



Wonder Bee's Early Learning Center Handbook

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Welcome to Wonder-Bee's Early Learning Center

Welcome to Wonder-Bee's Early Learning Center, where learning takes flight! We are honored that you have chosen us to be a part of your child's early learning journey. Our goal is to provide a safe, loving, nurturing, and educational environment where children feel valued, supported, and encouraged to reach their fullest potential.

We believe that every child is unique and deserves opportunities to learn through exploration, creativity, play, and positive relationships. Our teachers provide developmentally appropriate experiences that promote social, emotional, physical, and cognitive growth while preparing children for future success in school and life.

Our Philosophy

At Wonder-Bee's Early Learning Center, we believe children learn best through hands-on experiences, meaningful interactions, and teacher-guided play. We are committed to fostering a positive learning environment that encourages curiosity, independence, confidence, and a lifelong love of learning.

We recognize and celebrate the diversity of all children and families. Wonder-Bee's Early Learning Center does not discriminate on the basis of race, color, national origin, religion, sex, age, disability, marital status, military status, or any other protected characteristic under applicable federal or Virginia law. We are committed to providing equal access to our programs and services and strive to create an inclusive environment where every child and family feels welcomed, respected, and valued.

Our mission is to provide high-quality early childhood education while partnering with families to support the growth, development, and well-being of every child entrusted to our care.

Wonder-Bee's Early Learning Center Where Learning Takes Flight 🐝💜💛



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Welcome & Philosophy

WBELC exists to provide a safe, loving, structured environment where children feel secure, valued, and excited to learn. We believe children learn best through:

- Warm, responsive relationships
- Consistent routines and clear boundaries
- Hands-on, play-based exploration
- A balance of movement, creativity, literacy, and early academics

We respect each child's developmental pace while holding high expectations for kindness, safety, and classroom community.

Religious Affiliation

WBELC is a non-religious childcare center. We respect all families, cultures, and beliefs and do not provide religious instruction as part of our program.



Mission, Vision & Core Values

Mission: To provide high-quality early learning and care that supports whole-child development-social, emotional, physical and academic.

Vision: A thriving learning “hive” where children, families, and staff grow together.

Core Values:

- **Safety & Supervision:** Children’s safety is our first priority.
- **Respect & Inclusion:** Every family is welcome.
- **Integrity:** We do what we say we will do.
- **Partnership:** Families and staff work as a team.
- **Growth Mindset:** Every child can learn and thrive.



Lines of Authority & Supervision Structure

WBELC maintains a clear chain of authority to ensure accountability, safety, and effective supervision at all times.

Chain of Command:

- **Owner/Operator**
- **Director**
- **Assistant Director**
- **Program Coordinator**
- **Lead Teachers:** Responsible for classroom management and daily implementation of curriculum.
- **Assistant Teachers/Floaters:** Support classroom operations and supervision under the direction of Lead Teachers and Administration

Authority Guidelines:

- The Director is responsible for overall daily operations, staff supervision, and compliance with licensing regulations.
- In the absence of the Director, a designated staff member in charge will assume responsibility for operations and decision-making.
- All staff are expected to follow directives from individuals in supervisory roles.
- At no time will unqualified or unauthorized individuals be left in charge of the facility.



Licensing & Regulatory Compliance

WBELC operates in compliance with the Virginia Department of Education (VDOE) regulations for licensed child day centers and applicable local requirements (fire and health).

Documentation is available for review upon request, including:

- Current license/inspection documentation
- Emergency preparedness plans
- Staff training and background check compliance
- Immunization and health record compliance

Families may contact VDOE directly with licensing concerns.



Program Overview & Class Groups

Ages served: 6 weeks-12 years

Typical Groupings

WBELC may group children by age and developmental needs. Class groupings can shift based on licensing capacity, enrollment, staffing, and developmental readiness.

What Children Experience

- Daily routines with predictable transitions
- Learning centers (blocks, dramatic play, science, art, literacy)
- Music, movement, and sensory play
- Social-emotional learning and conflict resolution coaching
- Outdoor play daily (weather permitting)
- Indoor playground



Hours, Closures & Late Pick-Up

Hours: Monday-Friday 6:00AM-6:00PM

Major Holidays

WBELC is **closed** on the following major holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

If a holiday falls on a weekend, WBELC may observe the closure on the nearest weekday. An annual holiday calendar will be provided each year. **Tuition remains due during holiday closures unless otherwise stated in writing.**

Planned Closures

WBELC may also be closed for staff professional development, facility maintenance, or training required for compliance. Families will receive advance notice whenever possible.



Hours, Closures & Late Pick-Up Continued

Inclement Weather (Snow, Ice, Severe Conditions)

The safety of children, families, and staff is our top priority.

- WBELC may delay opening, close early, or close for the day due to snow, ice, or hazardous conditions.
- Decisions are based on road safety, local conditions, staffing availability, and utility access.
- Families are responsible for having a backup care plan during weather related closures.
- Tuition remains due during weather related closures unless otherwise stated

Communication of Closures & Delays

WBELC will communicate closures, delays, and emergencies using the following methods:

- Phone call
- Brightwheel app notifications
- Text message
- Official Facebook page

Late Pick-Up (After 6:00PM)

Late pick-up places the center out of ratio compliance and extends staff work hours.

Late Pick-Up Schedule:

- **\$25 flat fee** for any pick-up after 6:00PM
- **Plus \$1 per minute** after the first 10 minutes

Late fees are due at the time of pick-up or added to the next tuition invoice

Repeated Late Pick-Ups:

- 3 late pick-ups within a 30-day period may result in a conference
- Continued late pick-ups may result in termination of care



Enrollment & Required Documentation

Parents/guardians are responsible for providing complete, accurate, and current information regarding their child's health, development, behavior, educational needs, and any other circumstances that may affect the child's care while enrolled at Wonder-Bee's Early Learning Center.

- Contact information (**address, phone number, email address**)
- Medical conditions, diagnosis, medications, or allergies
- Developmental concerns, evaluations, therapies, or support services
- Behavioral support needs or educational plans
- Custody arrangements or court orders
- Emergency contacts or authorized pick-up persons

Any information that may affect the **child's health, safety, supervision, or participation in the program**. Families may be asked to provide supporting documentation from qualified professionals when necessary to ensure appropriate care, accommodations, or services can be considered and implemented.

Wonder-Bee's Early Learning Center relies on the information provided by parents/guardians to make informed decisions regarding a child's care and supervision. Failure to provide **accurate, complete, or updated information** may affect the center's ability to meet a child's individual needs.



