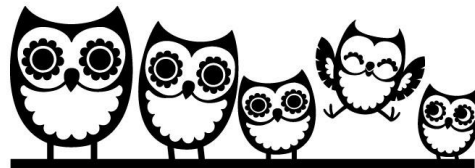


# The Adventure Club Parent Handbook



*Proudly serving families in the New River Valley since 1989*



We are so glad that you are joining our Adventure Club Family!

This handbook will familiarize your family with our philosophies, policies, procedures, and schedules.

If you find that you have a specific question that is not answered in this handbook please feel free to call our Main Office at:

Phone: (540) 382-3783 Fax: (540) 382-6529  
Monday-Friday 8:00am - 6:00pm

**Revision Effective July 2017**

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## Welcome to The Adventure Club Family!

We can't wait for you to get to know us and for our company to learn more about your family.

The Adventure Club is thrilled to be operating out of our Montgomery County Public Schools for over 27 years! Along the way, we have developed many friendships with the schools, companies throughout the community, and with the families that we serve.

Our journey is full of fun, laughter, talent, and an eagerness to explore what lies ahead.

We hire individuals with many different talents and strengths, but above all, a passion for teaching and nurturing children.

We are glad that you are taking the time to learn about us through this handbook. We are also happy to meet and greet families at our main office and our school sites as well.

If you would like to schedule a visit, simply call (540) 382-3783 and our friendly staff will be happy to assist you.

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**DISCLOSURE - Effective July 2017:** The Adventure Club reserves the right to make changes to any policy, procedure, tuition rates, fees, or other processes and information disclosed in this parent handbook, our rate sheets, or our enrollment forms without prior notice. We reserve this right to maintain licensing compliance, stability, and integrity of our programs and for the safety and security of the children & families enrolled in our programs and for the staff that our company employs.

We Appreciate Your Business!  
The Adventure Club Executive Management Team  
TAC Main Office: (540) 382-3783  
TAC Website: [www.The-AdventureClub.com](http://www.The-AdventureClub.com)

# Currently at 6 Public Schools!



## School Site Contact Numbers

Auburn Elementary	.....540.818.6345
Belview Elementary	.....540.831.0172
Christiansburg Primary School	.....540.818.6322
Eastern Montgomery Elementary	.....540.818.9109
Falling Branch Elementary	.....540.818.6521
Kipps Elementary	.....540.818.4995
Adventure Club at Galaxy Play (full days only)	.....540.382-3783

## Hours of Operation

Auburn Elementary	6:00am-school bell rings-6:00pm
Belview Elementary	6:30am-school bell rings-6:00pm
Christiansburg Primary School	6:00am-school bell rings-6:00pm
Eastern Montgomery Elementary	6:30am-school bell rings-6:00pm
Falling Branch Elementary	6:30am-school bell rings-6:00pm
Kipps Elementary	6:30am-school bell rings-6:00pm
Adventure Club at Galaxy Play	6:30am - 6:00pm on full days only

## Daily Schedule

### Morning Schedule

6:30am – 7:00am	Listen to Music and Play Quiet Games
7:00am – 7:45am	Small Group Games
7:45am – 8:30am	Team Building Group Games
8:30am – 8:45am	Clean up and Get Ready for School

### Evening Schedule

3:45pm – 4:30pm	Calm Homework and Snack Time
4:30pm – 5:00pm	Physical Team Building Activities
5:00pm – 5:45pm	Project: TAC School Year Theme
5:45pm – 6:00pm	Free Play and Clean Up

Website: [www.the-adventureclub.com](http://www.the-adventureclub.com) Phone: (540) 382.3783

# Welcome to The Adventure Club!

**Motto:** *Parents' Partner Children's Choice*

## Our History

Child Care Consultant Services, Inc. represents a combined field experience of over 27 years in the fields of early childhood education and child daycare. The corporation was formed in 1989 as the response to community needs, including employers, government entities, parents, and children for enhanced childcare options in this area.

Child Care Consultant Services, Inc. then established a new concept to school age child care; care right inside the comfort of a student's own public school. So, The Adventure Club was formed! The Adventure Club provides a safe, familiar, fun program before & after school inside the public schools throughout the New River Valley.

The Adventure Club continues to respond to community needs by growing and expanding. We now have three affiliated full time childcare centers that serve families of children ages 6 weeks through 5 years, who can then transition directly into The Adventure Club with no extra registration fee!:

NRV Radford Adventure Club Child Development Center..... (540) 831.7222  
Grace-A-Child USA..... (540) 382.9591

Would you like to see us in action? We would love for you to visit The Adventure Club. Just call our main office or The Adventure Club School Site that you would like to visit to set up a time to meet us and see what we do best!



## Our Mission

To live up to our name! School age children need a creative, stimulating, active environment. We strive to provide superior, affordable childcare. We want to make sure every child has the opportunity to become a part of The Adventure Club Family!

