

VALLE VERDE CHILDREN'S CENTER



PARENT HANDBOOK

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CHILDREN'S CENTER OVERVIEW

The Valle Verde Children's Center (VVCC) is parent/guardian-owned, non-profit 501-c3 organization with a paid staff of qualified teachers. The Center provides childcare Monday through Friday for elementary school aged children.

We are dedicated to helping your child learn social skills and cooperative living. We plan activities that are age and skill level appropriate, providing experiences in music, movement, art, science, technology, group games, teaming building, challenges, and sports. We continually strive to:

- Help each child acquire self-esteem through personal and intellectual growth.
- Guide each child to act in a considerate and caring manner with peers and adults.
- Develop each child's potential through free choice of a full range of activities.

BOARD OF DIRECTORS

A Board of Directors, composed of parent/guardian volunteers, meets every other month along with the Center Director to establish, define, and monitor the Center's operational policies and procedures. Parent/guardian participation is encouraged. Please contact the Center Director for meeting dates and times or check our calendar of events on our website.

Additionally, an End of the Year Celebration/Meeting is hosted by the Center Staff and the Board of Directors. This is a special time for parents and families to gather and celebrate the school year.

VVCC Bylaws are available to review upon request.

HOURS OF OPERATION

VVCC offers childcare on a year-round basis, including many school holidays. During the school year and summer, we are open from 7 AM - 6 PM, Monday through Friday (excluding major holidays).

ELIGIBILITY AND ENROLLMENT

VVCC accepts applications for enrollment without regard to race, religion, sex, national origin, color, creed, or physical or mental disability or any other protected status.

Children entering Transitional Kindergarten through 12 years of age are eligible to enroll. Enrollment is granted based on space available, and preference is given to children living within the Valle Verde School boundaries.

Our State Licensing Agreement allows us to enroll 157 children, and our overall teacher/child ratio is one teacher for every 14 children, in accordance with State Licensing Guidelines.

Enrollment packets and related materials are available online (valleverdechildrenscenter.org) as well as at the Center. A completed and signed enrollment packet must be received before the child may start with VVCC. It is necessary for us to have a file for each child. The file includes all forms required by State licensing as well as all necessary VVCC forms (e.g., Emergency Contact Form, Health History, Parent/Child Rights, Enrollment Agreement, etc.)

Registration fees are collected upon enrollment at the Center and then **annually in May until the end of the school year** for the following school year. If an existing family fails to sign up by the end of the school year but joins us for the new school year, a higher registration fee will be charged.

WAITING LIST

A waiting list is maintained by the Center Director and is designed to be as equitable as possible. Names on the list are taken and fulfilled on a “first-come, first-served” basis.

- New students to VVCC may be placed on the waiting list prior to enrollment at Valle Verde Elementary School, (not to exceed one year prior to enrollment).
- As openings become available, a representative from VVCC will call. You have **five business days** to respond with a decision.
- Kindergartners *not* requiring full time care after school should contact the Center Director for space availability. Space may be available during the hours of 7:00 AM - 2:30 PM (1:30 PM on Wednesdays).

TUITION, FEES, AND BILLING INFORMATION

(Review our Fee Schedule for complete details.)

ANNUAL FAMILY REGISTRATION FEE

There is an annual non-refundable family registration fee. Registration for current families must be paid by 6 pm on the last Friday in May for the following school year. If it is not paid by that date, there will be an increased registration fee.

FULL MONTH'S TUITION

When enrolling with Valle Verde Children's Center families agree to pay full tuition payments from August through May.

TUITION

Tuition is due the first of the month and is considered late after close of business on the 10th of the month. If we receive tuition after the 10th, a 10% late fee will be added to your account. In addition, if your account is not paid in full by the last business day of the month, an additional 10% will be added to your balance.

Important: There is no tuition reduction given for illness, holidays, furlough days, or outside activities/classes.

If your account becomes 60 days in arrears without making payment arrangements, your child will be dropped from the program. As a courtesy, you will receive two Request for Payment letters, and then VVCC will withdraw your tuition balance through Tuition Express.

METHOD OF PAYMENT

All payments are to be made through **Tuition Express** (electronic funds transfer) using your checking or saving account. This is our preferred method of payment. All families must have a checking account on file with us. Checks are also permitted (payable to Valle Verde Children's Center or VVCC).

RETURNED PAYMENTS

All returned payments from your bank will result in a charge for a return payment fee. If we receive three returned payments during the school year, you will be required to pay tuition and fees in cash or by money order. Check fee schedule for details.