Tuition, Fees & Financial Policies

Weekly Tuition Rates

Infants (6 weeks-23 months)

- Full Time (5 days): **\$275 per week**
- Part Time (min. 3 days): **\$180 per week**

Toddlers & Preschool (2-5 years)

- Full Time (5 days): **\$200 per week**
- Part Time (min. 3 days): **\$165 per week**

School-Age Before & After School (5-12 years)

- Full Time (5 days): **\$130 per week**

Summer Program (School-Age Eligible)

- Full Time (5 days): **\$200 per week**

Drop In Care (3:30PM-6:30PM)

only available with a 24-hour notice

- **\$16 an hour**

Sibling Rates (Full Time Enrollment Only)

- 2 Children: **\$350 per week**
- 3 Children: **\$500 per week**
- 4 Children: **\$650 per week**

Sibling Rate Requirements:

- Applies to full time enrollment only
- All children must be enrolled at the same time



Tuition, Fees & Financial Policies Continued

Payment Policies

- Tuition is based on **enrollment**, not attendance.
- Payments are due **weekly**.
- Tuition is **required** regardless of absences, holidays, or weather closures.
- Hourly rates are **not offered**, unless otherwise discussed
- Part-time enrollment is limited and subject to availability.
- Rates may change with **30-day written notice**.

Late/Non-Payment

If payment is not received by the due date:

- A late fee may be applied.
- Care may be suspended until the balance is paid.
- Ongoing non-payment may result in termination.

Returned Payments/Failed Payments

Returned or failed payments may include additional processing fees.

Repeated failed payments may require a different payment method.



Attendance Expectations & Scheduling

Consistent Attendance

Children thrive on routine and consistency. Families are encouraged to maintain a consistent schedule and communicate any changes.

Absences

- Please notify WBELC if your child will be absent.
- Tuition remains due during absences.

Vacation Time

- Families planning vacations should notify the center at least two weeks in advance when possible.
- Tuition remains due during vacation periods to maintain your child's enrollment space.

Withdrawal from Care

- A minimum of two week's written notice is required for withdrawal from the program.
- Families remain responsible for tuition during the notice period, whether or not the child attends.



Arrival & Departure Procedures

Daily Sign-In/Sign-Out

All children must be signed in and out each day by a parent/Guardian' or authorized individual.

- A staff member must visually verify the transfer of care.
- Children may not enter or leave the facility unattended.
- Electronic or written attendance records must be completed daily.

Arrival Procedures

- Children must be brought to drop-off area and released to a staff member.
- Staff will conduct a brief visual health check upon arrival.
- Parents must communicate any concerns, injuries, or changes in routine at drop-off.
- **All children must be dropped off and checked in no later than 9:30 AM each day.** Children arriving after 9:30 AM may not be accepted for care unless prior arrangements have been approved by the Director.

Departure Procedures

- Children will only be released to individuals listed on the authorized pick-up list.
- Identification will be required if the individual is not recognized by staff.
- Staff will ensure the child is signed out and safely transferred before release.

Late Pick-Up & Emergency Situations

- If a child is not picked up at closing time, staff will:
 - Attempt to contact parents/guardians
 - Contact emergency contacts listed on file
 - Contact local police department (**after 1 hour**)
 - Contact local DSS (**after 1 hour**)



Authorized Pick-Up, Custody & Safety Releases

Authorized Pick-Up

At NO time will a child be released to an unauthorized individual under any circumstances

WBELC will release children only to individuals listed on the authorized pick-up list.

- Photo ID may be required
- Unauthorized individuals will not be granted access.

Custody & Court Orders

If there is a custody or protective order:

- WBELC must have a copy on file.
- WBELC will follow the **most current court documentation provided.**
- Without documentation, WBELC must treat listed parents/guardians as having equal access.

Custodial Parent Rights

In accordance with § 22.1-289.054 of the Code of Virginia:

- Custodial parents or legal guardians have the right to enter the center and have access to their child at any time while the child is in care.
- WBELC will not deny access to a custodial parent unless a valid court order is on file restricting access.
- All court orders must be provided to the center in writing and kept on file.
- WBELC staff will follow the most current legal documentation provided.



Health, Wellness & Illness Policies

Daily Wellness Check

Staff may conduct a brief health observation at drop-off.

Exclusion Criteria (Examples)

Children must stay home if they have:

- Fever (or fever with behavior changes)
- Vomiting or diarrhea
- Signs of contagious illness (strep, flu, COVID, pink eye, etc.)
- Uncontrolled coughing/wheezing or difficulty breathing
- Rash of unknown origin or contagious rash
- Lice or scabies (until treated)
- Hand, Foot, Mouth disease (until blisters scab over and no longer draining)

Return to Care

Typically, children may return when:

- Symptom free for **24 hours without fever-reducing medication** (or as required by guidance)
- Able to participate in routine activities
- Not requiring one-to-one care beyond staffing ratios

WBELC requires a medical note upon return for the safety of the group.



Medication, Allergies & Special Health Care Needs

Medication Administration

Medication will only be administered when all conditions are met:

- Written parent authorization is provided
- Medication is in original container with pharmacy label or manufacturer labeling
- Correct dosage and time instructions are clear
- Medication is not expired

Allergy Management

Families must notify WBELC of allergies and provide medical documentation when needed:

- Severe allergies may require an individualized plan
- Families may be required to provide allergy-safe substitutions

Topical Applications (Sunscreen, Diaper Cream& Insect Repellent)

WBELC follows all safety guidelines regarding the application of topical products.

Parent Permission Required:

- Written authorization must be provided for:
 - Sunscreen
 - Diaper ointment/cream
 - Insect repellent



Medication, Allergies & Special Health Care Needs Continued

Sunscreen:

- Must be labeled with the child's name
- Applied as needed prior to outdoor play
- Families may provide their preferred sunscreen

Diaper Ointment/Cream

- Must be in original container and labeled
- Applied during diaper changes as needed

Insect Repellent:

- Applied only with written parental permission
- Must be age-appropriate and provided by the family
- Staff will follow manufacturer instructions for safe application
- Applied only when necessary for outdoor activities

All products must be stored safely and used only for the intended child.



Injury/Incident Reporting & First Aid

The safety and well-being of every child is a top priority at Wonder-Bee's. Staff members are trained to respond appropriately to injuries and medical emergencies while providing a safe and supportive environment

- Staff will provide first aid within the scope of their training and according to center policies and procedures.
- Minor injuries (small scratches, bumps, or scrapes) will be treated and monitored by staff.
- Parents/guardians will be notified promptly of significant injuries, illnesses, or incidents involving their child.
- An Incident Report will be completed for:
 - Head injuries
 - Falls from elevated surfaces
 - Bites
 - Injuries requiring more than basic first aid
 - Any incident that may affect the child's health, safety, or well-being
- Staff will continue to monitor children following an injury and provide updates to families as needed.
- In the event of a serious injury or medical emergency, WBELC staff will contact 911 immediately, followed by notification of the child's parent(s)/guardian(s) and emergency contacts.
- All injuries, incidents, and emergency responses will be documented and maintained in accordance with state licensing requirements.



Nutrition, Meals, Bottles & Food From Home

WBELC promotes healthy eating habits and safe food handling practices to support children's growth, development, and overall well-being. All food related practices follow health, safety, and licensing standards.

Meals & Snacks

- Families are responsible for providing all meals and snacks for their child unless otherwise communicated in writing by WBELC
- WBELC does not supply meals for lunch at this time. Parents will be notified in writing if this policy changes.
- Children will be provided with adequate time to eat in a calm, supervised environment that encourages independence and positive eating habits.

