St Andrew Presbyterian Church
711 West Main Street
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Parent Handbook

Effective August 1, 2026

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Letter to Parents

Dear Parents,

We welcome you to our family at The Neighborhood Learning Center! We thank you for entrusting us with the care of your child. Your child's well-being is our primary concern.

We want you to feel comfortable and confident as you combine your life as parents with your career and responsibilities outside of the home. We want the time your child is in our care to be as free from worry to you as possible. We do this by adhering always to strict operational policies which govern, for example, discipline, administration of medications, and release of children to others. We will call you immediately if any emergencies arise. Because consistency in child-rearing philosophy between the childcare center and the home is best for the child, we seek to honor parents' concerns and wishes.

The Neighborhood Learning Center is a ministry of St. Andrew Presbyterian Church. The pastor and ministry staff of the NLC are here for the families of our community. It is our privilege to invite you and your family to worship and live out our faith together:

Worship Service

Service	10:00 am Sunday mornings
Nursery Care	9:00 am – 12: 00 pm Sunday mornings
Children's Church	10:15 am Sunday mornings during school year

Children begin the worship service sitting with their families, then are called to the front of the sanctuary for a children's moment. Children from Pre-K through 3rd grade are then released to Children's Church while parents remain in the service. Nursery care is available for children ages birth through 4 years. You are invited to join members of the congregation during Fellowship Hour following the worship service.

This handbook provides detailed information about our facility and programs. Please feel free to talk with staff members if you have any further questions about the NLC and what we have to offer to you and your child.

God's Blessings,

Amanda Kemery
Pastor, St. Andrew Presbyterian Church

Jo Anna Rich
Neighborhood Learning Center Director

Overview of The Neighborhood Learning Center

Mission Statement

The Neighborhood Learning Center cultivates a vibrant Christian community where children flourish spiritually, physically, socially, and intellectually. We believe the values of creativity, acceptance, and neighborliness are planted in childhood; our mission is to actively model and nurture these seeds into a lifelong foundation of character.

Handbook Purpose

This handbook provides policies, general guidelines, and other useful information about the NLC. We hope it will be useful to you as a reference while your child is enrolled here. The handbook is updated on a regular basis and while we do not redistribute the handbook with every minor revision, you will be notified two weeks in advance of any changes affecting tuition, fees, or schedule changes including holidays. The most current version of the handbook is also available on the NLC website under the "Parent Resources" tab.

History

The NLC is a childcare center in western Loudoun County and was established in 2011 as an outreach ministry of St. Andrew Presbyterian Church. The NLC offers services for infants (6 weeks and older), toddlers, preschoolers, and before and after school care for kindergarten – 5th grade. The NLC strives to provide excellent care in a nurturing environment as well as preparatory and enrichment learning. We invite families to visit us to see how the NLC is a place for hospitality, faith, community, and learning. Enrollment is ongoing.

Ownership & Governance

The NLC is a mission of St. Andrew Presbyterian Church. The Board of Directors of the NLC is made up of three members of the church congregation and two parents of children enrolled at the NLC. The Board meets monthly. The minister, Session, and church congregation are actively involved in the operation of the NLC, and we welcome and encourage parent involvement. (Additional information is provided in the Policies of Operation section of this handbook.)

Facilities

The NLC is housed in the St. Andrew Presbyterian Church building located at 711 W Main St, Purcellville, VA. Upstairs, the Center uses eight classrooms along with the Fellowship Hall, kitchen, bathrooms, and occasionally the sanctuary for Chapels and special events. Downstairs, the NLC uses all the available space including a youth lounge, fellowship hall, and three classrooms. Two playgrounds are available including a front playground appropriate for 3-year-olds through school age, and a back playground appropriate for infants and toddlers. A side play area is utilized for toddlers and 2-year-olds. A large, grassy field belonging to the church and paralleling the parking lot is available for classes to use for games and other outdoor activities. The NLC has a total enrollment capacity of 140 children in the age range from six weeks through 12 years.

Staff

Our lead teachers are professionally trained and qualified in early childhood education and are experienced in working in the early childhood school setting. Any aides, including those under age 18, are always under the direct supervision of another staff member.

Staff members are required to continue their professional development by completing a minimum of 16 hours of continuing education classes throughout the year. All staff are required to maintain current CPR and First Aid Certification, complete the Virginia Preservice Training for Child Care Staff, Mandated Reporter Training for Child Care Staff, the Virginia Annual Health and Safety Update for Child Care Staff every year, and the Health Screening for Child Care Professionals course (repeated every two years).

Each staff member has on file a sworn disclosure statement, a central registry search conducted by Virginia Child Protective Services, a national fingerprint-based criminal background check, as well as any other background checks required by the Virginia Department of Education. These background checks are repeated every 3 or 5 years, depending on VDOE specified schedules.

In addition, our staff members are each certified annually by a practicing physician, physician's assistant, or licensed nurse practitioner to be free from any disability which would prevent them from caring for children under his/her supervision. Tuberculosis Screenings are required a minimum of every two years.

Programs

Objectives

Our ultimate goal is to assist children in developing into happy, healthy, self-confident Christian individuals. Additional goals include:

1. To provide safe, adequate, and supervised facilities for each child.
2. To offer loving care in a developmentally appropriate environment for the whole child, thus nurturing children's physical, emotional, cognitive, social, and spiritual development.
3. To facilitate the development of a positive self-concept by helping the child make use of his or her abilities and talents in accordance with basic knowledge of principles of child development.
4. To help each child become aware of God's love and to grow in an understanding of Christian principles and ethics.
5. To supplement the home experiences of each child in order to help him or her develop into a well-rounded individual through group experiences.
6. To provide age-appropriate opportunities for cognitive development through a child-centered curriculum that emphasizes learning as an interactive process.
7. To provide an environment for children that will serve to enrich their understanding and appreciation of the world around them.
8. To help children develop self-reliance and self-discipline.
9. To provide effective and open communication between parents and staff concerning the welfare and development of the child.
10. To provide well-balanced and nourishing food for the child, adequate for the day spent at the NLC.

Curriculum

Our curriculum is centered on Christian principles and based on current child development research. The key is allowing the children to explore, play and learn through trial and error, guided activities, and instruction.

Teachers use a Virginia Department of Education approved curriculum called STREAMin[3]. Quality teaching and learning is supported by curriculum use in all early learning settings. Using high-quality curriculum helps teachers support learning and development of critical learning skills in all early childhood programs and settings.

A high-quality curriculum defines specific, sequenced learning goals to meet all children's individual needs, including children with disabilities, suspected delays, or other special needs, and provides developmentally appropriate structure and sequence to classroom activities that promote children's engagement.

Screen Time

There is no screen time permitted for children under the age of 2. Any screen time used for children over the age of 2 must be part of daily lesson plans, must be age appropriate, must always be pre-approved by administrative staff, and cannot exceed 30 minutes per day. For example, using a video to help lead daily dance time, learning songs, or providing educational enrichment for specific topics for older preschoolers may be appropriate. If a movie or program is scheduled to be shown related to a special holiday or event (ex// It's the Great Pumpkin, Charlie Brown; Horton Hears a Who; etc.), parents will be notified ahead of time. For school agers, children's Chromebooks are permitted during homework time.

Teacher to Child Ratios

Per the Virginia Department of Education, the ratio of staff to children are:

- 1 staff to 4 children ages 0 to 16 months
- 1 staff to 5 children ages 16 months to 24 months
- 1 staff to 8 children ages 24 months to 36 months
- 1 staff to 10 children ages 36 months to 5 years
- 1 staff to 20 children ages 5 to 9 years
- 1 staff to 25 children ages 9 to 12 years

Program Details

Infants

Dedicated, warm and loving staff is the reason why parents can depend on our infant program. Toys are sterilized frequently, and the changing table is sterilized after each diaper change. For the protection of each baby and to avoid tracking dirt and germs into the infant rooms, street shoes are not allowed. Visitors may remove or cover their shoes before entering; shoe covers are provided outside each infant room for this purpose. Your baby will have a personal crib or cot (at a minimum of 12 months old and when the child is developmentally ready) and cubby where food, bottles, and extra clothing can be stored. Play is based on exploration, stimulation, and sensory experience. Soothing music, tummy time and story time are a big part of their day. Their schedule is on demand for infants up to 12 months as dictated by you.