SIBLING DISCOUNT

For families using our set schedule contract, a 10% discount is given on the lower cost tuition and 15% for the second lowest tuition cost.

HOLIDAY SCHEDULE AND SCHOOL CLOSURE DAYS (7 AM – 6 PM)

VVCC is closed most major holidays but remains open on many school closure days. (See event schedule on our website). Each year, the Board of Directors will decide on specific dates based on the needs of our families in conjunction with the needs of the Center.

We Are Closed: Labor Day, Veterans Day, Thursday, and Friday of Thanksgiving break, for Winter Break closures check our website, MLK Day, Presidents Day, Cesar Chavez Day, Memorial Day, and the week of Memorial Day. VVCC may be closed additional days between Summer and the start of the school year. These days will be on our event calendar and are based on Center's need.

We Are Open: All Teacher In-Service Days, Monday - Wednesday of Thanksgiving Week, check our website for Winter Break information, School Recess Days, and Spring Break.

Full-Time Families: (5 days a week, 7 AM - 4:30 PM / 7 AM – 6 PM) Will not be charged for School Closure Days but must sign up in advance.

PREFERRED: FAMILIES SIGN UP FOR SCHOOL CLOSURE DAYS IN ADVANCE ON OUR WEBSITE.

1. We ask you to sign up 2 weeks before school closure days so we can staff accordingly.
2. If you have signed up in advance you have till 2 weeks before the school closure day to make any changes necessary.
3. There is an increased fee if you sign up after the two-week deadline.
4. Please plan carefully, there is no refunds or switching days after the two-week grace period.

VVCC will need a minimum number of children enrolled to remain open during school closures days. Parents will be notified of closure one week in advance.

SCHEDULES

SCHEDULING YOUR CHILD

VVCC has three options for scheduling your child:

1. The first is a **set schedule contract**, which is a block of time that remains the same throughout the month and the school year.
2. The second is a **Customized Calendar, (1st-5th grade only)** If you are not contracted for the times and rates above, you will use a customized calendar. This requires you to turn in a customized calendar by the 20th of the month (for the upcoming month), on which you select the dates and times your child will attend VVCC. Customized Calendars begin at dismissal and require a minimum of one hour per day and **10 hours per week**. Customized Calendars are located under Forms and Documents on our website. **Please note: If we do not receive your Customized Calendar by the 20th of the month, there will be an increase in the hourly rate.**
3. The third option is a Daily Drop-In – see below for details.

SCHEDULED DROP-IN

1. You must call us before or on the day that you will need our services. For same-day drop-in, we must receive notice before 2 PM (MTTHF) / 1 PM (W), otherwise it will be considered an Unscheduled Drop-In.
2. Note: email is not checked regularly, please call VVCC.
3. A drop-in option may be possible based on space availability on any given day.
4. All drop-in fees start at dismissal. Drop-in is a minimum of one hour and then charged to the half hour. Drop-in care is based on space available, drop-in care is not guaranteed until confirmed.

For safety, we ask you to call the VVE office to notify your child and your child's teacher of the same day drop-in.

Drop-In families are required to have a tuition express account on file with us. This is our preferred method of payment. Fees will be withdrawn the next week. Please refer to our Fee Schedule for more information.

UNSCHEDULED DROP-IN

If we do not receive your call before the allotted time above, it is considered an Unscheduled Drop-In. A Walk Over Drop In, occurs when VVCC does not know your child will be attending. Depending on availability, we may or may not have room for your child, if we do not have room, your child will be brought to the office. Fees will be higher for both these drop ins. Check our fee schedule for rates.

MORNING DROP-IN

The fee for morning drop-in is a flat rate. Parents must accompany their child inside the building and sign them in using our touch screen. Please notify VVCC when you need the morning Drop In. Check our fee schedule for more information.

LATE PICKUP FEES

Late pick up fees apply to all pick up times:

- Dismissal Pick up: 2:30 pm (MTTHF) & 1:30 pm (W)
- Modified Schedule Pick up: 4:30 pm
- Set Schedule Pick up: 6:00 pm
- Customized Calendar: Refer to your calendar

(Check fee schedule for more information.)

CHANGES TO SCHEDULE

Parents/guardians may change their child's VVCC schedule once per school year. After that, your family account will be charged a fee. Changes to your schedule need to be in writing two weeks prior to the change, which will take place the first of the month. Please refer to our Fee Schedule for details.

WITHDRAWAL FROM VVCC

Written notice of withdrawal from the Center must be received by the 15th of the month with withdrawal beginning the first day of the next month.

COMMUNICATION

GENERAL COMMUNICATION

Communication is vital to the safety of your child/children! Remember to use the communication clipboard in the sign-in/out area to indicate any change in your child's schedule or for any additional people picking up.