Food Allergies & Dietary Restrictions

- All food allergies, sensitivities, or dietary restrictions must be documented on the child's enrollment forms
- A written allergy action plan may be required for severe allergies
- Classrooms will maintain allergy awareness and may implement restrictions (such as nut-aware classrooms) when necessary to protect children
- Staff will closely monitor food during meal and snack times to prevent exposure to allergens.



Nutrition, Meals, Bottles & Food From Home Continued

Bottles & Breastmilk (Infants)

- All bottles must be clearly labeled with:
 - Child's full name
 - Date prepared
- Breastmilk and formula must be provided daily and stored in accordance to health and safety guidelines.
- Bottles will be warmed using safe methods only:
 - Warm water or approved bottle warmers
 - Microwaves are **strictly prohibited**
- Any unused portions of bottles will be discarded after feeding in accordance with health guidelines.

Food From Home

- All food brought from home must meet safety and age appropriate guidelines.
- The following are required:
 - No glass containers permitted
 - Food must be cut into age appropriate sizes
- The following goods are discouraged or restricted due to choking hazards, especially for younger children:
 - Whole grapes (must be cut)
 - Popcorn
 - Hard candy
 - Nuts
 - Large chunks of raw vegetables or fruit



Nutrition, Meals, Bottles & Food From Home Continued

Food Safety & Supervision

- Children are always supervised during meals and snacks
- Staff will ensure proper handwashing before and after eating
- Surfaces used for eating will be cleaned and sanitized before and after use
- Staff will not force children to eat but will encourage healthy eating habits and positive mealtime behaviors

Drinks

- Families must provide appropriate drinks for their child (such as milk, formula, or water)
- Drinking water is available throughout the day

WBELC is committed to maintaining a safe, clean, and supportive mealtime environment while partnering with families to meet each child's nutritional needs.



Infant Safe Sleep & Care Practices

WBELC strictly follows safe sleep practices in accordance with the Virginia Department of Education (VDOE) licensing standards and safe sleep recommendations to reduce the risk of Sudden Infant Death Syndrome (SIDS) and other sleep-related incidents.

The following safe sleep practices are **always** implemented:

- All infants are placed on their backs for every sleep, including naps, unless a written medical waiver is provided by a licensed health care provider.
- Each infant is placed in an individual, safety-approved crib that meets current federal safety standards.
- Cribs are equipped with a **firm mattress and a tight-fitting sheet only.**
- Soft items are **strictly prohibited** in cribs. This includes, but not limited to:
 - Blankets
 - Pillows
 - Bumper pads
 - Stuffed animals
 - Sleep positioners
 - Loose bedding of any kind
- Infants will not be allowed to sleep in car seats, swings, bouncers, or other non-approved sleep equipment. If an infant falls asleep in such equipment, they will be immediately moved to a crib.



Infant Safe Sleep & Care Practices Continued

- Infants' head will remain uncovered during sleep.
- Staff will visually check sleeping infants frequently and maintain active supervision at all times.
- A safe sleep environment is maintained, including appropriate room temperature, proper ventilation, and a clutter-free sleep space.
- Infants will be placed on their backs to sleep even if they are able to roll over independently. Once an infant can roll both ways, they may assume a position of comfort, but staff will always initially place them on their back.
- Written documentation from a physician is required for any alternate sleep position or use of special equipment. This documentation must be kept on file and followed exactly as written.
- Cribs are labeled and assigned to individual infants and are cleaned and sanitized regularly in accordance with health and safety standards.
- Staff are trained in sleep safe practices and are required to follow these procedures at all times.



Diapering, Toileting & Hygiene Procedures

WBELC maintains strict hygiene and sanitation practices to ensure the health, safety, and well-being of all children. All procedures follow Virginia Licensing Standards and best health practices.

Diapering Procedures

- Diapering is performed in designated diapering areas only, using sanitary and safe procedures.
- Staff follow proper diapering steps including:
 - Washing hands before and after each diaper change
 - Wearing gloves when required
 - Cleaning and sanitizing the diapering surface after each use
- Each child's diapering supplies (diapers, wipes, creams) must be:
 - Provided by the family
 - Clearly labeled with the child's name
 - Stored separately to prevent cross-contamination
- Diaper creams, ointments or powders:
 - Require written parental authorization
 - Must be in original containers and labeled
- Soiled diapers are disposed of immediately in covered, hands-free containers.
- Staff will monitor children regularly and change diapers promptly to maintain cleanliness and comfort.



Diapering, Toileting & Hygiene Procedures Continued

Toileting & Toilet Training

- WBELC supports toilet learning in partnership with families
- Children will be encouraged, but never forced, to use the toilet.
- Staff will:
 - Follow each child's individual readiness and routine
 - Provide reminders and assistance as needed
 - Encourage independence while maintaining supervision
- Families must provide:
 - Multiple changes of clothing
 - Any necessary training items (if applicable)
- Accidents are handled in a calm, respectful, and supportive manner
- Soiled clothing will be:
 - Place in a sealed bag
 - Sent home with the child the same day

Handwashing Procedures

Proper hand hygiene is required for both children and staff to prevent the spread of illness. Handwashing includes using soap and running water for an appropriate length of time and drying hands with disposable towels.



Diapering, Toileting & Hygiene Procedures Continued

Children and staff **must wash hands** at the following times:

- After toileting or diapering
- Before and after meals and snacks
- After outdoor play
- After nose wiping, coughing, or sneezing
- After contact with bodily fluids
- After handling trash or contaminated items

General Hygiene Practices

- All surfaces are cleaned and sanitized regularly throughout the day
- Staff model and teach proper hygiene habits
- Children are encouraged to participate in age-appropriate hygiene routines to build independence
- Gloves are used when coming into contact with bodily fluids

WBELC is committed to maintaining a clean, sanitary, and developmentally supportive environment for all children.



Safety, Supervision & Accountability Systems

WBELC is committed to maintaining a safe, secure, and well-supervised environment at all times. Staff implement layered supervision and accountability systems to ensure that every child is always safe, visible, and accounted for.

Active Supervision

All staff are trained and required to use active supervision strategies at all times, including:

- Positioning themselves to see and hear all children
- Continuously scanning the environment
- Listening for changes in noise levels or behavior
- Engaging with children while maintaining awareness
- Anticipating potential safety risks and intervening proactively

Children are never left unattended.