Toddlers

When you are a toddler, investigating the world around you is what life is all about! At the NLC, our caring, high-energy teachers encourage and gently guide each toddler through discovery and

exploration. Their day is filled with many hands-on experiences, art, music, movement, toys, and equipment that encourage their discovery and exploration. The toddler classes are divided to better accommodate the children's developmental stages.

Our large Fellowship Hall as well as an age-appropriate outside playground offer plenty of opportunity for running and jumping. Soothing music and gentle back rubbing during naptime on toddler size cots give just the right ambiance for sleeping.

Preschool

Busy Bees & Hummingbirds turn age 2 by September 30
Bird House & Bird Nest turn age 3 by September 30

This is a major time of discovery! The development of language skills is a major focus for this age group and is highlighted through stories, songs, and rhythmic activities. We help preschoolers use their motor and sensory skills to explore the world around them using trial and error methods, play, interactions with peers and teachers, and planned learning centers. Classrooms are overflowing with challenging toys and manipulatives that offer a colorful, stimulating environment. Problem solving, cognitive thinking, and math concepts are encouraged. Blocks and other building tools promote problem solving and critical thinking.

Pre-Kindergarten

Our pre-K suite of rooms allows children a flow from one room and activity to another, all guided by our caring and knowledgeable teachers. Daily lessons in language arts (including letter recognition, phonemic awareness, vocabulary, and letter/sound recognition) and mathematics (including counting, number recognition, and problem-solving) along with other kindergarten readiness subjects are provided, ensuring your child is prepared and excited to move to elementary school. A wide variety of manipulatives, toys, and games exercise fine motor skills while exercising brains and having fun. Art is used to promote self-expression and creativity. Movement and playground time promote physical fitness and gross motor skills. In this setting, children learn to be independent and exercise a variety of personal, social, and emotional skills.

Before School Care (Kindergarten through 5th grade)

Care before school is available on a weekly or on an as-needed basis (with advance notice) for children from kindergarten through 5th grades. Drop-off may be made as early as 6:30 am. Transportation is available from the NLC to most of the Loudoun County Public Schools (LCPS) within the driving radius of our school. Transportation is only available on days when LCPS is in session.

After School Care (Kindergarten through 5th grade)

We offer an after-school program to children in kindergarten through 5th grade. Transportation is available from most of the Loudoun County Public Schools (LCPS) within the driving radius of our school to the NLC. Transportation is only available on days when LCPS are in session. We provide a snack, homework time, and age-appropriate activities in a safe and secure environment. Outdoor play is provided daily (weather permitting), in addition to organized and free choice activities offered in our comfortable after school rooms. Games, crafts, building toys, and other interesting activities are on

offer, all allowing for social skills development while hanging out with friends and relaxing after a day at school.

School's Out Drop-In Days is an all-day school-aged program available for registered children on school holidays, school vacation weeks, and snow days. (Please refer to the Inclement Weather and Tuition sections of this handbook for additional details.) School's Out Drop-In Days are available for School Age children not currently enrolled in our After School program as space allows and with prior approval from the Director. Summer camp for students entering Kindergarten through 6th grade is also available.

Specials

Chapel

Once per week during the school year, St. Andrew's Pastor Amanda Kemery meets with all classes toddler through pre-K to guide the children through an exploration of Bible stories and lessons via Chapel. During Chapel, each class in the 3s and Pre-K is led to the Sanctuary where they can sing and explore the weekly story. Pastor Amanda visits the toddler and 2-year old classrooms to provide the lesson.

Special Events

Occasionally the NLC will invite outside groups or instructors for either one-time special shows or a few weeks of added instruction. Notice of these special events is provided on the monthly calendar. Parents are welcome to attend to share the experience with their children.

Field Trips

Occasional field trips are offered for classes aged pre-K through school age, such as trips to the library, local museums, farms, parks, etc. Field trips enrich the children's experience of the world by moving them out of the classroom and into locales where they can touch, smell, and engage with new situations. Participation in field trips requires a completed permission slip which will be provided prior to the event. This form will be available for your signature at pickup/drop-off time or occasionally sent home with your child.

Please see the section "Bus Behavior" for details on expected behavior during bus transport to/from field trips.

Should a child arrive after an off-site scheduled activity or field trip has begun, the child will join the classroom nearest to his/her age with available space until the class returns. Alternately, the parent/guardian may drive the child to the off-site location and deliver the child to the staff member in charge. Call the Center before taking your child to the field trip destination to ensure that you know exactly where to meet them and so the field trip staff can be ready to receive your child.

Children are always accompanied by their teachers, and the proper staff-to-child ratio will always be maintained.

Picture Days

Individual student pictures are taken in the fall and spring by a professional photographer. Parents will be notified in advance of the date along with instructions for ordering photographs. Group photographs of each class may be taken in the spring. If you prefer not to have your child photographed, please notify the Director or the administrative staff.

Extracurricular Classes

We are pleased to make available additional, **completely optional** extracurricular activities for children whose parents are interested in providing their child with even more experiences to supplement their learning and development. Providers come to the NLC, and the classes are held right here in our building or on our field. We escort children to and from their classes and ensure that any necessary preparations are taken (putting on tap shoes, jackets, sneakers, etc.).

Information about available extracurricular classes will be provided via email, newsletter, and flyers. See an administrative staff member if you have questions regarding offerings and how to sign up.

Policies of Operation

Parent Information & Involvement

The NLC has an open-door policy. You are welcome to stop by anytime or even volunteer. We make every effort to keep parents informed and involved. Our methods of communication include:

- **Friday Footnotes** – A weekly email sent on Fridays. We share LOTS of important information through the Footnotes, so please make sure you give them a read every week.
- **Monthly Newsletter** – "Neighborhood News" is sent out electronically at the beginning of each month, is posted on the website under the "Parent Resources" link, is shared on our Facebook page, and is posted on the Parent Information Board. Newsletter Archives are available on our website.
- **Website** – www.tnlcenter.com – Updated frequently with monthly newsletters, monthly menus, monthly calendars, etc. You can also find helpful info such as Center forms and the Parent Handbook here.
- **Facebook** – Give us a Like! We regularly update our page with info about special events, photos, and other important information.
- **Active in the Neighborhood Facebook Group** – This private group is only for current families and staff. Most of our photos are posted here, so request to join!
- **Teacher Emails** – Ensure you have your teacher's email (and that we have your correct email on file).
- **Parent Information Board** – Located in the main entry, you can find calendars, notices, etc. posted here.
- **Annual Calendar of Events** – Includes all the pertinent events for the entire school year. Pick up a hard copy near the Parent Information Board or access it on our website.
- **Posted Flyers** – These flyers help remind you of upcoming events, closures, etc.
- **Emails/Text Messages** – Special emails are sent to notify you of illness exposure, special reminders, etc. In case of an urgent issue, such as a school closure, we will text and email.

Volunteer work by members of the St. Andrew congregation plays a key role in the operation of the NLC. We also encourage parents to volunteer at the NLC, whether in a classroom, reading to the children, sharing a special skill, etc. Please contact the NLC Director for more information about volunteering at the NLC.

1Core Family App

The NLC uses the 1Core suite of applications for Customer Relationship Management including maintaining family and billing information, communication with families, and attendance tracking.

Please download the 1Core Family app, which is available for both Apple and Android phones. Visit https://1coresolution.com/parent.html and scroll down. Click to download the free app on either Apple or Android. Once the app is installed, you will login using your regular Parent Portal login credentials (if you have a saved password, it will be for the website www.oncareoffice.com). If you have any difficulties downloading the app or creating a Parent Portal login, please contact our administrative staff.

NOTE: Each parent/caregiver should have a unique login for the Parent Portal/1Core Family app for security reasons. If you need to set up a login for a second caregiver, please contact Administrative Staff.

