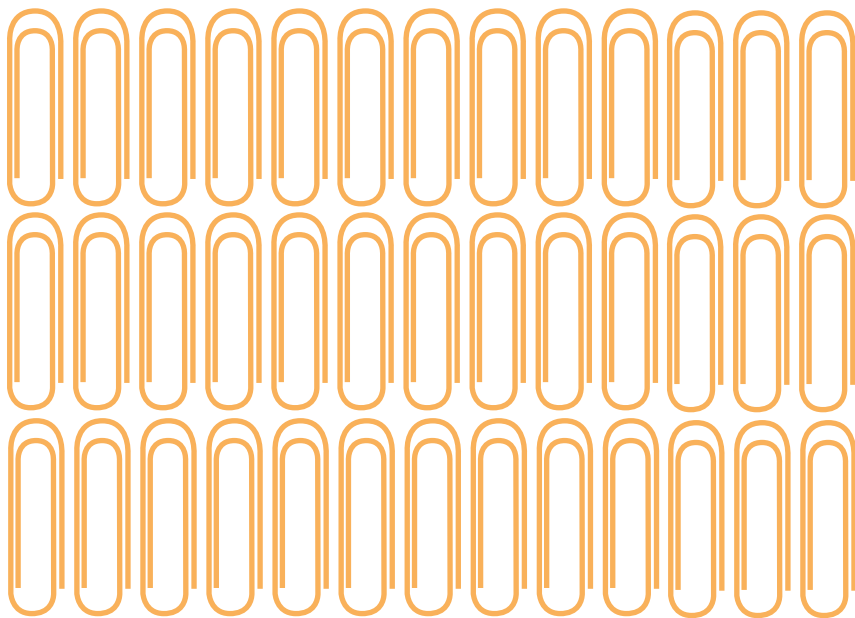
form. The parent or guardian must provide verbal or written notification to Caterpillar Clubhouse to add an individual to the authorization list. When an individual on the authorization list picks up the child for the first time, they must provide a photo ID to verify identity.

ENROLLING YOUR CHILD

An interview between the parents, child and director and/or teacher will be required before enrollment. At the time of enrollment you will be asked to fill out a registration form and to sign a contract. You will also receive a health form to take to your child's physician.

These forms must be completed and brought to the center on or before the first day your child attends.

Parents are also required to provide a copy of child's birth certificate, hospital record or proof of birth letter.





TURN IN HERE!

Day 2 Day

WHAT TO BRING | DROP OFF/PICK UP PROCEDURES | ATTENDANCE | CLOTHING | DAILY SCHEDULE | MANAGEMENT OF
BEHAVIOR | MEALS

WHAT TO BRING?

- » Each child is required to bring a blanket labeled with his/her name for nap time.
- » They also need to bring a complete extra set of clothing in case of an accident.
- » Children **MUST NOT** bring money, gum, or candy from home.
- » A “cubby” is provided for each child to store personal belongings.

We request that toys not be brought to the center, except those that are of special interest and are used in “Show and Tell”. If an item is brought to the center, we cannot be responsible for it. It must be shared and it must have the child’s name on it. Please do not allow children to bring guns, war, or scary toys. Books, videos and CDs that might be of interest to all children may be shared with the class. We reserve the right to screen all such material and rule on their use in the center.

DROP OFF/PICK UP PROCEDURES

Parents are expected to escort their children into and out of the building each day. All children must be left with a teacher, and the teacher should acknowledge the adult and/or child. Children must be signed IN and OUT each day.

ATTENDANCE

Parents are required to inform the center when a child will not be present or will be late.

All children need to be at the center by 10:00 AM. Children will not be accepted after 10:00 AM, unless there is a doctor’s appointment, accident, etc. If your child will be here after 10:00 AM, please call the center and let them know.

CLOTHING

The children will be allowed to play out-of-doors daily except in extremely inclement weather. Make sure your child wears suitable clothing each day. Never send a child in clothes that cannot tolerate paint,

glue, sand, dirt, etc. Shoes should be selected that are sturdy, well-fitting, and are securely attached to his/her feet. For safety reasons, we recommend you never send a child to the center in flip/flops, thongs, or similar shoes that can cause him/her to stumble or fall.

