



Wonder-Bee's Family Handbook

Welcome Message

Welcome to Wonder-Bee's Early Learning Center! We are a licensed early childhood education program serving children from 6 weeks to 12 years of age. Our center is committed to providing a safe, nurturing, and developmentally appropriate environment where children can learn, grow, and thrive.

Mission Statement

Our mission is to support the cognitive, social, emotional, and physical development of each child by providing high-quality care and early education that prepares them for lifelong success.

Philosophy

We believe that children learn best through hands-on experiences in a structured, yet flexible environment that fosters exploration and curiosity. Our approach emphasizes respect, kindness, and collaboration between children, families, and educators.

Non-Discrimination Statement

Wonder-Bee's Early Learning Center does not discriminate on the basis of race, color, national origin, sex, disability, religion, or family composition in the administration of our educational policies, enrollment, or any other program-related activity.



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Enrollment & Admissions

Ages Served

Wonder Bees Childcare Center accepts children from 6 weeks through 12 years old. Classroom placement is based on the child's age and developmental readiness.

Enrollment Process

To enroll your child, the following steps must be completed:

1. Submit a completed enrollment application.
2. Provide a copy of the child's birth certificate.
3. Submit up-to-date immunization records.
4. Complete all DSS-required forms, including health examination and emergency contact information.
5. Pay applicable registration and enrollment fees.

Waiting List

If a class is full, families may request to be placed on our waitlist. Openings are filled on a first-come, first-served basis, with priority given to siblings and DSS-subsidized families, as applicable.

Admission Priorities

While we strive to accommodate all applicants, we prioritize:

- Sibling enrollment
- DSS subsidy recipients
- Families seeking full-time care



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Probationary Period

The first 30 days of enrollment are considered a trial period. During this time, either the center or the family may terminate enrollment if the arrangement is not meeting the needs of the child or the program.

Non-Discrimination in Admissions

Admission is open to all children regardless of race, color, national origin, religion, sex, disability, or family structure, in accordance with federal and state law.

Hours of Operation & Closures

Regular Hours

Wonder-Bee's Early Learning Center is open Monday through Friday, from 6:00 AM to 7:30 PM. Children must be picked up by 7:30 PM to avoid late fees (see "Late Pick-Up Policy").

Late Pick-Up Policy

- A late fee of \$1.00 per minute will be charged after 7:30 PM.
- After 3 instances of late pick-up within a 30-day period, a meeting will be scheduled to discuss continued enrollment.

Holidays & Scheduled Closures

We observe the following holidays and will be closed on these days:

- New Year's Day
- Independence Day
- Thanksgiving Day & the Friday after
- Christmas Eve & Christmas Day

If a holiday falls on a weekend, we may close the business day before or after, with prior notice to families.



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Inclement Weather or Emergency Closures

In the event of severe weather, power outages, or other emergencies, we will follow guidance from Franklin County Public Schools or local emergency management officials.

Families will be notified by:

- Text/phone alert
- Email notification
- Social media updates (if applicable)

Tuition & Fees

Tuition Rates

Tuition is due weekly, with payment required each Friday for the upcoming week. Specific rates vary by age group, schedule, or DSS subsidy status. Families receiving DSS assistance are responsible for their assigned co-payments.

Payment Methods Accepted

- Credit/Debit Card (via our payment portal)
- Check or Cash (payable to Wonder Bees Childcare Center)
- DSS Subsidy (with co-pay as applicable)

Late Payment Policy

- A late fee of \$20 will be assessed for payments not received by Monday at 8 AM. If payment is not made by Tuesday at close of business, your child's spot may be suspended until payment is received.



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Registration & Fees

- One-time Registration Fee: \$75 per child (non-refundable)
- Returned Check Fee: \$35 per returned check

Vacation & Absence Policy

Full tuition is due regardless of absence. One week of vacation at 50% tuition is allowed per calendar year with two week's advance notice and full-week absence.

Withdrawal & Refunds

Two weeks' written notice is required. No refunds for unused days or fees. Without notice, families are responsible for two weeks' tuition.

Daily Operations

Drop-Off & Pick-Up Procedures

- Drop-off between 6:00 AM and 9:30 AM (pre-approval needed for late arrivals).
- Parents/guardians must sign in/out daily.
- Consistent routines help children adjust.

Authorized Pick-Up

- Only individuals listed on the Emergency Contact & Authorized Pick-Up Form may pick up a child.
- Photo ID is required until familiar to staff.
- Written request needed to modify authorized pick-up list.

Absences

- Notify the center by 9:00 AM if a child will be absent.
- Regular attendance supports developmental consistency.



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Arrival Health Checks

Brief screenings may be conducted. Children with symptoms (fever, vomiting, etc.) must remain home for 24 hours or until cleared by a physician.

Clothing & Personal Items

- Dress for active, weather-appropriate play.
- Keep a full extra set of labeled clothing at the center.
- No toys, candy, or valuables from home unless requested.