Why the 1Core app is important:

1. *Billing* – View your upcoming charges, see past payments, and change your bank account information.
2. *Checking your child in and out of the Center* – **Parents are required to check their child in and out of the Center. You can use the QR code scanning feature in the app to do this in a simple and touchless manner (there is an alternate PIN method described in the Checking In and Out of the Center section of this Handbook).**
3. *View your child's activities throughout the day* – For children older than our youngest infant room (Cub House), activities are posted in the app throughout the day such as diaper changes, nap time, snack and meal time, etc. This information is NOT entered real-time – the teachers are focused on the children! When they have a few moments, however, such as during nap time, the teachers will update this information in the app so you can have a glimpse into your child's day.
4. *Individual communication with your child's teachers* – Message with your child's teacher(s). Using the app allows the teachers to maintain their privacy by not giving out their personal cell phone numbers, protects our staff's time away from work, and ensures all the teacher's attention is on the children except times when they can safely review their classroom tablet. Our teachers will often share photos of your child with you, let you know if they are starting to feel unwell, celebrate a potty-training victory, and more. You can also send questions if you need to let your child's teacher know something or if you just want to check in.

Progress Reports

We urge parents to communicate with teachers and caregivers on a regular basis. Both the NLC Director and your child's classroom teachers are available to discuss your child's progress; they will bring necessary matters to your attention on a regular basis.

For children infant through pre-K, we provide access to daily information summarizing your child's activities. For younger children, this information includes nap times, diaper changes (and replenishing needs), and eating/drinking times and amounts. For older children, this information may include developmental

milestones, current themes of study, and special events. The daily information is intended to convey developmental progress, and to provide information on activities that may be reinforced at home.

Parent-teacher conferences are offered twice a year for all preschool aged children (ages three years through pre-K). Additional conferences with teachers and/or the NLC Director may be arranged on an as-needed basis. Please keep us informed of significant events or changes at home. This will allow us to better care for your child. Any questions which may arise should be discussed first with your child's teacher. If satisfaction is not reached through such interaction, please speak with the NLC Director.

Transitioning to Older Classes

As each child approaches a transition, their current teacher will ensure they have achieved the skills needed to succeed in the older classroom. They work together with the teacher of the older room to ensure the transition will go smoothly. Parents will be kept informed throughout the entire process so that they can help support their child through these important, exciting, but sometimes stressful moves.

- Infants and toddlers transition into new classrooms based on their age and development.
- Most children in our 2s and 3s programs remain with their class until August when center-wide promotions take place.
- For the Pre-K classes, after Pre-K graduation in May/June, the children remain in their classrooms until August. When LCPS starts their fall semester, graduated Pre-K children move to join the School Age classes. Children repeating Pre-K remain with their class.

Hours of Operation, Inclement Weather Policy, & Unscheduled Closings

The NLC is open Monday through Friday, from 6:30 am to 6:00 pm.

The NLC does NOT follow Loudoun County Public Schools for inclement weather-related closings or late openings. This decision is based on the safety of our students, parents, and staff.

- If Loudoun County Public Schools have an early dismissal, the NLC bus will immediately pick the children up from school who are scheduled to come to us by bus in the afternoon.

You will receive a text from the NLC and an email no later than 6:00 am should a closure or delay be in effect for the NLC on a particular day. If a decision is made to close early due to inclement weather, parents will be notified via text and email as soon as the decision is made.

When Loudoun County Public Schools are closed due to holidays or teacher workdays and the NLC is open, school age children may attend for an extra "school's out" fee. See the Tuition section of this document for detailed information.

If the NLC has any closures due to other circumstances beyond our control (e.g., electricity outage in the building, water service interruption, local emergencies, etc.), parents will immediately be notified via text and email.

Holidays Observed

The NLC will be closed for the following holidays during the upcoming school years:

Holiday	2026 – 2027	2027 – 2028	2028 – 2029
NLC TEACHER WORKDAY	Friday, July 31	TBA	TBA
Labor Day	Monday, September 7	Monday, September 6	Monday, September 4
Indigenous Peoples' Day	Monday, October 22	Monday, October 11	Monday, October 9
NLC TEACHER WORKDAY	Monday, November 2	Monday, November 1	Monday, November 6
Thanksgiving Day	Thursday, November 26	Thursday, November 25	Thursday, November 23
Day After Thanksgiving	Friday, November 27	Friday, November 26	Friday, November 24
Christmas Eve	Thursday, December 24	Friday, December 24	Friday, December 22
Christmas Day (Observed)	Friday, December 25	Monday, December 27	Monday, December 25
New Year's Day (Observed)	Friday, January 1	Monday, January 3	Monday, January 1
Martin Luther King, Jr. Day	Monday, January 18	Monday, January 17	Monday, January 15
President's Day & NLC Teacher Workday	Monday, February 15	Monday, February 21	Monday, February 19
Good Friday	Friday, March 26	Friday, April 14	Friday, March 30
Memorial Day	Monday, May 31	Monday, May 29	Monday, May 28
Juneteenth (Observed)	Monday, June 21	Monday, June 19	Tuesday, June 19
July 4th (Observed)	Monday, July 5	Tuesday, July 4	Wednesday, July 4

Registration Policy

The NLC is open to any child between the ages of 6 weeks and 12 years of age regardless of race, sex, or creed. Enrollment forms, accompanied by registration fees, will be received on a first-come basis. To enroll your child and hold your spot, you must complete the enrollment form, pay the non-refundable registration fee, and pay a deposit in the amount of one week of your child's tuition. The registration fee is reduced for each additional child in the same family. The registration fee is due at the time of enrollment. The tuition deposit is non-refundable if the family cancels enrollment within 30 days of enrollment start date. The tuition deposit will otherwise be applied to the first week's tuition balance or refunded if cancelled more than 30 days prior to the scheduled enrollment start date.

Tuition Policy

An annual re-registration fee is due in July each year for families enrolled prior to January 1 of that calendar year. Failure to pay re-registration fees in a timely manner may jeopardize ongoing enrollment at the NLC. These fees are non-refundable and are used for updating classrooms and curriculum materials for the new school year, as well as for updating our administrative records to reflect changes in the children's class assignments/rate changes/etc. for the new year. See the current tuition schedule for the amount of the re-registration fee.

Tuition is paid by automatic ACH Direct Debit withdrawal only. If there is an extenuating circumstance, you may pay by check, with preapproval from the NLC Director. Notices of pending tuition collection are emailed the Friday of the tuition week. The funds associated with each notice are withdrawn early the following week (usually Mondays).

Any fees charged to the NLC for returned checks or for automatic withdrawals with insufficient funds will be transferred to the family's account for collection with the next tuition cycle. Families will be notified when these fees are charged.

A child may be terminated from the NLC after missing two scheduled tuition payments. The NLC bases its operating costs and staff ratios on current enrollment; therefore, **full tuition is due even if your child is not in attendance. Exceptions to the full tuition payment policy are NOT made for illness, vacations, holidays, inclement weather, or anything that prohibits operation of the NLC (i.e., loss of power).**

School Age tuition is charged over school breaks (the only exclusion is Summer Break) at the regular rate. Temporary withdrawal to avoid these charges is not permitted.

If a family has more than one child enrolled at the NLC, the lower tuition rate(s) will be reduced by 10%.

We offer a 5% discount to active military and veteran families with proof of service.

For the after-school program, an additional "school's out" fee is added to the weekly tuition should your child attend the NLC during LCPS holidays and closures to reflect the additional time the children are with us during the day. **If your school aged child is pre-registered for a "school's out" day, you must cancel by 5 pm the day prior or you will be charged for the day regardless of attendance, no exceptions. If your child is not registered for a school's out day and you would like them to attend, please call the Center for availability before bringing your child.**

A full tuition schedule, including fees, may be obtained from the NLC Director or administrative staff and is also available on the Center's website. The NLC reserves the right to adjust tuition and fees at any time; you will be notified two weeks in advance of any changes affecting tuition and/or fees.