DAILY SCHEDULE

A daily schedule is provided at registration for each classroom. Additional schedules are available from the director. The following is a sample schedule for a classroom:

TIME	ACTIVITIES
6:30-7:30	Arrival and play-time (Nutritional Snacks may be brought in at this time.)
7:30-8:15	Center Time
8:15-8:30	Wash up and diaper change
8:30-9:00	Morning exercise with music and stories
9:00-9:15	Eating Breakfast
9:15-10:15	Classtime which consists of 15 minutes teaching time, 15 minutes craft time, and 30 minutes of centers and/or structured play.
10:15-11:15	Outside play or gym time
11:15-11:30	Wash hands getting ready for lunch
11:30-11:50	Lunch
11:50-12:15	Wash hands and potty for nap
12:15-2:30	Settling down and naptime
2:30-2:45	Wash hands for snack
2:45-3:00	Snack
3:00-4:30	Outside play
4:30-5:30	Moive time
5:30-6:00	Free play and ready to go home

When it rains or if it is bad weather, outside time will be exchanged for classroom time or gym time.

MANAGEMENT OF BEHAVIOR

Behavior management is all the helpful guidance, the encouragement, and the support that caregivers use to influence children as they grow and learn. It is more than punishment, obedience, rules, and restrictions. It is ways of helping the child learn some of the things he/she needs to know about getting along in the world and helping him/her develop self-control.

Accepted forms of behavior management include distraction, substitution of another activity, short periods of separation from the group, and being held by the caregiver.

Non-accepted forms of behavior management include physical punishment or disciplinary action administered to the body such as spanking, forcing the child to assume an uncomfortable position, restraining movement through binding or tying, enclosing in a confined space, box, or similar cubicle, or using exercise as a punishment. Children will not be shaken at any time.

The center will not force or withhold meals, force or withhold naps, nor punish a child for toileting accidents. Special treats (non meal food) are given on occasions for super behavior.

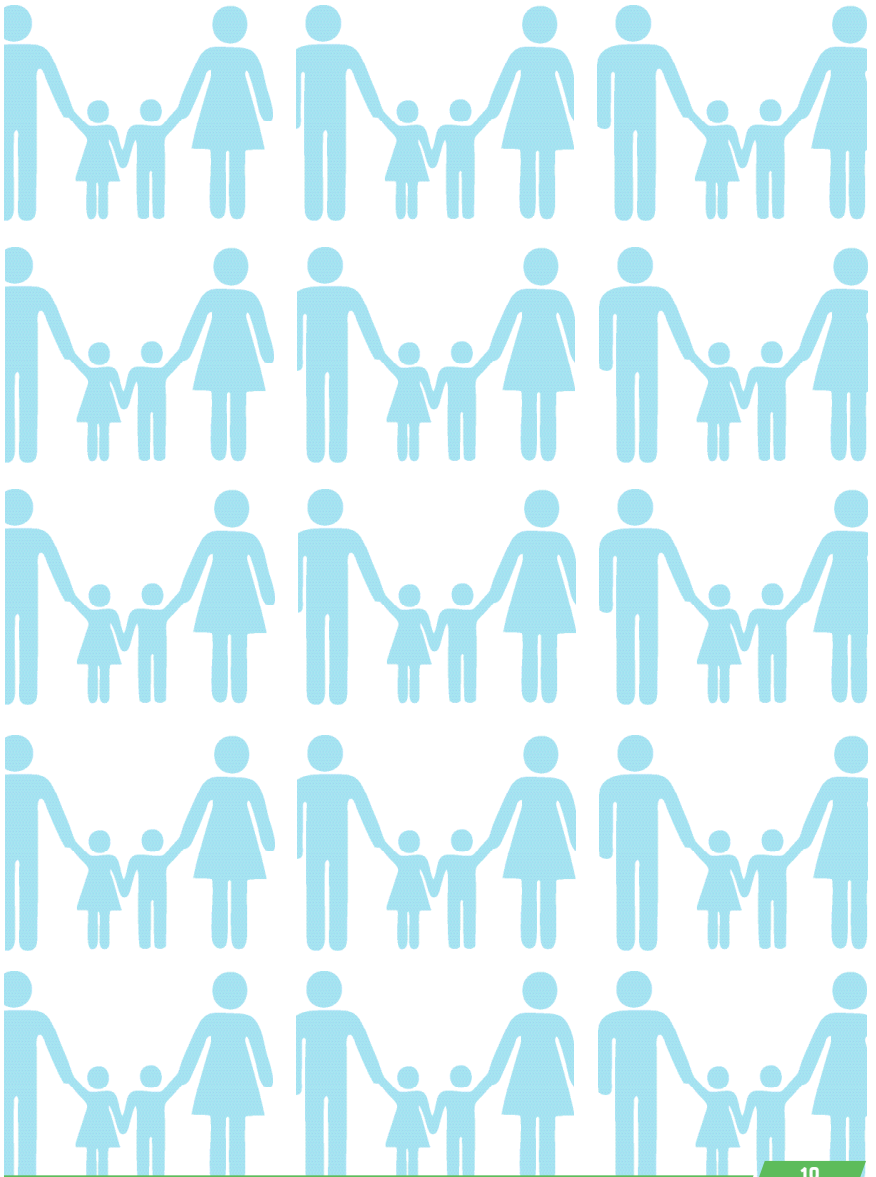
Staff members will not be verbally abusive. This includes threats or belittling remarks about any child or child's family. Parents will be contacted and requested to pick up a child who does not respond to behavior management.