Name-to Face Attendance

- Accurate attendance is maintained at all times
- Staff conduct regular name-to-face checks to ensure that:
 - Every child present is accounted for
 - Attendance records match the children physically in care
- Attendance is updated:
 - Upon arrival and departure
 - During all transitions
 - At regular intervals throughout the day



Safety, Supervision & Accountability Systems

Continued

Transition Counts

- Staff perform counts of children during all transitions, including:
 - Classroom to playground
 - Playground to classroom
 - Bathroom trips
 - Hallway movements
 - Emergency situations
- Counts are conducted:
 - Before leaving the area
 - During the transition
 - Upon arrival at the new location
- Children are always accounted for before or after every movement

Secure Entry Procedures

- WBELC maintains controlled access to the facility
- Entry is limited to authorized individuals only
- Parents/guardians must follow established check-in and check-out procedures
- Identification may be required for individuals picking up a child
- Only persons authorized by the parent/guardian will be permitted to pick up a child



Safety, Supervision & Accountability Systems Continued

Accountability: Knowing Where Children Are

- Staff maintain constant awareness of each child's location at all times
- Children are always within **sight and/or sound** supervision
- **No child** is ever left alone in a classroom, restroom, playground, or any other area

Missing Child Procedure

In the unlikely event that a child cannot be located, the following procedures will be implemented immediately:

1. Staff will conduct an **immediate and thorough** search of the classroom and surrounding areas
2. The Director or person in charge will be **notified immediately**
3. **All available staff** will assist in searching the entire facility
4. If the child is **not** located promptly:
 - a. Emergency services (911) will be contacted immediately
 - b. The child's parent/guardian will be notified
5. Staff will continue searching until the child is located or emergency responders take over
6. An incident report will be completed, and all required licensing notifications will be made

WBELC prioritizes child safety through consistent **supervision, clear procedures, and staff accountability** at all times.



Emergency Preparedness, Drills & Reunification

WBELC is committed to maintaining a safe and prepared environment. Emergency procedures are in place to respond quickly and effectively to any situation that may impact the safety of children and staff. All staff are trained on emergency protocols and expected to follow them at all times.

Emergency Communication

WBELC will notify parents/guardians **as soon as possible** in the event of an emergency involving their child or the facility.

Notification methods may include:

- Phone calls
- Text messages
- Procure app notifications
- Email or other available communication methods

The method of communication will depend on the nature and urgency of the situation.

Types of Emergencies

WBELC has procedures in place for, but not limited to, the following emergencies:

- Fire
- Severe weather (including storms, tornado warnings, etc.)
- Medical emergencies
- Lockdown or shelter in place
- Evacuation due to unsafe conditions (fire, gas leak, utility failure, etc.)



Emergency Preparedness, Drills & Reunification Continued

Emergency Procedures

- Emergency plans are posted throughout the facility and accessible to all staff.
- Staff will:
 - Remain **calm and provide reassurance** to children
 - Account for **all children** using attendance and name-to-face checks
 - Follow evacuation routes or shelter procedures as required
 - Bring emergency contact information and essential supplies when possible
- Children will remain under supervision at all times during an emergency

Drills

WBELC conducts emergency drills regularly in accordance with licensing requirements

- Drills include, but are not limited to:
 - Fire drills
 - Evacuation drills
 - Severe weather/shelter-in-place drills
 - Lockdown drills
- All drills are:
 - Practiced with children and staff
 - Documented with date, time, and type of drill
 - Reviewed to ensure procedures are effective and understood



Emergency Preparedness, Drills & Reunification Continued

Family Reunification

In the event of an evacuation or major emergency requiring relocation, WBELC will implement reunification procedures to ensure children are safely returned to their families.

WBELC will:

- Notify families with clear instructions on:
 - The reunification location
 - When and where to pick up their child
- Release children only to authorized individuals listed on the child's enrollment records
- Require valid identification at the time of pick-up
- Maintain accurate documentation of each child's release, including:
 - Name of person picking up
 - Time of release
 - Staff verification
- Continue supervision of all remaining children until they are safely released



Child Abuse, Neglect & Mandated Reporting

Mandated Reporter Requirement

- All WBELC staff are considered mandated reporters
- Staff are legally required to report any suspected child abuse or neglect immediately
- This responsibility applies to all staff, regardless of position

Definition of Abuse & Neglect

Child abuse or neglect may include, but is not limited to:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse or exploitation
- Neglect, including failure to provide adequate food, shelter, supervision, or medical care

Staff are trained to recognize signs and indicators of abuse or neglect

Reporting Procedures

- Any staff member who suspects abuse or neglect must:
 - Report immediately to the appropriate authorities
 - May also notify the Director or person in charge, but this does not replace the legal requirement to report directly
- Reports are made to:
 - The Virginia Child Abuse and Neglect Hotline
 - Or Local Department of Social Services
- Reports must be made as soon as possible, but not later than required by law
- Staff are not responsible for investigating allegations-only for reporting suspicions



Child Abuse, Neglect & Mandated Reporting Continued

Confidentiality

- All reports and related information are kept confidential
- Information will only be shared with appropriate authorities as required by law
- Staff must not discuss suspected or reported cases with unauthorized individuals

Protection Under Law

- Reports made in good faith are protected by law
- Staff are protected from liability when making a report based on reasonable suspicion
- Retaliation against any staff member for making a report in good faith is strictly prohibited

Center Responsibility

- WBELC will **full cooperate** with all investigations conducted by authorities
- Documentation related to reports will be maintained as required by licensing and law
- Staff will receive ongoing training on recognizing and reporting abuse and neglect



Positive Guidance, Discipline & Challenging Behaviors

Discipline will be constructive, age-appropriate, and designed to teach children self-control and appropriate behavior.

- Clear expectations and routines
- Redirection and modeling
- Logical consequences
- Teaching emotional regulation skills

Prohibited:

- Corporal punishment
- Humiliation, threats, or harsh language
- Withholding food, rest, or bathroom access

If behavior concerns persist, WBELC will partner with families on a plan

Biting & Aggression Protocol

Biting can occur in early childhood. WBELC responds with:

- Immediate safety response and first aid
- Incident documentation
- Parent notification for both children (names kept confidential)
- Increased supervision and prevention strategies
- Behavior plan if patterns continue



Curriculum, Assessment & Daily Routines

At Wonder-Bee's Early Learning Center, we utilize a structured, play-based curriculum supported by resources from **Planning Playtime** to enhance our daily learning experiences.

Our curriculum is designed to promote hands-on, engaging, and developmentally appropriate learning through themed units and interactive activities. These resources provide:

- Play-based math, literacy, and early science activities
- Hands-on learning centers and small group activities
- Fine motor, sensory, and dramatic play opportunities
- Thematic units that align with early childhood learning standards

These units are carefully selected and implemented by our staff to ensure that each child is actively engaged in meaningful learning experiences while developing essential skills across all domains.

The curriculum emphasizes:

- Learning through play and exploration
- Social-emotional development
- Language and communication skills
- Cognitive and problem-solving skills
- Physical development and coordination

Each classroom adapts these materials to meet the individual needs, interests, and developmental levels of the children in their care. While structured themes guide instruction, teachers maintain flexibility to ensure personalized learning and growth.



Daily Schedules by Age Group

WBELC provides structured daily schedules designed to support each child's developmental stage while maintaining flexibility to meet individual needs.

Daily routines are thoughtfully planned to create a balance of learning, play, rest, and care. Consistent schedules help children feel secure, build independence, and understand expectations throughout the day.

Each classroom follows a predictable routine that may include:

- Arrival and greeting time
- Learning center exploration (blocks, dramatic play, art, literacy, etc.)
- Teacher-led activities and small group instruction
- Music, movement, and sensory experiences
- Outdoor play (weather permitting)
- Meals and snacks
- Rest or nap time (as age-appropriate)
- Quiet activities and transitions

While schedules are consistent, they remain flexible to respond to children's individual needs, interests, and developmental pace—especially for infants and younger children who may require individualized feeding and sleeping routines.