NOTIFICATION OF ABSENCE

Please call to advise us of **illness, vacation, appointments or for any non-attendance.**

The VVE Office **does not** let us know when a child/ren are absent or left early.

You must call VVCC to let us know. Email is not checked regularly! We pick up TK-K and 1st Graders from their classroom. We need notice to be able to mark your child absent.

AFTER SCHOOL ACTIVITY FORM

If your child is enrolled in a VVE enrichment class or an outside group like girl scouts or boy scouts we will need our **After School Activity Form** filled out. This form is located on our website under forms and documents. We will not be able to take or release your child to their on-campus activity if we do not have this form on file.

ARRIVAL AND DEPARTURE

State licensing requires that **a parent/guardian must sign the child in and out each day into our ProCare Computer System.** The Center Staff will take care of signing the children "out" when going to school in the morning, and "in" when coming from school in the afternoon. This computer system lets VVCC know who is in their care at any given time. To ensure strict adherence to this policy, VVCC will access fees for non-compliance. Please refer to our Fee Schedule for details.

Important: Written notice is required for the Center to release a child to anyone other than the parent/guardian unless the designed person had been previously identified as part of the enrollment paperwork. The "communication clipboard" is a great way to notify VVCC of a 'new' person picking up your child, s/he must bring a photo ID. You may also call or email, in advance, of the pickup.

VVCC WEBSITE AND MONTHLY NEWSLETTER

Our website has important information for you and your child. Check it for enrollment forms, calendar updates, fee schedule, medical forms, tuition express information, photos of your children and more.

Also of interest will be our **VVCC Newsletter**. Drafted by the Director of the Center, the newsletter is sent electronically, and contains up-to-date info about our Center, our programs, calendar items, and other important news. If you are not receiving our emails, please give us your email address.

HAS YOUR HOME INFORMATION CHANGED?

Contact us immediately when you move, change your email, or have a new phone number. Our records must stay up to date so that you can be reached in an emergency.

HEALTH AND MEDICINE

HEALTHY CHILD POLICY

VVCC is responsible to ensure that children with obvious symptoms of illness are not accepted into the Center. If children show signs of illness, the parents/guardian will be called, and the child will be isolated until s/he can be picked up, with in 30 minutes of our call.

Children sent home with a fever must be 24 hours fever free without medicine before they may attend VVE or VVCC.

***Our COVID-19 Policies & Procedures can be found on our website. Please check for updated information.**

Important: If your child is absent from school due to illness, s/he may not attend VVCC.

ADMINISTRATION OF MEDICATIONS

State licensing regulations require that we keep all medication under lock and key. When it is necessary for a child to take medicine during the time s/he is at VVCC, the parent/guardian must complete and return the Administration of Medications Form. All medication must be brought in by the parent/guardian **in the original container** to be placed in a locked boxed. This includes over-the-counter medications. Children may not store medicines in their backpacks.

SNACKS

VVCC encourages children to finish their lunches at snack time, once done other snacks can be eaten. Make sure your packing at least 2 additional snacks for VVCC.

WATER BOTTLE

Children must have a labeled, refillable water bottle.

MISCELLANEOUS INFORMATION

LABELING

All items, lunch boxes, water bottles and clothing need to be labeled with your child's name. This will ensure your child's items will be put in their cubby if found.

LOST AND FOUND

VVCC has our own lost and found, it is a good idea to check it periodically. VVE has its own lost and found that is usually located by the MUR.

ROLL SHEETS

VVCC creates roll sheets weekly to ensure we have an accurate list of children when we drop off or pick up your child from TK ,K and 1st Grade. We also create a master list of 1st- 5th grade students to ensure every child comes over to us at dismissal.

CUBBIES

Each child has a designated cubby space with enough room to hold a backpack and a lunch box. Since we do not have facilities to ensure the safekeeping of money, valuables, or things with sentimental value, it is strongly suggested that things of this nature be left at home. No toys from home are allowed.

Please Note: No cell phones are permitted at VVCC at any time, phones need to be stored in backpacks.

SPECIAL PROGRAMS

HOMEWORK CLUB

Homework time for 1st-5th Graders is scheduled for 3:10 PM on MTTH. If children don't have homework, they may read for 20 minutes. When they are finished, they may resume outdoor play.

Please Note: If your child does not finish his/her homework during homework time s/he may also continue doing homework during (5:15 PM – 6 PM Monday through Thursday).