MEALS

Breakfast, lunch and a mid-afternoon snack is provided and served. Menus are posted in advance and parents may refer to these at any time. Food exceptions (including packed lunches) are made for individual children. In such cases, you must get approval from the director for substitutions and/or a packed lunch. Lunch boxes must be labeled with the child's name and dated.

Occasionally your child will have the opportunity to cook or otherwise prepare special foods at school for a snack or a meal.

Children that arrive early in the morning may be allowed to bring a healthy breakfast snack. This food may be brought in from 6:30 AM to 7:30 AM only. **(EATING IN THE CLASSROOM IS NOT ALLOWED)**





Medical, Emergency, & Abuse

.....
ILLNESS | ACCIDENT | MEDICINE | SUSPECTED CHILD ABUSE | NATURAL DISASTERS | EMERGENCY

ILLNESS

Parents are asked to keep their children at home when they are sick. A child that has been sick cannot return to the center until the child has maintained a normal body temperature for 24 hours without fever reducing medicine (Tylenol, Advil, etc.)

When a child becomes ill at the center, he/she will be isolated from the other children and the parent will be contacted. The child must be picked up as soon as possible. The center cannot be held responsible for a child contracting a disease or for the expenses related thereto. In order to return to school, the child must be without fever for 24 hours. A child on medicine for fever is not considered without fever.

ACCIDENT/INJURY REPORTS

In the case of a major injury or accident, the parent will be contacted immediately and a plan of action agreed upon. If contact cannot be made and emergency care is needed, the child will be taken to Lynchburg General Hospital for treatment. First Aid will be administered for a minor injury by certified staff.

Annual reviews will be done and documented for injury reports written at the facility and if needed actions will be taken by the director.

MEDICINE

A completed written Medication Consent Form is necessary for the administration of all medications both prescription and non-prescription including diapering ointment.

Prescription medications shall be given only in accordance with a signed doctor's order or authentic prescription label. Parents must supply a package insert or pharmacy printout for a complete list of special instructions or possible side effects.

A child's physician must complete Section B on the Medication Consent Form for Long-Term medications (over 10 days) or when dosage directions state "consult a physician". The parent must complete Section A on the Medication Consent Form.

For non-prescription medications to be administered less than 10 days or for non-prescription topical medication (diaper ointment), parents must complete item numbers 1-23 (omit #18) of the Medication Consent Form. No insect repellent or sunscreen of any kind will be given!