WBELC values a balance of structured activities and child-led exploration to support the whole child's growth and development.



Outdoor Play, Weather & Physical Activity

WBELC recognizes that importance of outdoor play and physical activity in supporting children's physical health, social development, and overall well-being.

Outdoor Play

- Children are provided opportunities for outdoor play daily, weather permitting
- Outdoor time supports:
 - Gross motor development
 - Social interaction
 - Exploration and learning
 - Overall physical health
- Activities may include:
 - Free play
 - Structured games
 - Group activities
 - Use of age-appropriate equipment and materials

Weather Guidelines

- Outdoor play will occur when weather conditions are safe and appropriate.
- Staff will use judgement and follow safety guidelines to determine appropriate outdoor play times.
- When outdoor play is not possible, children will participate in indoor large-motor activities (such as the indoor play area or movement-based activities)



Outdoor Play, Weather & Physical Activity Continued

Clothing Requirements

- Families are responsible for providing appropriate clothing for outdoor play based on the weather
- Children should come prepared with:
 - Weather-appropriate clothing (coats, hats, gloves, etc. in colder months)
 - Comfortable clothing for movement
 - Closed-toe shoes suitable for active play

Physical Activity

- Children participate in daily physical activity, both indoors and outdoors
- Activities are designed to:
 - Promote strength, coordination, and balance
 - Encourage healthy habits
 - Support age-appropriate development
- WBELC provides a balance of structured and unstructured physical activity opportunities throughout the day.



Personal Items, Clothing & What to Bring

WBELC encourages families to send only necessary and appropriate items to support their child's daily needs while maintaining a safe and organized environment.

What to Bring

Families are asked to provide the following items for their child:

- Extra clothing (seasonally appropriate), including:
 - At least one to two full changes of clothes
 - Additional items for younger children or those in toilet learning
- Diapers and wipes (if applicable)
- Labeled water bottle (or cup)
- Any required feeding items (bottles, formula, or food from home as outlined in the nutrition policy)

Labeling Requirements

- All items brought into the center must be clearly labeled with the child's full name
- This includes:
 - Clothing
 - Bottles and cups
 - Diapering supplies
 - Bags and personal belongings
- Proper labeling helps prevent lost or misplace items.



Personal Items, Clothing & What to Bring Continued

Storage of Personal Items

- Children's belongings will be stored in designated areas such as cubbies or classroom storage spaces
- Staff will assist in keeping items organized but cannot guarantee all items will remain accounted for

Lost or Damaged Items

- WBELC is not responsible for lost, damaged, or misplaced items
- Families are encouraged to send only necessary items and avoid sending valuables

Prohibited Items

For safety and classroom management, the following items are not permitted:

- Toys from home that may be:
 - Unsafe
 - Disruptive to the classroom environment
- Items that resemble weapons of any kind
- Money, electronics, or valuables
- Any item deemed unsafe or inappropriate by staff



Technology, Photos, Social Media & Confidentiality

WBELC is committed to protecting the privacy, safety, and confidentiality of all children and families. The use of technology, photos, and social media is carefully managed to ensure appropriate and secure practices.

Use of Technology

- Technology may be used by staff for:
 - Communication with families
 - Documentation of children's learning and development
 - Administrative purposes
- Personal use of devices by staff is limited and must never interfere with supervision of children

Photos & Videos

- WBELC may take photos and videos of children for:
 - Classroom documentation
 - Educational purposes
 - Communication with families (such as daily updates or activities)
- Written parental permission is required before any photos or videos are taken or used
- Families will complete a photo/media release form during enrollment indicating their preferences
- Photos/videos will:
 - Be used only for approved purposes
 - Never include confidential or sensitive information
 - Be stored and shared securely



Technology, Photos, Social Media & Confidentiality Continued

Confidentiality of Children's Information

- WBELC protects all personal and identifying information of children and families
- Information will only be shared:
 - With authorized staff
 - With parents/guardians of the child
 - With regulatory agencies as required by law
- Staff are required to maintain strict confidentiality at all times

Social Media Guidelines

- WBELC may share general classroom activities or center updates on social media platforms when permitted by signed photo releases
- No identifying information (such as last names or personal details) will be shared publicly
- Families and visitors are expected to respect the privacy of all children
- Families may **not**:
 - Post photos or videos of other children from WBELC events
 - Share images that include other children without explicit permission from those children's parents/guardians

Safety & Compliance

- WBELC uses secure systems (such as communication apps) to share updates with families
- All staff receive guidance on confidentiality and appropriate use of technology



Transportation (School-Age) & Field Trips

WBELC does not provide routine transportation services for enrolled children **AT THIS TIME**.

Transportation may only be provided for approved school-age programs or planned field trips and will require prior written parental permission.

Authorization & Permission

- Written permission from a parent/guardian is required before any child is transported by WBELC
- Permission forms will include:
 - Destination and purpose of the trip
 - Date and estimated time of departure and return
 - Method of transportation

Safety & Supervision

- All transportation, when provided, will comply with Virginia Department of Education (VDOE) licensing standards
- Staff will ensure:
 - Appropriate child-to-staff ratios are maintained at all times
 - Children are actively supervised during loading, transport, and unloading
- Attendance will be taken:
 - Before departure
 - During transport (as needed)
 - Upon arrival at the destination
 - Before returning to the center
- Staff will conduct name-to-face checks to ensure all children are accounted for



Transportation (School-Age) & Field Trips Continued

Vehicle Safety (If Applicable)

- All children will be secured in appropriate, age-and-size appropriate restraints (car seats, booster seats, or seat belts as required by law)
- Vehicles used for transportation will meet all safety requirements and be properly maintained
- No child will ever be left unattended in a vehicle

Emergency Preparedness During Transport

- Staff will carry:
 - Emergency contact information
 - First Aid supplies
- In the event of an emergency, staff will:
 - Ensure children's immediate safety
 - Contact emergency services if needed
 - Notify the center and parents/guardians as soon as possible



Family Communication & Engagement

WBELC values strong partnerships with families and believes that open, consistent communication is essential to each child's success and well-being.

Ongoing Communication

- WBELC communicated with families through approved methods, which may include:
 - Daily updates
 - Phone calls
 - Emails
 - Written notices
 - Procure messages and notifications
- Important information regarding the center, schedules, policies, or emergencies will be shared through official communication channels

Family Conferences

- Families may request a conference at any time to discuss their child's:
 - Development
 - Behavior
 - Progress
 - Classroom experience
- Staff may also request conferences when additional collaboration or support is beneficial
- Conferences will be scheduled at a mutually convenient time



Family Communication & Engagement Continued

Family Engagement

- WBELC encourages family involvement whenever possible
- Opportunities for engagement may include:
 - Events and activities
 - Classroom participation (when appropriate)
 - Communication with teachers and staff
- Families are encouraged to share important updates about their child that may impact their day

Respectful Communication

- WBELC maintains a respectful and professional environment for all families and staff
- Concerns should be communicated directly with staff or administration so they can be address promptly and appropriately.