Vacation Credits

If your family is enrolled in a year-round full time (meaning that your child attends the NLC every week) 2-day, 3-day, or 5-day program, and your child has been attending for at least 6 months, your family will receive:

- 1 week of vacation credit (1/2 tuition per week) between January 1st through June 30th
- 1 week of vacation credit (1/2 tuition per week) between July 1st through December 31st

This only applies if your account is current. Vacation credit is a 50% discount on the weekly tuition amount and must be used within the 6-month period it occurs (as described above). If you do not take vacation credit for the current 6 months, you lose it. Please be aware that your child cannot attend the NLC during any portion of the week the vacation credit is being used. The vacation credit does NOT apply to students in our Before and/or After Care Program or Summer Camp. **We request 2 weeks' advance notification to verify eligibility.**

Children of Teachers

Children of teachers, whether in LCPS or other schools, who wish to decrease their child's attendance in the summer but hold a full-time spot for the fall must pay for at least two days per week throughout the summer. Please speak with an Administrative Staff member to discuss this possibility during the spring, at least two weeks prior to the requested attendance change.

Security

Security is of the utmost importance at the NLC.

There is a keypad at the entrance to the upstairs hallway classroom area. Parents will be provided with a code to access this door. Please do not share this code with anyone. If you forget the code or if another authorized person is dropping off or picking up your child, please ask a staff member for assistance in accessing the back hallway classrooms.

Front Door Access

Parents may gain access via the front door by using a key fob given to them upon enrollment – just tap the fob on the keypad next to the door. Every family will receive 1 or 2 fobs, one for each adult who normally picks up/drops off. Parent key fobs are programmed to access the building during normal NLC business hours. Every fob is unique to the individual, allowing us to ensure we know who is coming into the building. Fobs can be deactivated remotely, so if one is lost or needs to be turned off we can do so on the fly.

Family Responsibilities:

- If you forget your fob, you must sign in on a paper log located in the entry.
- If you lose your fob, let us know. We will deactivate it and issue you a new one.
- If your family disenrolls, please turn your fob(s) in on your child's last day of attendance.
- **There will be a $5 fee for any lost or unreturned fobs.**

Do not hold the front door open for any other person who is not in your immediate party. We have all been taught it is rude not to hold the door for others, however we must revise this habit in the school environment. We must make it a cultural norm at the NLC to allow the door to close between parties, so each person/group must use their fob or ask a staff member for assistance. This ensures only the people who are in fact authorized to enter the building can do so.

Fire & Safety Drills

Fire drills are held on a regular basis. Shelter-in-place drills, which include both tornado drills and intruder drills, are held quarterly at a minimum. Routinely holding drills ensures the children are not

startled by an alarm sounding, and both staff and the children can immediately and correctly respond in the event of a real emergency. Both announced and unannounced drills are conducted.

We do our best to hold drills at times where there will be minimal disturbance to nap time, drop off, and pick up. However, we also try to offer drills at different times of the day so the classes can experience evacuating/sheltering while in various locations (knowing where the shelter location is in Fellowship Hall, for example, or the quickest way to evacuate from the Sanctuary). Your patience is appreciated if a drill is taking place when you are picking up/dropping off. The more we practice, the better prepared we are if a real emergency were to occur.

Off Site Evacuation

Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility:

Bethany United Methodist Church, 100 W Main St, Purcellville, VA, 540-338-7648

If it ever becomes necessary to relocate, a sign will be posted on the door. **If you are not sure how to get to the relocation facility, please ask for directions before there is an emergency.**

In Case of Emergency

If any protective actions are taken, including off site evacuation, shelter-in-place, or on-site evacuation, we will make every effort to promptly notify you, while maintaining the safety of the children and staff as our primary priority. Methods of communication for notification include phone, text, email, Facebook, and the Center website. Please do not call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.

Security Camera/Surveillance Policy Summary

St Andrew Presbyterian Church (SAPC) and The Neighborhood Learning Center (NLC) are committed to protecting the safety and property of the community while respecting the privacy rights of our congregants, staff, students, and visitors. To this end, SAPC utilizes security cameras and a centralized video management system. This policy applies to all persons and organizations on or within the SAPC property.

Security cameras may be installed campus-wide, including inside and outside buildings. *Security Cameras will NOT be installed in offices where Pastoral Care is conducted, bathrooms, or changing facilities. Audio will not be recorded on any camera.*

Recorded data/camera footage will be retained no less than 7 days and no longer than 90 days after recording unless footage is specifically downloaded and retained longer in accordance with this policy. At the end of the retention period, footage will be automatically overwritten/erased by the underlying security camera system software.

Cameras may be monitored by NLC administrative staff in “real time” via a mounted screen in the Director’s office. Only authorized personnel, as authorized by the Session (or designee), will have access to recorded security footage.

Due to privacy concerns for all students, it is the general policy of SAPC that captured footage of NLC operations will NOT be made available to parents. However, in certain circumstances such as severe injury, events related to mandatory child protection reporting, or threatening behavior worthy of escalation, the Pastor/Head of Staff or NLC Director may recommend that video be shown to a parent/guardian or external agency. Such action will require the unanimous consent of the NLC Director, an appointed member of Session, and the Pastor/Head of Staff before screening video on-site with any parents or any external parties deemed appropriate and necessary.

Any requests for the viewing or release of footage to parties outside of SAPC or NLC must be approved in advance by the Session. As general policy, SAPC does not release footage to external parties unless required by law.

All information captured and/or observations made using security camera systems are considered confidential.

The full Camera Policy is available upon request.

Arrival & Departure of Children

When a parent is picking up or dropping off a child, other children must not be left in unattended vehicles.

Vehicles should not be left running while unattended in the parking lot.

Do not leave a pet in an unattended car when the temperature is over 70 degrees. If you need assistance bringing your child inside or picking them up, please call and a staff member can come out to your vehicle to assist you.

If you are feeling unwell, please call the Center at 540-338-3956 to have a staff member come out and receive/deliver your child. We want to limit the amount of exposure to illness in the Center whenever possible.

Please be considerate when dropping your child off. Do not drop off during your child's scheduled class nap time (see your child's classroom schedule). Instructional time is in the morning and usually starts at 9:30 am. Dropping your child off during circle time or other lessons is disruptive to the other children and may deprive your own child from receiving the full lesson. Also, while it might be convenient at times to let your child sleep late, if your child will take a nap at school, please remember that their ability to nap may be affected, which in turn may disrupt the other children from taking their needed rests. Keeping to a regular schedule is helpful for all involved!

The NLC places great importance on communication between the NLC staff and parents. However, parents should keep in mind pick-up and drop-off times are not the best times for conferences. Parents should always feel free to schedule a special meeting with the child's teacher and/or the NLC Director.

Check In/Out Procedures

Morning Drop Off

- When you arrive at the Center, walk your child into the lobby and use the 1Core Family app on your phone to scan the available QR code to check your child in to the

Center, or use your four-digit Parent/Guardian PIN number to log in on the iPad in the main entry.

Afternoon Pick Up

- Use the 1Core Family app on your phone to scan the available QR code outside your child's classroom or in the lobby to check your child out of the Center, or use your four-digit Parent/Guardian PIN number to log out on the iPad in the main entry.
- If you noticed your child on the front playground or the front field, you may bypass the lobby and proceed directly to that area. A staff member will give you the QR code to scan to check your child out of the Center and you may take your child directly.

Authorized Pick-Up

Children are only released to the custodial parent, guardian, or other authorized persons. Written, not verbal, authorization for persons other than those already authorized is required for pick up; proper photo identification must be provided at time of pickup. On the annual Emergency Plan form, parents/guardians may list the names of individuals other than parents who are authorized to pick up a child. It is the parent's responsibility to keep this information current. No exceptions will be made to this rule unless the parent submits such a request in writing to the NLC Director or other administrative staff member. Any time a child is being picked up by someone other than the parent, s/he will be required to provide identification before being authorized to continue to the child's classroom.

Late Pick-Up

Children should arrive at the NLC no earlier than 6:30 am and be picked up no later than 6:00 pm. Late pickup is not only unfair to your child, but also problematic for the teachers and staff of the NLC who have end-of-the day duties to perform as well as personal responsibilities outside of the NLC. If a child is not picked up by the appropriate time, a staff member will call the parent five minutes after the scheduled time.