ANNUAL END-OF-THE-YEAR CELEBRATION

Held in May, our families are invited to eat, enjoy the camaraderie of other VVCC families, and meet members of our Board. This is a free event for our families.

SUMMER PROGRAM

Our popular summer day camp is engineered through the hard work and creativity of our Staff. While the themes/activities vary year to year, there are a few constants, such as sports, arts, engineering, science, group projects, field trips, swimming, and special events. A complete summer packet with registration is distributed in the spring and available on our website. Fees are charged weekly. Plan carefully as there are absolutely no refunds or switching of weeks.

CONDUCT AND CONCERN PROCESS

EMERGENCY DISASTER PLAN

In case of an emergency, VVCC will evacuate our staff and students to VVE's baseball fields. If further evacuation is necessary, we will walk to Citrus Shopping Center through the back gate to wait for parent pick up or the next directive issued by the city or state.

BEHAVIORAL ISSUES

Appropriate behavior is expected of each child attending the Center and VVCC Staff will work with the family in attempt to resolve behavioral issues. Parents/Guardians of children who continually display inappropriate behavior will be notified. If the behavior continues the child may be suspended from the Center for up to three days. If after the suspension the behavior has not improved, the child may be dropped from the program. Every parent/guardian is required to sign the Behavior Agreement form in the enrollment packet.

PARENT/GUARDIAN CONCERN PROCESS

Parents/Guardians are advised to discuss issues regarding the Center, Staff, or anything affecting their child's wellbeing with the Center Director. The Center Director is responsible to respond within ten days. The conversation should include a review of the issue, what has been done to resolve the issue thus far, and what you feel is an equitable solution. If needed, the Board will meet to review the concern, and respond within ten days of receipt of a properly submitted concern. Contact the Center Director for a current list of Board Members.

If the Board's response is unsatisfactory, the parent/guardian may present the issue to the Board in person. The Board will have ten days to respond.

If the parent/guardian is not satisfied with the response, the parent/guardian will then have an opportunity to present the issue at a Parent/Guardian Forum. The forum is open to all parents/guardians who have children attending VVCC. At the forum, the parents/guardians who voluntarily choose to attend will review and decide how to address the concern.

Please Note: The utilization of the concern process will not delay the imposition of suspension for behavior or non-payment issues, which take effect immediately.

PARENT/GUARDIAN RIGHTS AND RESPONSIBILITIES

You have the right to:

- Know your child is in a safe environment, free to select from a variety of activities.
- Know about any change in policy and/or procedure.
- Know what type of programs and activities are being planned and taught.
- Know if your child is having a problem and talk to the staff regarding a solution.
- Express your concern regarding anything you feel is not in the best interest of your child.

You are responsible to:

- Let the staff know if/when your child will not be attending the Center (for any reason).
- Inform staff if your child is ill or has a communicable disease, and ensure your child is healthy/free of disease prior to returning to the Center. You may be asked to provide a doctor's note before the Center can readmit your child (e.g., Pink Eye).

- Notify the Director of planned vacations, days off, or any change in schedule two weeks in advance.
- Share your concerns with the Center Director if the program is not meeting your needs.
- Listen to concerns that the staff may have about your child's behavior. Work together to find a mutually satisfying solution.
- Replace broken equipment that your child may be responsible for misusing.
- Pick up your children on time.
- Physically come into the Center each day to sign your child in and out. Notify the staff in writing when someone else will be picking up your child.
- Make tuition payments on time.
- Keep your child's emergency records up-to-date, especially work phone numbers.

CHILD RIGHTS AND RESPONSIBILITIES

Your child has the right to:

- Have a safe, encouraging, and dependable environment.
- Use all the equipment and space on an equal basis.
- Find equipment where it belongs and in working condition.
- Have his/her feelings and ideas respected.
- Express his/her emotions in an appropriate manner.
- Express his/her creative ability, to explore and discover.
- Be in an environment offering a variety of choices: physical, creative, indoor/outdoor, etc.
- Appropriately voice his/her opinion on the rules and activities.
- Have staff members who genuinely care about him/her and enjoy helping him/her grow.
- Have fun!

Your child is responsible to:

- Learn from his/her mistakes; take consequences for his/her actions.
- Respect all rules of the Center and control his/her feelings/actions so everyone is safe.
- Use the toys and equipment in a safe and correct manner.
- Share toys and equipment with all children; return things to the correct place.
- Carry out positive interactions with peers and staff.
- Stay where a staff member can always see him/her. Tell a staff member when s/he wants to go to another area.
- Come to the Center immediately after school.
- Carry out an activity s/he begins, to include cleaning up before going to another activity.

Thank you for entrusting us with the care of your child!