Inclusion, Non-Discrimination & ADA Support

Non-Discrimination Policy

WBELC does not discriminate on the basis of:

- Race or Color
- Religion
- National origin
- Sex
- Disability
- Family structure
- Or any other protected status as defined by law

All children and families are treated with respect, fairness and dignity

Inclusion Practices

- WBELC strives to create an environment where all children feel valued, supported, and included
- Children of varying abilities and backgrounds are welcomed when it is safe and appropriate to do so
- Staff support each child's individual needs through developmentally appropriate practices and inclusive classroom environments

ADA & Reasonable Accommodations

- WBELC will work in partnership with families to provide reasonable accommodations in accordance with the **Americans with Disabilities Act (ADA)**
- Accommodations may include:
 - Adjustments to routines or schedules
 - Modifications to the classroom environment
 - Support strategies to promote participation and inclusion
- Families may be asked to provide relevant documentation to help determine appropriate accommodations



Inclusion, Non-Discrimination & ADA Support Continued

Collaboration & Support

- WBELC may collaborate with:
 - Families
 - Specialists or service providers
 - Early intervention programs (when applicable)
- This collaboration helps ensure consistency and appropriate support for the child

Program Considerations

- While WBELC will make every reasonable effort to accommodate children's needs, enrollment and continued care are based on:
 - The safety and well-being of all children
 - Staffing ratios and supervision requirements
 - The center's ability to meet the child's needs within licensing regulations



Records, Privacy & Confidentiality

WBELC is committed to maintaining the confidentiality, security, and accuracy of all child and family records. All information is handled in accordance with applicable laws and licensing requirements.

Use & Disclosure of Information

- Child records will only be shared:
 - With written parental consent
 - When required by licensing, legal, or regulatory authorities
 - In emergency situations when necessary to protect the health and safety of a child
- WBELC will not release personal information to unauthorized individuals

Access to Records

- Parents/guardians have the right to review their child's records
- Requests to review records must:
 - Be made with reasonable notice
 - Be scheduled at a mutually convenient time
- Records will be reviewed on-site under staff supervision unless otherwise required by law



Records, Privacy & Confidentiality Continued

Record Maintenance & Security

- Records are maintained in a secure manner (locked storage and/or secure digital systems)
- Only authorized personnel have access to stored records
- WBELC takes appropriate measures to protect records from loss, damage, or unauthorized access

Documentation Requirements

- WBELC maintains required records including, but not limited to:
 - Enrollment forms
 - Emergency Contact Information
 - Medical and Immunization records
 - Attendance records
 - Incident and injury reports



Complaints, Grievances & Resolution Process

WBELC is committed to maintaining open communication and addressing concerns in a timely, respectful, and professional manner. Families are encouraged to share questions or concerns so they can be resolved quickly and appropriately.

Steps for Addressing Concerns

If a concern arises, families should follow the steps below:

1. Speak with the Classroom Teacher

- a. Most concerns can be resolved at the classroom level
- b. Families are encouraged to communicate directly with their child's teacher to discuss concerns, ask questions, or seek clarification

2. Contact the Director

- a. If the concern is not resolved at the classroom level, families should contact the Director
- b. The Director will review the concern, gather information, and work toward a resolution

3. Contact the Owner

- a. If the issue remains unresolved, families may escalate the concern to the Owner.
- b. The Owner will review all information and determine the appropriate next steps.

4. Submit a Written Complaint

- a. If a resolution is still not reached, families may submit a formal written complaint.
- b. Written complaints should include:
 - i. A clear description of the concern
 - ii. Relevant dates and details
 - iii. Any prior steps taken to resolve the issue



Complaints, Grievances & Resolution Process Continued

Resolution Process

- WBELC will:
 - Review all concerns promptly
 - Communicate with involved parties
 - Work toward a fair and appropriate resolution
- Families will be informed of the outcome once the review process is complete

Licensing & External Reporting

- Families have the right to contact the **VDOE** regarding licensing-related concerns at any time
- Contact information for licensing agencies will be made available upon request and may also be posted within the center is required

Commitment to Respectful Communication

- All concerns should be communicated in a respectful and constructive manner
- WBELC is committed to maintaining a positive environment for children, families, and staff



Withdrawal, Termination & Dismissal Policies

WBELC strives to maintain a safe, consistent, and supportive environment for all children, families, and staff. The following policies outline procedures for voluntary withdrawal and circumstances under which care may be terminated.

Voluntary Withdrawal

- Families choosing to withdraw their child from WBELC must provide **written notice at least two (2) weeks in advance**
- Tuition is required for the full two-week notice period, regardless of attendance
- If proper notice is not provided, families will be responsible for two weeks of tuition in lieu of notice
- Withdrawal requests should be submitted to administration in writing

Termination by WBELC

WBELC reserves the right to terminate care at its' discretion when it is in the best interest of the program, staff, or children

Reasons for termination may include, but are not limited to:

- **Non-payment of tuition or fees**
- **Repeated late pick-ups beyond closing time**
- **Failure to follow center policies and procedures**
- **Failure to complete or maintain required documentation**
- **Behavior by a child or family member that poses ongoing safety risks**
- **Inability of the center to meet the needs of the child within staffing or licensing requirements**



Withdrawal, Termination & Dismissal Policies Continued

Behavioral Dismissal

- WBELC will make reasonable efforts to support children with behavioral challenges through:
 - Increased supervision
 - Behavior support strategies
 - Family communication and collaboration
- If a child's behavior continues to pose a safety risk to themselves, other children, or staff, and reasonable interventions have been unsuccessful, termination of care may be considered

Immediate Termination

WBELC reserves the right to terminate care immediately, without prior notice, in situations involving:

- Serious safety concerns to staff, or to other children
- Threatening or aggressive behavior from a parent/guardian
- Failure to comply with critical health and safety policies

Final Accounts

- All outstanding balances must be paid in full upon termination of care
- Failure to settle accounts may result in further collection actions is permitted by law



Policy Updates

WBELC reserves the right to update, modify, or revise policies and procedures as needed to maintain compliance with regulations and to support the safe and effective operation of the center

Reasons for Policy Updates

Policies may be updated due to, but not limited to:

- Changes in **VDOE** regulations or guidance
- Updates to health and safety requirements
- Operational needs of the center
- Program improvements or best practices

Notification of Changes

- Families will receive written notice of any significant policy changes
- Notification may be provided through:
 - Written documents
 - Email
 - Parent communication platforms
 - Posted notices within the center
- Whenever possible, advance notice will be given prior to the effective date of the change

Acknowledgment & Acceptance

- Families may be asked to sign updated forms or acknowledgments when required

Access to Current Policies

- The Parent Handbook and policies will be available to families upon request
- Updated policies may also be provided electronically or in print as needed



Financial Enforcement & Compliance Policies

WBELC maintains clear financial policies to ensure the stability of the program and consistent care for all children. Families are expected to adhere to all payment requirements as outlined below.