A late fee will be charged for children left after 6:00 pm

An additional $15 will be added for every 15 minutes (or portion of a 15-minute period) thereafter. (Example – If you are 20 minutes late, a late fee of $30/child will be assessed.) This fee is assessed per child and will be added to your next tuition bill. You will be asked to sign a Late Fee Acknowledgement Form at the time of pick-up which will indicate the amount of the fee being assessed. The assessment of a late fee may be waived on the first occurrence of a late pickup, at the discretion of the Director. If late pick-up occurrences become frequent, you will be asked to make other pick-up arrangements for your child/ren or your child may be terminated from the NLC.

Attendance

Please call the school at 540-338-3956 to report absences or schedule changes.

Preschool Age Children

The NLC requires that parents notify the NLC by **10:00 am** if a child will be absent for the day unless prior arrangements have been made. If their absence is due to illness, please let us know so we can be alert to other potentially ill children in the class. For children attending fewer than 5 days per week, prior authorization from the Director is required for any schedule changes.

School-Age Schedule Changes

Parents of school-age children are responsible for notifying the NLC if their child's schedule changes, including if he or she is out sick. You must notify the NLC by **1:00 pm** if a child will not be attending the afterschool program that day. If the NLC has not had prior notification from the parent, the staff member who is picking up the child at the school will wait at the school until the school confirms the child's absence or that the child took an alternative mode of transportation. **Families who regularly fail to notify the NLC that their child will not be attending on a scheduled day of attendance may be charged a $20 fee per incident.** This fee will be added to your account balance. Again, we ask families to please consider the staff and children on the bus pick-up route.

Meals

Meals and snacks are included in your child's tuition.

- Breakfast snack is served starting at 9:00 am
- Lunch is provided to all children scheduled to be at the NLC between 11:00 am and 12:30 pm
- Afternoon snack is also served

Please ensure your child is at the Center at the specified mealtimes if you want them to eat here.

If you have an early drop off time for your toddler, preschooler, or pre-K student, please make sure they eat breakfast before they arrive. Nothing will be offered to them until the scheduled breakfast snack time of 9:00 am.

Children under the age of two years are given whole milk with lunch; older children are given 2% milk.

A monthly menu is provided at least one business day prior to the start of the month. These menus are posted on the Parent Information Board near the Front Desk and are also available online at the NLC website. Every effort is made to indicate which foods have allergens such as milk, wheat, and soy, but if you have a concern about specific ingredients, please speak with our kitchen staff.

We do not provide infant foods – i.e., baby food, cereals, formula, or bottles. Please label these items with the infant's name and date. We encourage nursing mothers to continue as their individual schedules permit. Nursing mothers may bring a day's supply of fresh breast milk labeled with the child's name and the date. Each infant should have a written daily feeding schedule including the amounts and times to be fed. Around the age of 10-11 months, or at an age you specify, we are happy to help introduce your baby to table foods. Speak with your child's teacher regarding this process as your baby approaches this milestone.

Children are given as much time as needed to eat. They are encouraged to be interested in the food before them and are assisted when needed. No child is ever forced to eat any food. Eating problems or changes in mealtime behavior will be reported promptly to the parent.

Food from Home

In general, children aged toddlers and older should not bring food to the NLC. Adequate meals and snacks are provided. Food exceptions are not made for individual children except in the case of allergies or a special written diet prescribed by a physician. Please send the necessary food your child must have in these cases to the NLC, ensuring all containers are clearly labeled with your child's name, date, and contents. Please feel free to discuss any specific concerns with the Director.

The NLC is a **peanut- and tree nut-safe center**, meaning that **no products containing peanuts, tree nuts, or coconut** may be brought to the Center, but items made near peanuts and tree nuts may, at times, be present. NO nut milks are acceptable (almond milk, coconut milk, etc.).

NOTE: St. Andrew Presbyterian Church is NOT a peanut- or tree nut-safe organization*, meaning products containing nuts are at times brought into the building by congregation-related individuals. Because the NLC and St. Andrew share a kitchen, Fellowship Hall, and other common areas such as the basement and sanctuary, there is always a chance of cross-contamination. The NLC makes every effort to clean tables, counters, and other surfaces to minimize this risk of cross-contamination, but we want all parents of children with nut allergies to be aware of this potential.*

If your child requires an alternative to cow's milk, you will be required to provide this option by supplying the alternative product in a manufacturer-sealed container labeled with your child's name. We will serve the product for 7 days after opening or until its expiration date, whichever comes first.

If a child is finishing breakfast/snack at the time of drop-off, please have them finish the food before entering the Center.

Upon occasion, when a group of children goes on a field trip, or in the case of Summer Camp, they may be asked to bring a packed lunch. Be sure to adhere to the No Nuts policy for these lunches. Our staff will check each child's lunchbox at drop off. Any items found to contain nuts will be removed from the packed lunch and (when possible) returned to the parent/authorized pick-up person at departure time. Packing food that is packaged by the manufacturer in individual portions is preferred so we can verify all ingredients and potential allergens.

Birthdays & Celebrations

We love birthdays but must ensure any treats provided are safe for all the children in our facility. Please observe the following guidelines if you wish to provide a birthday treat:

- First discuss/confirm with your child's teacher what type of treat would work best, timing, etc.
- Ensure the product does not contain nuts (peanuts, tree nuts, or coconut).
- Treats must be provided in their original, sealed packaging with the full ingredients list.
- Treats should be brought to a staff member to be checked for acceptability before you depart.
- Ensure all treats are labeled with your child's name AND class.
- No homemade goodies, please.
- Consider alternative goodies such as fresh fruit, ice pops, or non-food goodies such as small trinkets from the dollar store.

As a kindness to our NLC children, if birthday party invitations are distributed at the NLC, please include invitations for all the children within the class. Class directories are provided on a quarterly basis, so emailing/mailing invitations to the entire class or a select number of friends is an alternative.

Your Child's Personal Items

Bags & Backpacks

Diaper bags are permitted in the Cub House. Open top bags such as reusable grocery bags should be used for children in Bunnies, Ducks, and Frogs. Backpacks should be used for all other children and should be large enough to hold their blanket, change of clothes, water bottle, etc.

Diapering Supplies

Parents should provide enough diapers, wipes, and diaper ointment/cream (if used, and only with a current OTC Form on file) for at least the day, with spares available. Many parents will bring a week or two worth of products to ensure their child does not run out. If your child's supplies need replenishment, a note will be made in their daily information log or your child's teacher will remind you. We reserve the right to charge $1/diaper should a diaper shortage be an ongoing issue.

Toys from Home

We discourage children from bringing toys from home because the NLC cannot be responsible for these items. There may be exceptions to this guideline such as "show & tell" days. We will keep you informed of these events. We understand that sometimes bringing a "piece of home" is important to children and it is possible to work out an arrangement with your child's teacher to have a "special toy" that travels from home to the NLC. Please be sure to label your child's toys as best as possible and inform his/her teacher.

Clothing

Closed-toed shoes are required, even in warm weather. Please have your child wear play clothes to school that are comfortable and easy for your child to manage as we encourage children to do as much for themselves as possible. This is part of the learning process and helps to build self-esteem as children learn independence. It is important your child be allowed to get dirty and to get wet when the situation calls for it. Therefore, we always require that your child have a complete change of weather-appropriate clothing (including underwear and socks) at the NLC. Any soiled clothing from the day will be sent home at the end of the day. Each item of clothing, including jackets & sweaters, should be clearly labeled with your child's name.

Bedding

Students (ages 2 and up only) can bring a pillow/pillow pet, blankets, and stuffed animals from home; these items may only be used during "rest time." All children sleeping on cots should bring a blanket. Parents are responsible for ensuring the cleanliness of such items. **Blankets and pillows must be taken home every Friday to be washed and returned the following Monday. All personal items MUST BE LABELED with your child's name.** The NLC supplies crib sheets and cot sheets which we wash on a weekly basis, or more often if they become soiled.

Water Bottles

All children aged 2 and older are encouraged to bring a water bottle daily. Water bottles are sent home daily for cleaning. Water cups are provided by the Center for younger children along with regular water breaks to maintain good hydration.

Lost and Found

A Lost and Found basket can be found near the Parent Board. If you are missing an item and have checked with your child's teacher, please check this basket. Several times a year we will have a "Lost and Found Adoption Day" when all items are left out on a table inside the main entry for a last chance at redemption before they are discarded or donated.