We continue our legacy to remain “Parents’ Partner and Children’s Choice” by:

- Hiring amazing staff members. We start by hiring individuals who show a passion for teaching and nurturing the minds of children. We ensure that they have extensive childcare experience, and thoroughly train them before they’re considered permanent staff members.
- Providing a safe, clean, stimulating environment.
- Keeping our children busy! We have a calm reading and homework time as well as planned group games, crafts, and visitors.

## Philosophy

We are all children of varying ages. We all deserve to feel cared for, supported, educated, encouraged, nurtured, and kept from harm’s way.

We strive to be the best at all of these things for the children in our program and for one another, including our colleagues, parents, and children.

We are a team!

## Safety

Upon arrival and/or departure, you **MUST** escort your child in or out of the building and check them in or out of our system. This is a licensing requirement. Every school site has a tablet or laptop with our software system loaded onto it. Procure stores contact and child information, and issues each parent/guardian a pin# which is customized by the parent/guardian.

A head count of the attending children is done several times throughout the day.

If one of your listed contacts comes to pick your child up and our staff does not recognize that person, **they will have to show their ID.** This will be cross referenced with our system to ensure that each child stays safe!



## What is The Adventure Club & Why is it Different?

The Adventure Club has been operating since 1989 inside the elementary public school system. Children feel a great level of comfort by remaining in the school that they are familiar with. We offer flat full time rates as well as our very popular, part time pre-paid flexible care rates. We operate on all teacher work days, most snow days, and planned holiday closings.

We provide: snacks, homework time, team building games, arts & crafts, and so much more.

We send: face painters, dancers, musicians, and other professionals throughout the community to our school sites to make sure our children have an adventurous experience waiting for them.

### Virginia Childcare Licensing Standards ~ What You Should Know!

All of our Adventure Club Sites are held to very high standards, as we are State Licensed at all of our facilities for children ages 5-12 years old! When considering who will take care of your child, keep in mind that not all childcare providers are state licensed, and it's very important that you educate yourself about the difference between "Licensed" and "Non-Licensed" providers. Licensing standards mandated for our facilities include, but are not limited to:

- Background Investigation & Criminal Record checks on every employee before permanent hire.
- Advertisement that is straightforward and not misleading or deceptive.
- Verification of children's birth certificates; assist in monitoring illegal residency or kidnapping.
- Liability insurance for bodily injury meeting certain minimum requirements.
- Announced and un-announced state inspections to ensure activities, services, and facility are conducive with the safety and wellbeing of your child.
- HIPPA guidelines protecting your child's personal information
- Meeting minimum educational requirements for all site managers/directors to include a high school diploma, associate's degree, endorsements, BA in childcare and/or related field, or at least 48 semester hrs from accredited college or university.
- MAT (medication administration trained) & CPR (cardiopulmonary resuscitation) Certified.

The Adventure Club also maintains specific policies & procedures that are strictly upheld to include:

- Monthly staff meetings that include training & current events between sites
- Advance curriculum activities that are fun for the children, while offering educational value
- Open door policy; we want families to know that they can always call or come to our main office with concerns or praises anytime during our business hours. We are here to serve you!

***At our Belview & Eastern Montgomery Elementary sites,  
we are licensed to accept children ages 4-12 years old!***

Visit us on Facebook to see the kiddos in action at: [www.facebook.com/ccctac](http://www.facebook.com/ccctac)

## What About Full Days of Care?

We are very excited to announce that all full days of care will now be hosted at our new **Adventure Club at Galaxy Play USA ~ 77 Scattergood Drive, Christiansburg.**

This will be your child's fun filled destination for Teacher Work Days, Snow Days, and Holidays. *(Our school sites will only have before & after care. TAC will NOT be open for full days at the school sites)*

To make Galaxy Play your families destination in "creating memories for a lifetime",  
See more information on page 14 of this handbook, or call (540) 230-4453.



The 1<sup>st</sup> child is \$30, each additional child receives a \$5 sibling discount. MCPS employees receive 30% off their 1<sup>st</sup> child. Additional children, standard sibling rate applies.



You will need to bring a bagged lunch with your child's name and date on it. Please supply a lunch that does not need refrigeration or heating.



The Adventure Club does not allow electronics while in the program. We will have plenty of activities to keep your child busy without the need of electronics or toys from home. We appreciate your understanding.



Upon picking up your child, please be prepared to bring your driver's license into the building with you. Our staff may be from a different center and may not immediately recognize you. This is a safety precaution that is greatly appreciated.





# Our Expectations of The Adventure Club Children

## 7 Expectations of The Adventure Club Children

1. Treat others the way you would like to be treated-we have a Bully Free Zone!
2. Listen to the teacher the first time directions are given.
3. Respect everyone's personal space.
4. Share with others and take turns.
5. Use inside voices when inside, playground voices are for outside.
6. Use "walking" feet inside.
7. Always do your best! Do what is right, not what is easy.