Tuition Enforcement - “No Pay, No Stay”

- Tuition must be paid in full and on time to maintain enrollment
- Accounts that are not paid by the assigned due date may result in immediate suspension of care until the account is brought current
- Tuition remains due during any period of suspension, regardless of attendance
- Continued non-payment may result in termination of care in accordance with center policies

Payment Schedule & Grace Period

- Tuition is due on the assigned due date each week
- WBELC does **not** offer a grace period unless required by an approved subsidy program
- Failure to pay on time will result in enforcement of the “No Pay, No Stay” policy

Returned/NSF Payments

- Returned, declined, or failed payments may result in additional processing or returned payment fees
- Repeated failed payments may require families to:
 - Use certified funds (cash, money order, etc)
 - Switch to an alternate approved payment method
- WBELC reserves the right to refuse personal checks after multiple returned payments



Financial Enforcement & Compliance Policies Continued

Late or Missed Payments

- Late payments may be subject to additional fees as outlined in the tuition agreement
- Chronic late payment may be considered non-compliance and may result in termination of care

Subsidy/DSS Payments

- Families receiving subsidy assistance (including DSS) remain responsible for:
 - Any required parent copayments
 - Any tuition amount not covered by the subsidy program
 - Fees resulting from:
 - Late attendance submissions
 - Missing check-ins/check-outs
 - Absences not covered by the program
- Families must comply with all subsidy program requirements, including attendance tracking and reporting
- Failure to meet subsidy requirements may result in:
 - Loss of subsidy benefits
 - Financial responsibility shifting to the family
 - Termination of care if balances are not resolved

Outstanding Balances

- All outstanding balances must be paid in full
- WBELC reserves the right to:
 - Suspend services
 - Terminate enrollment
 - Pursue collection actions as permitted by law



Health, Safety & Medical Enforcement Policies

WBELC is committed to maintaining a healthy and safe environment for all children and staff. The following policies outline how health concerns, medical situations, and safety-related issues are managed and enforced.

Communicable Disease Notification

- WBELC will notify families when their child may have been exposed to a communicable illness within the center
- Notifications will:
 - Be provided in a timely manner
 - Maintain confidentiality of the affected individual(s)
 - Include general information about symptoms and recommended next steps
- Families are expected to monitor their child for symptoms and follow all exclusion and return-to-care guidelines

Medical Notes & Clearance

WBELC may require written medical clearance from a licensed healthcare provider in the following situations:

- Return to care after a contagious illness
- Ongoing or unexplained symptoms (fever, rash, vomiting, etc)
- Requests for accommodations or care beyond standard practices
- Following injuries or conditions that may impact the child's participation or safety
- Documentation must clearly outline any restrictions, care instructions, or accommodations required



Health, Safety & Medical Enforcement Policies Continued

Head Injury Protocol

- Any child who experiences a head injury will be:
 - Immediately assessed by staff
 - Closely monitored for symptoms
- Parents/guardians will be notified **immediately** for all head injuries, regardless of severity
- An incident report will be completed and shared with the parent/guardian
- Emergency medical services (911) will be contacted if the child shows concerning symptoms, including but not limited to:
 - Loss of consciousness
 - Vomiting
 - Dizziness or confusion
 - Unusual behavior or responsiveness
- WBELC may require medical clearance before the child returns to care, depending on the severity of the injury

Health & Safety Enforcement

- WBELC reserves the right to:
 - Exclude a child from care if they are ill or unable to safely participate
 - Require immediate pick-up for health-related concerns
 - Enforce all health and safety policies to protect children and staff
 - Families are expected to follow all illness, medication, and health-related policies



Health, Safety & Medical Enforcement Policies Continued

Medication Administration Compliance

- Medication will only be administered with:
 - Written parental authorization
 - Proper labeling in the original container
 - Clear dosage instructions
- If a child refuses medication or medication cannot be safely administered:
 - Staff will not force administration
 - Parents/guardians will be notified
 - WBELC may request immediate pick-up if the medication is necessary for the child's health or safety while in care



Child Release, Safety & Legal Protections

WBELC prioritizes the safe release of all children and maintains strict safety and legal protections for everyone on the premises.

Authorized Pick-Up

- Children will only be released to individuals authorized by the parent/guardian and listed in the child's file
- Identification may be required at any time
- Staff reserve the right to refuse release if proper authorization or identification cannot be verified

Intoxicated or Unsafe Pick-Up

- Children will **not** be released to any individual who appears to be:
 - Under the influence of drugs or alcohol
 - Impaired or otherwise unable to safely care for or transport the child
- In these situations, WBELC will:
 - Attempt to contact an alternate authorized emergency contact
 - Maintain supervision of the child until a safe arrangement is made
- If necessary, law enforcement or appropriate authorities may be contacted to ensure the child's safety



Child Release, Safety & Legal Protections Continued

Weapons & Contraband

- Weapons of any kind are strictly prohibited on WBELC property, including but not limited to:
 - Firearms
 - Knives
 - Any item intended to cause harm
- Illegal substances or contraband are also prohibited
- Violations of this policy may result in:
 - Immediate removal from the premises
 - Termination of services
 - Notification of law enforcement

Parking Lot & Building Entry Safety

- Families are responsible for supervising their children at all times in parking areas.
- Children must not be left unattended in vehicles.
- WBELC maintains secure entry procedures:
 - Doors must not be propped open
 - Tailgating (allowing unauthorized individuals to enter) is strictly prohibited
- Only authorized individuals are permitted inside the facility.

WBELC is committed to maintaining a safe, secure, and controlled environment for all children, families, and staff.



Behavior Intervention, Suspension & Dismissal

WBELC utilizes a step-based approach to address challenging behaviors:

1. Observation & Redirection

- Staff observe behavior patterns and provide immediate, developmentally appropriate redirection

2. Family Communication

- Families are informed of concerns and may be asked to collaborate on strategies

3. Behavior Support Strategies

- Individualized strategies may be implemented, including:
 - Increased supervision
 - Structured routines
 - Social-emotional support

4. Temporary Suspension (If Needed)

- In some cases, temporary suspension may be used to address ongoing concerns or allow time for planning appropriate support

5. Dismissal

- If behaviors continue to pose a risk or cannot be managed safely within the program, dismissal may occur



Behavior Intervention, Suspension & Dismissal Continued

Immediate Dismissal

WBELC reserves the right to dismiss a child or terminate services immediately in situations involving:

- Behavior that poses a serious and immediate safety risk to self or others
- Repeated or severe violations of center policies
- Threatening, aggressive, or inappropriate conduct by a parent/guardian or authorized individual

Non-Discrimination

- All behavior intervention, suspension, and dismissal decisions are made fairly and without discrimination
- Decisions are based on:
 - Safety of all children and staff
 - Compliance with policies
 - The center's ability to meet the child's needs within licensing requirements

WBELC is committed to working collaboratively with families; however, maintaining a safe and supportive environment for all children remains the top priority.



Emergency Lockdown & Shelter-in-Place Procedures & Parent Expectation

WBELC prioritizes the safety and security of all children and staff during emergency situations. The center utilizes both **lockdown** and **shelter-in-place** Procedures depending on the nature of the emergency.