A daily written log will be kept and made available for parents to view

any time medication, including diaper ointment, is administered. All medicines are labeled with the child's name and are kept in a locked medicine box.

Medication Consent Forms are available at the sign in table or from the director/staff. Medications and Consent Forms shall be given to a MAT (Medication Administrative Training) trained staff member at the center. No medication will be given until a MAT trained staff member has reviewed and authorized the medication by their signature.

The director will ensure that a Medication Administrative Trained staff member reviews the medications regularly to make certain that any expired medication is not given to children. If medication is noticed to expire soon the parent will be notified to pick up said medication as soon as possible or before the expiration date. Once a medication has expired or the medicine's form has expired it will be transferred away from the other medicines for the parents to pick up. Parents have 7 days to pick up expired medications before said medication is disposed of accordingly.

NATURAL DISASTER/EMERGENCY

In case of a disaster, please listen to WYYD or WSET. We will also be calling all parents for information on his/her child. If the facility in Madison Heights is not safe for the children, they will be transported by bus the following Caterpillar Clubhouse facility:

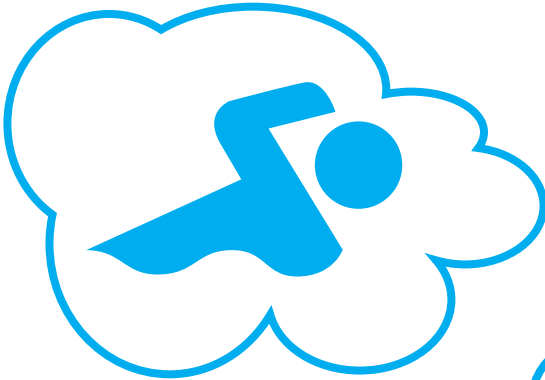
Caterpillar Clubhouse #1: 664 Village Highway Rustburg, VA 24588 (434) 332-6078

If a child has not been picked up two hours (120 minutes) after closing time and no contact has been made by the parent(s), the police may be notified.

Caterpillar Clubhouse has established a "S.A.F.E" emergency plan should a major disaster occur during the school day. Sufficient supplies have been stored on site to provide care for the children for up to 72 hours. The "S.A.F.E" emergency plan is located in the daycare office and parents may request to view the plan.

SUSPECTED CHILD ABUSE

Virginia Law requires that childcare providers report all cases of suspected child abuse or neglect to Child Protective Services regardless of the abuser/neglecter's relationship to the child. (63.1-248.3 of the code of Virginia).



Fun Activities

VISITING | BIRTHDAYS | SWIMMING | FIELD
TRIPS/TRANSPORATION

VISITING

Parents are welcome anytime. Prior notification is required by all other visitors. Quiet observation of the activities is acceptable. Do not plan a lengthy discussion with the teacher or teacher's assistant during class activities. Only children registered with the center will be allowed to use the facilities.

BIRTHDAYS

We celebrate birthdays immediately following lunch or snack. According to state regulations, only store or bakery products may be accepted at the center for celebrations. If you would like to have something special for your child, please contact the director or your child's teacher.

SWIMMING (SUMMER PROGRAM ONLY)

On occasion children ages 5-12 may be taken swimming.

This could be at a private or public facility. If children are at a private pool a certified lifeguard will be present. You will be notified when planned events are to take place and will be given a permission slip to fill out before your child goes.

Children ages 16 months and up will have water days at the center during the summer. We will have small pools, sprinklers and other fun activities.

FIELD TRIPS/TRANSPORATION

The children in the center may have an opportunity to take various field trips throughout the year. We will post permissions slips for the parent's signature before each trip. Additional fees may be necessary for the particular place we visit.

Some of Caterpillar Clubhouse locations will transport children from the center to the children's school during the school year.

Caterpillar Clubhouse #1 in Rustburg transport children to Concord Elementary.

Caterpillar Clubhouse #2 on Leroy Bowen Drive transports children to Heritage Elementary.

Caterpillar Clubhouse #4 on Leesville Road transport children to Bedford Elementary.