Photographs of Children

Photographs provide a wonderful snapshot of a moment in your child's day. Each family is asked to complete a photo permission form for their child/ren. Full permissions allow us to post photos of your child on Facebook, share them with families in the class via email, and maybe even use them as a photo in one of our brochures or other marketing materials! However, some families prefer not to have their child's photo published publicly for various reasons. Some might want to receive photos that are shared just within their child's class, where others prefer that their child's photo not be shared with anyone at all. We will do our best to honor your requests to limit distribution of your child's photo. We ask that any pictures you receive from your child's teacher that include other children's faces NOT be posted on social media. You can, however, share any photos posted on our main Facebook page.

Outdoor Time

Each class has scheduled playground/outdoor time every day. We take the children outside in cold weather unless it is below freezing, so in chilly weather please dress your child in layers and send a hat and mittens/gloves with them every day. This can be especially important when the mornings are cold, but the temperature rises later in the day.

In warmer weather please ensure that you complete an "OTC (Over the Counter) Topical Medication" form to allow for sunscreen and insect repellant application; the form is available through your child's teacher or administrative staff member and on the website under the Parent Resources tab. See the "Medication" topic in this handbook for additional information.

Nap Time

Naps/quiet time are required by the Virginia Department of Education for children through pre-K. A minimum of one hour of sleep or rest must be part of the daily schedule.

Infant Safe Sleep Policy (applies to all children sleeping in cribs)

Sudden Unexpected Infant Death Syndrome (SUIDS) is the unexpected death of a seemingly healthy baby for whom no cause of death can be determined. It is the leading cause of death in children from one to twelve months of age. We believe that a safe sleep environment for infants helps lower the chances of an infant dying from SUIDS, and that parents and childcare providers can work together to provide a safe sleep environment. In order to maintain safe sleep practices, these policies and procedures will be followed:

Safe Sleep Practices

1. All childcare staff caring for infants, and childcare staff that may potentially care for infants, will receive training on how to implement our infant Safe Sleep Policy.
2. Infants will always be placed on their backs to sleep, unless there is a Physician's Signed Note that explains how the infant should be put to sleep and the medical reason for this position. In that case, a notice will be posted on the infant's crib and the note kept in the child's file.
3. When infants can easily turn over from the back to the stomach, they will be placed to sleep on their backs and then allowed to adopt the sleep position they prefer, in accordance with the American Academy of Pediatrics (AAP) recommendations. Childcare staff can further discuss with parents how to address circumstances when the baby turns onto their stomach or side.
4. Sleeping infants will be visually checked, every 15 minutes, by assigned staff. We will be especially alert to monitoring a sleeping infant during the first weeks the infant is in childcare. We will check the infant for:
    a. Normal skin color
    b. Normal breathing by watching the rise and fall of the chest
    c. Level of sleep
    d. Signs of overheating: flushed skin color, increase in body temperature (touch the skin), and restlessness
5. Staff will reduce the risk of overheating by not over-dressing or over-wrapping the infants.
6. All parents/guardians of infants cared for in the facility will receive a written copy of this Infant Safe Sleep Policy before enrollment, will review the policy with staff, and will sign a statement saying they received and reviewed the policy.
7. The temperature in the room where the infant(s) sleep will be kept between 68-75°F and will be monitored by the thermometer kept in the infant sleeping room.
8. To promote healthy development, awake infants will be given supervised "tummy time" for exercise and for play.

Safe Sleep Environment

9. Infants' heads will not be covered with blankets or bedding.
10. No blankets are permitted. Sleep sacks are welcome.
11. No loose bedding, pillows, bumper pads, etc. will be used in cribs.
12. Toys and stuffed animals will be removed from the crib when the infant is sleeping.
13. Pacifiers will be allowed in infants' cribs while they sleep. When the pacifier falls out of the sleeping infant's mouth, it will not be reinserted into the infant's mouth.
14. A safety-approved crib with a firm mattress and tight-fitting sheet will be used.
15. Each infant will have his or her own crib. Only one infant will be in a crib at a time, unless we are evacuating infants in an emergency or for an emergency practice drill.
16. No smoking or vaping is permitted in the infant room or at the NLC.

Potty Training

The staff at the NLC want to encourage parents and their children in their Potty Training Adventures! Here are some guidelines you may want to use to decide when the time is right to begin and how to get started. Starting too soon may delay the process and cause some tears and frustration for everyone involved!

If your child has most of these skills, they are probably ready to start toilet training:

- Can your child tell the teacher they need to "go" before they actually "go"?
- Can they follow simple directions?
- Do they remain dry for at least 2 hours during the day?
- Do they have regular and predictable bowel movements?
- Do they seem uncomfortable with soiled or wet diapers?
- Are they interested in the toilet?

It is extremely helpful to our staff if you dress your child with the following in mind:

- Loose-fitting, easily removed clothing
- Elastic waist pants; avoid snaps and/or zippers
- Avoid overalls/bibs
- Avoid belts
- Avoid one-piece outfits and onesies

Once potty training begins, we suggest your child wears a pull-up to school instead of a diaper and does not come to school in underwear, until nap time is dry. Our teachers will let you know when that is appropriate.

Our Sample Potty Schedule is as follows:

- Upon arrival
- Before and after breakfast
- Before and after lunch
- After nap
- Before and after snack
- Before leaving
- As indicated by body language
- Or every 2 hours if there is a time longer than that

During the day, we will periodically ask your child if they need to "go." We will give them praise if they try whether they actually "go" or not by saying, "I'm glad you tried!" Older boys may stand during these times; we will ask you which method you prefer to use at home, so we can be consistent.

Bus Behavior

When pre-K and or/school age children are being transported on an NLC bus, either as part of a field trip or our Before/After School care, they are expected to follow our safety rules. These rules include using quiet voices, following teacher directions, remaining in their seats while the vehicle is moving, and always keeping their seat belts fastened until the vehicle is stopped. We ask that parents talk to their children before all field trips and regularly throughout the school year to remind them of our Center's bus safety rules. If a child is continually disruptive on the bus, which causes a hazard to the safe operation of the vehicle by the driver, that child may not be allowed to participate on future trips.

Discipline

Children are not expected to immediately understand or fully comply with all the rules; rather they are to be gently taught, reminded, and when necessary, redirected. The NLC's staff members are responsible for setting up an environment that encourages cooperation and sharing, rather than aggressive behavior.

There are times when children may endanger themselves or others by their actions. Due to these possibilities, specific behavior guidance steps have been set up. Logical consequences will be established for problematic behavior. For example, a child who throws or damages a toy may be prohibited from the use of that toy for the rest of the play period. Verbal reprimands, which are brief statements of the problem behavior, are used to explain to a child his/her behavior is unacceptable and to describe acceptable alternative behavior(s). At times, a child may just require a little time away from the other children to calm down. If a child exhibits extreme behavior, and/or if a child is exposed to extreme behavior from another child, an Incident Report will be written and provided to the parent at the end of the day. (See "Incident Report" topic in this Handbook)

The NLC believes parents and teachers must work together to address persistent behavioral issues such as biting, unusual or dangerous aggression, or other issues. Parents will be contacted for a conference when a child appears to be unusually stressed, anxious, or otherwise motivated to engage in negative behaviors. Children who cannot adjust to the group environment, benefit from the programs offered, or who endanger the safety and well-being of others may be dismissed from the NLC after the Director and teachers have made every effort to work with the child and the parents to eliminate the problematic behaviors.

Childcare services at the NLC may be discontinued if the Director determines that a child's behavior:

1. **Poses a safety or health risk to NLC staff and/or other children.**
2. **Repeatedly disrupts normal classroom activities with inappropriate behavior, despite efforts by teachers to correct the behavior.**

If the above behaviors occur, the NLC Director will first attempt to meet with the child's parents or guardians to alert them to the problem, discuss methods of correcting the behavior, and notify the parents that the child will be terminated from the NLC if the behavior is not promptly corrected. If the disruptive or inappropriate behavior endangers the safety and well-being of NLC children, staff, or visitors, the Director may take all actions necessary to immediately protect other children, staff, and visitors. **The NLC has a zero-tolerance policy for any type of bullying behavior.** All incidents will be immediately reported to the NLC Director, and the parents of children involved.