Health & Safety

Illness Policy

Keep children home for symptoms including:

- Fever (100.4°F+), vomiting, diarrhea
- Coughing, breathing difficulty, unknown rashes
- Contagious illness (e.g., COVID-19, flu)

Return to care: symptom-free for 24 hours without medication; doctor's note may be required.

Medication Administration

- Medication Authorization Form required (parent and physician signature).
- Medication must be original and labeled.
- First doses are not administered at the center.

Injury & Incident Reporting

- Minor injuries treated with first aid and documented.
- Serious injuries prompt immediate parent contact and emergency services if needed.



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Emergency Preparedness

- Monthly fire drills and emergency drills conducted.
- Emergency Plan posted in classrooms.
- Relocation site: **Outdoor Playground-behind building**

Hygiene & Sanitation

- Daily sanitation of toys and surfaces.
- Strict hand washing protocols.
- DSS guidelines followed for diapering/toileting.

COVID-19 & Communicable Disease Protocols

Follow VDH guidance. Parents notified of exposure. Enhanced cleaning and ventilation in place.

Nutrition & Meal Policies

Meals & Snacks

- Families provide lunch, snack, and a labeled water bottle.
- Wonder Bees provides afternoon snacks meeting USDA guidelines.

Peanut & Tree Nut-Free Facility

- No nut products allowed.
- Food with nuts will be returned and substituted.

Infant Feeding Policy

- Families supply labeled bottles of breast milk or formula.
- Instructions must be written and updated.
- Private area available for breastfeeding.



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Food Allergies & Special Diets

- Notify us upon enrollment.
- Allergy action plan signed by physician required.
- Efforts made to accommodate all dietary needs.

Behavior Guidance & Discipline Policy

Philosophy

We use positive behavior support:

- Redirection, offering choices, consistent routines
- Encouragement, emotion naming

Discipline is never punitive.

Unacceptable Practices

Prohibited methods include:

- Corporal punishment, yelling in anger
- Humiliation, food/restroom denial
- Isolation without supervision

Behavioral Challenges

Steps include:

1. Observation and documentation
2. Family communication
3. Behavior support plan

Dismissal is a last resort.



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Biting Policy

- Incidents are documented and shared with both families.
- Plans created for recurring behavior.

Curriculum & Activities

Our Approach: Learning Through Play

Play-based, developmentally appropriate curriculum fostering exploration, language, literacy, motor skills, and emotional development.

Curriculum Components

Aligned with Virginia ELDS:

- Circle Time, Sensory Play, Creative Arts
- STEM, Language & Literacy
- Outdoor Play, Social-Emotional Learning

Outdoor & Gross Motor Play

Outdoor play twice daily (weather permitting).

Field Trips & Special Events Includes:

- Visitors (helpers, musicians), story time
- Nature walks, park trips (with permission)

Staff Qualifications & Child-Teacher Ratios

Staff Qualifications

- CDA or equivalent for lead teachers
- Required training, certifications, and background checks
- Encouragement for continuing education



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Staff-to-Child Ratios

Age Group	Max Group Size	Required Ratio
Infants (6 wks–16 mo)	12	1 adult : 4 children
Toddlers (16–24 mo)	15	1 adult : 5 children
2-year-olds	20	1 adult : 8 children
3-year-olds	24	1 adult : 10 children
4- & 5-year-olds	30	1 adult : 10 children

Ratios may adjust during naptime per guidelines.



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Ongoing Training & Supervision

Includes:

- Annual reviews
- Mentoring by directors
- Ongoing training in early childhood practices

Parent Communication & Involvement

Daily Communication via Procare

Families receive:

- Activity logs, photos, teacher notes
- Reminders, messaging

Download the Procare Parent app.

Newsletters & Announcements include:

- Curriculum themes
- Dates, tips, highlights

Family Involvement Opportunities include:

- Volunteering, celebrations, workshops
- Sharing family traditions or careers

Feedback & Concerns

1. Speak with your child's teacher.
2. Contact the Center Director if needed.
3. Submit a written concern if unresolved.



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Confidentiality & Records Management

Child Records Management

Includes:

- Enrollment, health, emergency forms
- Allergy/medication forms, progress reports

Records are securely stored and retained for at least 3 years.

Parent Access

Parents may request to review records. Info about other children is not shared.

Termination of Enrollment Policy

Voluntary Withdrawal (By Parent/Guardian) Requires:

- Two weeks' written notice
- Full payment for notice period

Termination (By Center) Possible reasons:

- Tuition non-payment or repeated late pickup
- Unsafe behavior
- Lack of cooperation or documentation

Families are informed through a meeting (except in emergencies).

Refunds

No refunds for mid-week or mid-month withdrawal.

Re-Enrollment

Subject to availability and approval. New registration fee may apply.