The Caterpillar Clubhouse owns and has personal certified drivers to drive the 44 passenger buses. The Caterpillar Clubhouse also owns a 14 passenger bus. Any of these buses could be used to take children on field trips or the the child's designated schools during the summer or school year.

Welcome

Hola



歡迎

ВЫСОКО

Willkommen

1

JANUARY

14

FEBRUARY

17

MARCH

22

APRIL

5

MAY

17

JUNE

4

JULY

23

AUGUST

22

SEPTEMBER

31

OCTOBER

22

NOVEMBER

25

DECEMBER

Holidays

HOLIDAYS | SNOW DAYS | DAYCARE NEWS

HOLIDAYS

The center will be closed on New Year's Day, President's Day, Good Friday /Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. The cost for weeks in which these holidays occur is the same as all other weeks.

SNOW DAYS

Every effort will be made to keep the center open regardless of the weather. If there is severe ice or snow, parents should listen to WYYD 107.9 FM or Channel 13 WSET TV for an announcement as to whether the center will be closed.

If the center closes early for inclement weather, children must be picked up by the new closing time. If a child has not been picked-up two hours (120 minutes) after closing time and no contact has been made by the parent(s), the police may be notified.

DAYCARE NEWS

The Caterpillar Clubhouse will post any news from the daycare including holiday closures on the front door, facebook page, email, and/or the bulletin board at the sign-in sheet. Please look for all new information.





EXIT



Leaving

TERMINATION FOR BEHAVIOR | WITHDRAWAL

TERMINATION FOR BEHAVIOR

We accept children who will profit from group experiences in this setting. It may be determined that a child will not profit from this service and then other arrangements must be made. It is SET Inc. and the director who reserve the right to establish, modify, and interpret policies and to terminate the enrollment of children whose behavior is continually disruptive and/or whose parents are not willing to comply with center policies. The director reserves the right to temporarily suspend a child. A one week written notice to the parents will be given by the center should it decide to terminate the enrollment of a child. The director will give written notice to parents in the case of a suspension.

WITHDRAWAL

The center requires a one week written or verbal notice when you plan to withdraw your child. If such notice is not given to the director, you will be responsible for an additional one week's payment. (A child's extra clothing will be held for only one week after the child's withdrawal. After this time, it will be donated to charity.)

さようなら

Goodbye

EXIT





CONSISTENT CARE POLICY

AS OFTEN AS POSSIBLE THE DIRECTORS OF CATERPILLAR CLUBHOUSE WILL ENSURE THAT CONSISTENT CARE FOR EACH CHILD IS PROVIDED ON A ROUTINE BASIS. EACH AGE GROUP OF CHILDREN WILL BE DIVIDED INTO DESIGNATED CLASSROOM'S AND WILL CONTAIN A LEAD TEACHER WHO IS TO BE IN THE CLASSROOM WITH THAT AGE GROUP. THE ONLY TIME THAT ABSOLUTE CONSISTENT STAFF WOULD NOT BE MAINTAINED BY CATERPILLAR CLUBHOUSE, WOULD BE IF THE LEAD TEACHER CALLED IN SICK FOR THE DAY. HOWEVER, THE AID OF EACH SPECIFIC CLASSROOM WILL REMAIN WITH ANOTHER QUALIFIED TEACHER TO ENSURE EACH CLASSROOM HAS A FAMILIAR FACE FOR PARENTS AND CHILD. THE DIRECTOR WILL SCHEDULE STAFF TO PROVIDE CONSISTENT CARE FOR THE CHILDREN THROUGHOUT THE WEEK AND THROUGHOUT THE DAY. HAVING CONSISTENT CARETAKERS IN EACH CLASSROOM DEEPENS THE RELATIONSHIPS WITH THE TEACHERS AND THE CHILDREN IN THEIR CARE. THIS HELPS EACH CHILD TO BUILD SECURE ATTACHMENTS WHICH IS THE GOAL OF CATERPILLAR CLUBHOUSE FOR ALL OF THE CHILDREN IN OUR CARE.

NOTES