The NLC complies with all federal, state, and other relevant laws that prohibit corporal or abusive punishment in a preschool. Additionally, staff is expressly prohibited from using unproductive, shaming methods of punishment.

Biting

Biting is not uncommon, especially among babies and younger toddlers who are learning about the world in all sorts of ways – even through their mouths! If a child bites another child, the teacher will speak with the biter and remind them teeth are not for biting our friends and will redirect the child appropriately. A "Biting Report" will be completed, both for the child who was bitten and for the biter. The parent of both children will be provided with a copy of the Biting Report and will be asked to sign in acknowledgement. This notification ensures appropriate steps can be taken at home as well as at school to emphasize to the child we do not bite others. After 3 bites within 30 days, a face-to-face meeting between parent, teacher and Director will be scheduled.

Termination Policy

The NLC's staff will make every effort to work with the family to prevent situations in which the NLC must initiate termination of a child from the program. However, the NLC has the right to immediately terminate a student for aggressive or violent behavior towards an instructor or another student as described above.

If a family desires to terminate their contract with the NLC, they must give the NLC two weeks' notice in writing prior to the date of termination.

Health Policies

Records

An immunization form must be in the child's record by the date of the child's admission to the NLC. In addition, **a Commonwealth of Virginia School Entrance Health Form (obtainable at the Front Desk and on the Center website) is required within 30 days of attendance**. Immunizations must be recorded on either a Health Department form or a physician's form, have the child's name, and be signed or stamped by a licensed physician, the physician's designee, or an official of a local health department.

You are required to submit updated immunization forms at the following ages:

- Every 6 months for children under the age of 2
- Once between 4-6 years old

Families who fail to provide required records in accordance with these licensing standards may be terminated from the Center at any time.

Illness

If your child vomits, has diarrhea, or has a fever over 100.4 degrees Fahrenheit, please follow the 24-hour rule, **even if their symptoms have resolved by drop-off time.** We understand it can be inconvenient to stay home with a child who no longer appears to be ill, however bringing a child who has had symptoms like those listed into contact with other children often spreads illness. Please be considerate of other children and families and – if in doubt – keep your child home.

If you bring your child to school without symptoms but believe there is a possibility that they might start to exhibit symptoms later in the day (for example, if a sibling at home is sick), please ensure your child's teacher or member of the administrative staff has your contact information or that of an authorized pick-up person should your child become ill later in the day.

If we observe any symptoms as listed below in your child while they are in our care, and we believe your child needs to be excluded from care, we will isolate them from the other children and will call you immediately so you can arrange for early pick-up within one hour of notification. Delayed pickup when a child is ill is not only unfair to your child, but it is problematic for the teachers and staff of the NLC who must maintain a one-to-one ratio with your child to keep them isolated from the others. **If a child is not picked up within one hour of notification of the need for pickup, a late fee will be assessed.** An additional $15 will be added for every 15 minutes (or portion of a 15-minute period) thereafter. (Example – If you are 20 minutes late, a late fee of $30 will be assessed.) This fee will be added to your next tuition bill. You will be asked to sign a Late Fee

Acknowledgement Form at the time of pick-up which will indicate the amount of the fee being assessed. The assessment of a late fee may be waived at the discretion of the Director.

You will be asked to sign a Symptom Alert Form when you pick up your child. This form identifies the excluding symptom(s) and explains the return policy for your child. Exclusion from the NLC is required when the teachers and the Director feel a child is in a contagious phase of an illness, if they require more care and observation than can be offered at the NLC, or if a child can no longer be comfortable at the NLC.

Some illnesses/conditions are easily spread in a community such as a childcare center. If a child is diagnosed with such an illness or condition, every effort will be made to notify families whose children might have come in contact with either the ill child or other opportunities to be exposed to the disease. Notification will be made via an emailed exposure notice.

Please Note: Some communicable diseases must be reported to the Public Health authorities so that control measures can be implemented. Parents and staff are asked to notify the NLC within 24 hours after a child, a person in that child's immediate family, and/or staff member, have developed a known or suspected communicable disease. If a communicable disease is diagnosed within the NLC community, a notification email will be sent to all families with children who might have been exposed regarding the specific symptoms, what to watch for, steps to take to avoid/treat, etc.

Reasons for Exclusion

A child exhibiting any of the following symptoms **may be excluded** from the NLC:

- Fever of more 100.4 degrees F or above
- Cough
- Shortness of breath
- Congestion or runny nose
- Chills
- New loss of taste or smell
- Earache
- Red, draining, crusty, or discolored eyes
- Severely irritated skin or scalp
- Unusual spots or rash
- Lice
- Extreme or unusual behavior
- Sore throat
- Muscle or body aches
- Excessive fatigue
- Headache
- Diarrhea/loose stool (more than twice)
- Nausea or vomiting
- Child is unable to play, sleep, eat, and/or participate in class activities

Inclusion/Returning After Illness

In case of a fever over 100.4, children must remain out for 24 hours after fever resolves (without fever reducing medication), **no exceptions.**

Administrative Staff will designate which of the following conditions apply to your child's specific symptoms/illness:

- **With documentation from a healthcare provider.** This documentation must state that my child may return to daycare and must identify any other criteria to be met prior to my child's return (e.g., fever free for 24 hours). I must notify the NLC of any positive test results of communicable disease (including but not limited to: COVID, influenza, strep, croup, RSV, Hand Foot & Mouth, etc.), **OR**

- **When symptom free 24 hours**, if no other symptoms arise. If additional symptoms do arise, I will receive documentation from a healthcare provider. This documentation must state that my child may return to daycare and must identify any other criteria to be met prior to my child's return (e.g., fever free for 24 hours). I must notify the NLC of any positive test results of communicable disease (including but not limited to: COVID, influenza, strep, croup, RSV, Hand Foot & Mouth, etc.), **OR**
- **Possible Pink Eye** – My child may return when their symptoms are completely gone, or with documentation from a healthcare provider.
- **Lice** – My child may return as soon as they have been treated with a lice shampoo and all lice and nits removed with a lice comb. NOTE: treatment will need to be repeated per manufacturer's instruction, usually in 10 days.

Medication

The NLC will administer medications prescribed by a physician and that are required more than twice per day. All medications must be in the original containers and must be clearly marked with the child's name and dosage to be given. Expired medication will not be administered or kept at the NLC. To avoid forgetting your child's medication at school, it may be helpful to ask your pharmacist to put your child's prescription medication in two labeled containers, one for the NLC and one for home.

All prescription medications will be administered by a staff member who has received Medication Administration Training (MAT).

If a child is to receive any type of medication while at the NLC, a "**Medication Consent Form**" must be completed by the parent and possibly the child's physician (see below). This form is available at the Front Desk or on the NLC website. Once completed the form needs to be returned to the NLC and accepted by a MAT certified staff member, along with the medication to be administered. **Please note: A separate form must be completed for each type of medication to be administered.**

- If the medication has a prescription – the Medication Consent Form must be signed by the child's physician.
- If the medication is an over-the-counter product – the Medication Consent Form must be signed by the child's physician if stated in the product's dosage information for the child's age, otherwise the parent/guardian signature is sufficient.
- If the medication is a fever-reducer – do NOT administer it to your child prior to attending the NLC unless you have received preapproval from an NLC administrative staff member. If you do administer a fever reducer without prior approval, your child may be excluded as the medication can mask a fever that might pop up later in the day. NLC staff will only administer fever-reducing medication during the day if absolutely necessary for issues such as teething, etc.

Emergency Medication (including Epi-Pen)

- For children who require emergency medication, all medication and accompanying forms must be complete and current. Failure to provide current medication or forms will prevent your child from attending the NLC until all requirements are met. In the case of Epi-Pens, 2 devices are required to remain on-site with your child.

- Emergency medication is stored in a locked medication bag in the classroom bag, which travels with the class between locations in the school, ensuring the emergency medication is always immediately accessible.

Non-Medicated Topical Products (Sunscreen, Diaper Cream, etc.)

Non-prescription, topical products do not require a MAT certified staff member to administer them. The only acceptable over the counter (OTC) products are non-medicated.