Lockdown Procedures

A lockdown is used when there is a **threat of danger inside or near the facility**

Situations may include:

- Security threats
- Law enforcement activity nearby
- Any immediate danger to children or staff

During a lockdown:

- All doors are locked and secured
- Lights may be turned off
- Children and staff move to designated safe areas
- Movement is limited and the facility remains quiet
- No one is allowed to enter or exit the building

Staff will maintain supervision at all times and ensure children remain calm and safe.



Emergency Lockdown & Shelter-in-Place Procedures & Parent Expectation Continued

Shelter-in-Place Procedures

Shelter-in-place is used when conditions outside are unsafe, but there is **no immediate internal threat**.

Situations may include:

- Severe weather (tornado warnings, storms)
- Environmental hazards (air quality, chemical exposure, etc)

During shelter-in-place:

- Children and staff remain inside the building
- Outdoor activities are suspended
- Doors and windows are secured as needed
- Activities may continue indoors in a safe and controlled manner

Parent & Visitor Expectations

- For the safety of all children and staff:
 - Parents/guardians and visitors **may not enter the facility** during a lockdown or emergency situation
 - Families must not attempt to:
 - Enter through secured doors
 - Bypass safety procedures
 - Remove children during an active emergency
- Entering the facility during an emergency may:
 - Interfere with emergency response
 - Put additional individuals at risk



Emergency Lockdown & Shelter-in-Place Procedures & Parent Expectation Continued

Child Release Procedures

- Children will **not** be released during a lockdown or active emergency
- Release will only occur:
 - After authorities declare the situation safe
 - Through established reunification procedures
- Identification and authorization are required for all pick-ups

Communication with Families

- WBELC will notify families as soon as it is safe to do so
- Communication may be provided through:
 - Phone calls
 - Text messages
 - Procure notifications
 - Other official communication methods
- Communication may be limited during active emergencies to allow staff to focus on child safety

Compliance with Authorities

- WBELC will follow all instructions from emergency responders and law enforcement
- Families are expected to follow all directions provided during and after an emergency



Holiday & Planned Closures

WBELC provides an annual calendar outlining all scheduled holidays and planned closure dates. This calendar will be shared with families in advance each year.

Planned Closures

- WBELC will be closed on designated holidays and planned closure days as listed on the annual calendar
- Planned closures may include:
 - Federal holidays
 - Staff development or training days
 - Scheduled facility maintenance or improvements
- Families are encouraged to plan accordingly for childcare needs on these dates

Tuition During Closures

- Tuition remains due during all planned closures, including holidays and scheduled non-operational days
- These closures are built into the annual tuition structure and help maintain:
 - Staff compensation
 - Program stability
 - Consistent enrollment placement
- Any exceptions to this policy will be communicated in writing

Emergency or Unplanned Closures

- In the event of emergency closures (such as severe weather



Holiday & Planned Closures Continued

Emergency or Unplanned Closures

- In the event of emergency closures (such as severe weather, power outages, or other unforeseen circumstances), WBELC will notify families as soon as possible
- Emergency closures do not guarantee tuition reimbursement unless otherwise stated

Communication of Closures

- Closure dates and updates will be communicated through:
 - Written notices
 - Email
 - Parent communication platforms (Brightwheel)
 - Posted announcements within the center



Daily Schedules & Classroom Operations

WBELC provides structured daily schedules designed to support each child's developmental stage while maintaining flexibility to meet individual needs

Classroom Schedules

- Sample schedules are provided for each age group and may vary by classroom
- Schedules are designed to :
 - Promote consistency and predictability
 - Support emotional security
 - Encourage independence and routine
- While each classroom follows a structured routine, staff may adjust timing and activities based on:
 - Children's needs
 - Developmental levels
 - Classroom dynamics

Daily Routine Components

Each classroom schedule typically includes a balance of:

- Arrival & greeting time
- Learning centers (blocks, dramatic play, art, science, literacy)
- Teacher-led activities and small group experiences
- Outdoor play (weather permitting)
- Meals and snacks
- Rest or nap time
- Quiet activities and transitions



Daily Schedules & Classroom Operations Continued

Infant & Toddler Flexibility

- Infant and younger toddler schedules are individualized based on:
 - Feeding times
 - Sleeping patterns
 - Developmental needs
- Staff follow each child's routine as closely as possible while maintaining overall classroom structure

Transitions & Classroom Management

- Transitions between activities are planned and supervised to ensure:
 - Smooth movement between activities
 - Continued supervision and accountability
 - Minimal disruption
- Staff use consistent cues and routines to help children transition successfully

Consistency & Learning Environment

- Consistent daily routines help children:
 - Feel safe and secure
 - Understand expectations
 - Build confidence and independence
- WBELC provides a balance of structured learning and child-led exploration to support the whole child



What to Bring - Family Checklist

WBELC requires families to provide necessary items to support their child's daily care, comfort, and participation in all activities.

Required Items

Families are responsible for providing the following:

- Seasonally appropriate extra clothing, including:
 - At least one to two full changes of clothes
 - Additional clothing for younger children or those in the toilet training
- Diapers, wipes, and creams (if applicable)
- Labeled personal items, including:
 - Bottles, cups, and food containers
 - Bags and belongings
 - Any comfort items (if permitted)
- Weather-appropriate items as needed:
 - Coats, hats, gloves (cold weather)
 - Light clothing and sun protection (warm weather)

Labeling & Responsibility

- All items must be clearly labeled with the child's full name
- WBELC is not responsible for lost, misplaced or damaged personal items
- Families are encouraged to check and replenish items regularly



VDOE Rights & Reporting Information

WBELC operates in compliance with the **Virginia Department of Education (VDOE)** and supports the rights of families to access information and report concerns.

Family Rights

Families have the right to:

- Review the center's licensing records, inspection reports, and any substantiated complaints during normal business hours or upon request
- File a complaint with VDOE regarding licensing concerns or suspected violations
- Do so without fear or retaliation or discrimination

Access to Licensing Information

- Licensing inspection reports and required documents will be:
 - Available for review at the center
 - Maintained in accordance with VDOE requirements
- Families may request assistance from staff to access or understand these records

Reporting Concerns

- Families may contact the VDOE directly to report concerns related to:
 - Health and safety
 - Licensing compliance
 - Suspected violations of regulations



VDOE Rights & Reporting Information Continued

VDOE Contact Information

Virginia Department of Education-Office of Child Care Health and Safety

- **Phone:** (804) 786-6585
- **Mailing Address:**

Virginia Department of Education
Office of Child Care Health and Safety
P.O. Box 2120
Richmond, VA 23218

- **Website:** www.doe.virginia.gov

WBELC supports transparency, accountability, and open communication with families and regulatory agencies.



Parent Acknowledgment & Signatures

I acknowledge that I have received, read, and understand the Wonder-Bee's Early Learning Center Family Handbook and agree to comply with all policies.

Child(ren) Names: _____

Parent/Guardian Name: _____

Signature: _____

Date: _____