The procedure for the application of sunscreen, diaper cream, moisturizer, or insect repellant is:

1. The parent of each child must have a completed "Over-the-Counter Topical Product Application Form" on file. This form is valid through August 31st of each year. You will be asked to complete a new form each year.
2. The parent must supply the teacher with the appropriate sunscreen, insect repellant, etc. labeled with your child's name.
3. The teacher will only reapply sunscreen once during the day. **Sunscreen for morning playground time must be applied by parent/guardian prior to drop-off.**
4. The teacher will match the Over-the-Counter Topical Product Application form to the type of product provided.
5. The teacher will apply (or assist in the application of, for school-aged children) the product.
6. The teacher will check the children after application to ensure there is no reaction to the product.

Daily Health Check

To help minimize the spread of disease and to ensure that the children in our care are as healthy and comfortable as possible, our teachers perform a simple daily health check on each child. Our teachers attend a training course, the purpose of which is to teach them signs/symptoms to look for in a child that might indicate a health concern.

A Daily Health Check is performed each day as part of the greeting. The goal is to observe the child for changes in their appearance or behavior, NOT to diagnose an illness. Teachers will:

- Listen – to answers to questions such as, "How are you today? Did you sleep alright? Was everything ok with breakfast?"
- Look – Is the hair well-kept and free of lice? Are eyes clear or are they red, draining, itchy or crusty? Is the child complaining of pain in the ears or tugging at them? Is there any nasal discharge or is the skin red/inflamed above the lip? Is there excessive drooling, sores around the mouth, chapped lips, or a cough? Is the skin unusually pale, or rash-like?
- Smell – Are there any unusual odors?
- Feel – Does the forehead or back of the child's neck feel warm?

If any signs/symptoms are noted, the parents are notified immediately.

Accidents

In the event a child needs emergency care and we cannot reach the parents, the child will be taken to the INOVA Loudoun Hospital Center at Lansdowne or a previously requested emergency facility. If a child has a life-threatening problem, emergency care will be provided even if the NLC cannot reach the parents.

Parents will be immediately notified via phone if their child sustains any sort of injury to the head or face, no matter how minor.

Incident Report

In the event of an accident/injury, appropriate procedures will be followed, and parents will be notified. Incident reports are kept on all accidents and copies are available to the parents at the end of the day when they pick-up their child. These incident report forms are competed by the teacher at the time of the accident/incident and are reviewed and signed by an administrative staff member. You will be asked to sign the form, allowing you the opportunity to review what happened and the steps that were taken afterwards.

Enrollment Requirements & Records

All records must be complete and up to date for your child to attend the NLC. **Completed paperwork is required the Friday prior to the first day of attendance.** Students with incomplete files may not be permitted to attend until the record is brought up to date. The required forms are provided on our website at under the Parent Resources tab. The required forms for ALL students are:

1. Emergency Plan & Pickup Consent Form
2. Commonwealth of Virginia School Health Entrance Form (due within 30 days of first day of attendance)
3. Current immunization report
4. Authorization for Emergency Treatment Form
5. Parent Handbook Acknowledgement Form
6. Certified copy of their birth certificate, which will be returned to you after we record the required information (due within 7 days of first day of attendance; not required for school aged children who are transported to or from the NLC on LCPS buses)

Optional but requested forms include:

1. Class Directory & Picture Permission Form
2. Over-the-Counter Topical Product Application Permission Form

Your child's records include the following and must be kept current and accurate:

- Your child's identifying information (name, birthdate, etc.)
- Parent/guardian(s) name, address, home, and business phone numbers
- Name, address, and telephone numbers of persons, including the child's physician, to contact in case of emergency
- A signed statement by the parent regarding any allergies and other known health problems (medical, mental, emotional, developmental) and any special procedures that should be used in caring for the child
- Parental agreements for obtaining emergency medical care for the child when the parent is not available

- Current Physical and Immunization Records – we recommend submitting an updated immunization report every time your child receives an immunization to save you a possible second trip back to the doctor to pick up the report
- Center agreements and releases

Information pertaining to your child will not be disclosed to persons other than the NLC staff or other authorized personnel unless you have granted written permission to do so.

Recognizing Child Abuse & Neglect

If any staff member suspects that a child is being abused or neglected, the law (VA Code S63.2-1509) mandates the staff member immediately report the suspected abuse or neglect. All reports must be made directly to the Child Abuse Hotline at 800-552-7096. If a staff member is uncertain about making such a reporting, s/he will immediately discuss the matter with the Director, who will take prompt action to investigate and decide whether a report is necessary.

Furthermore, each staff member must take the "Child Abuse and Neglect: Recognizing, Reporting, and Responding for Educators" online course which is provided through Virginia Commonwealth University. A certificate of completion from each staff member is kept in the office.

Child Find

The NLC participates with Child Find. Child Find is a continuous process of public awareness activities, screening and evaluation designed to *locate, identify, and refer as early as possible* all young children with disabilities and their families who need Early Intervention Program (Part C) or Preschool Special Education (Part B/619) services of the Individuals with Disabilities Education Act (IDEA). In addition to children with disabilities, some states have elected to provide early intervention services for infants and toddlers who are at **risk of developmental delay** and their families. To receive an Early Intervention Program or Special Education, children must meet eligibility guidelines according to the IDEA.

If the NLC teachers and/or Director feel that there may be a need for screening by Child Find, you will be notified prior to any action being taken.

Please visit https://www.lcps.org/PreschoolChildFind for more information. The Child Find services are provided without cost to parents.

The NLC is willing to support outside programs for children within our care. For example, accommodating bus drop-offs from Head Start and other programs, encouraging specialists to come to our Center and work with a child on-site, and to work with our NLC teachers to help us best meet the child's needs while in our care.

Licensing & Insurance

This center is registered as "St Andrew Presbyterian Church DBA Neighborhood Learning Center" through the Virginia Department of Education (DOE) as a Religiously Exempt Child Day Center, and as a Child Care Subsidy Provider (Vendor ID 511003594). The Virginia DOE can be contacted at www.doe.virginia.gov. The NLC is covered by public liability insurance through Erie Insurance Company which provides coverage if someone brings suit against St. Andrew Presbyterian Church for personal or bodily harm suffered during the operation of the Center as a result of negligence.

Contact Information

Phone: 540-338-3956

Email: Jo Anna Rich – joanna.rich@tnlcenter.com

Website: www.tnlcenter.com

PARENT HANDBOOK ACKNOWLEDGEMENT & VQB5 OPT-IN

Parent Handbook Acknowledgement (REQUIRED):

By signing below, I acknowledge that I have received and read the attached Neighborhood Learning Center Parent Handbook dated August 1, 2026. I agree to comply with the policies described.

Parent/Guardian's Signature_____Date_____

Parent/Guardian's Name (Please print) _____

Child/Children's name(s)_____

VQB5 Opt-In Parent/Family Permission (REQUIRED):

In response to state law, Virginia has developed the Unified Virginia Quality Birth to Five System (VQB5) to measure and improve the quality of infant, toddler, and preschool classrooms. VQB5 is used in child care centers, family day homes, public school preschools, and Head Start sites. VQB5 helps families learn about different birth-to-five programs so they can choose a quality program that best meets their needs.

Our goal is to ensure all Virginia children have learning experiences that prepare them for kindergarten. Measuring the quality of these learning experiences helps strengthen programs like ours and provide important information to families.

State law (https://law.lis.virginia.gov/vacode/22.1-289.05/) requires that the VDOE improve learning experiences for young children so more children can enter school with the foundational skills needed to be successful in kindergarten and beyond. To understand how different early learning experiences support kindergarten readiness, classroom lists of children enrolled will be entered into the secure VQB5 data portal, called LinkB5. The state will then use this information to better support early childhood programs and educators to improve experiences for children.

Federal and state laws protect how this data is used. This information will be kept private, secure, and confidential and will never be shared in a way that would identify any child.

Check One: ____ I agree to have my child's information included in the VQB5 classroom list

____ I do not want my child's information included in the VQB5 classroom list

Parent/Guardian's Signature_____Date_____

Parent/Guardian's Name (Please print) _____

Child/Children's name(s)_____