Please review these expectations with your child often! If we are all on the same page we can work together to solve problems before they start. If children adhere to these expectations they will not have any reason to be "written up" by our staff members!

## What happens if my child receives a behavior write up?

**Some examples of Level 1 behavior:** Name calling, screaming, not following directions, etc. This level of behavior is handled by documenting the circumstances and reviewing it with the parent.

- **5** Level 1 behavior write up's in 2 consecutive weeks = a written warning and a call to the parent from the HR manager to discuss a corrective plan of action.
- **7** Level 1 behavior write up's in the same 2 consecutive weeks = a second written warning and call to the parent from the HR manager to discuss a further corrective plan of action.
- Excess of **7** Level 1 write up's = immediate 1 day suspension and a face to face meeting with the parent.

**Some examples of Level 2 behavior:** Continuous defiance, spitting, damaging property, etc. This level of behavior is handled by documenting the circumstances and reviewing it with parent.

- **3** Level 2 behavior write up's in 2 consecutive weeks = a written warning of possible suspension and a call to the parent from the HR manager to discuss a corrective plan of action.
- **5** Level 2 behavior write up in the same 2 consecutive weeks = immediate 2 day suspension and a face to face meeting with the parent.

**Some examples of Level 3 behavior:** Physically harming themselves, a friend, or a staff member, throwing objects, running away, etc.

- **A child's 1<sup>st</sup>** Level 3 behavior write up = a call to the parent to pick their child up within 30 min's. The exception to this is if the occurrence happened in the last hour of the day in which our staff will wait for the parents own arrival time. Our HR manager will call the parent to discuss a corrective plan of action.
- **A child's 2<sup>nd</sup>** Level 3 behavior write up = a call to the parent to pick their child up within 30 min's, followed by immediate suspension. The HR manager and/or CEO will call the parent to request a meeting to discuss a further corrective plan of action before the child can return.
- **A child's 3<sup>rd</sup>** Level 3 behavior write up = At this time, it is at the discretion of the HR manager or CEO to decide the best course of action and determine if our program is a good fit for the child. Our goal is to help all children have a successful experience with us at TAC! If the HR manager or CEO feel that TAC has exhausted all of the above steps with no success, or feel the child is directly endangering themselves or others around them, it will be necessary to permanently remove the child from TAC. This is never an easy decision, but is necessary when considering the well-being of other children and our staff.

# What happens when a child is misbehaving?



## What happens when a child exhibits unwanted behavior?

The following are a list of steps that our staff takes:

**Step #1:** Inform another staff member of what has happened so you may devote more time to problem solving with the child.

**Step #2:** Have the child “cool off” in an area away from the other children. The Adventure Clubhouse Zone is the right place for this if it is vacant. Inform that child that after a few cool down minutes they should raise their hand when they are ready to talk about what happened.

**Step #3:** Listen to the child and problem solve.

**Step #4:** Fill out the Behavior Sheet and hand it to the Site Manager. The Site Manager is the only staff member who should go over Behavior Sheets with a parent.

### **If the child WILL NOT go to the Clubhouse and continues defiance:**

**Step #5:** Give them a physical task. Do laps around the room, pick up trash, sweep the floor, etc.

**Step #6:** Fill out the Behavior Form

**Step #7:** Hand the Form to the Site Manager

### **If the child WILL NOT do either of the above:**

**Step #8:** Ask the Manager for help. This may be the time to call the child’s parent and have the parent speak to their child over the phone.

**\*Special Note\*** If the child is being physical with children and endangering them or themselves: Evacuate the other children - Have the Site Manager stay with the child exhibiting unwanted behavior and the other staff member(s) need to take the other children to a separate room or outside. The Site Manager needs to call that parent as soon as they are physically able.

### **To Recap, if a child exhibits unwanted behavior:**

- 1<sup>st</sup> try the “cool down zone”
- 2<sup>nd</sup> try to give them something physical to do
- 3<sup>rd</sup> inform the Site Manager for a possible parent phone call

### **The Adventure**



Safe Zone

### **A very rare case would result in: Child Restraint known as “The Bear Hug”**

If a child is physically hurting another child and there is not time to evacuate the other children or if a child is “fleeing” into an unsafe location it may become necessary to restrain the child. The proper method is to approach the child from behind, fold their arms across their chest, and hold their wrists in both hands until they calm down. During the restraint we calmly tell the child, “I am holding you because I will not let you hurt yourself or one of the other kids. I will let you go when you calm down.”

As soon as the situation is under control a parent or guardian will be called.

# Child Illnesses & Injuries

## Illness



- Sick children should be separated from the group and made as comfortable as possible.
- The parent/guardian will be called if a child vomits or has a fever above 99.0 to pick the child up as soon as possible (within an hour is ideal).
- If a contagion is discovered at our facility we will post the issue next to the tablet or laptop where parents clock their children in and out.
- If your child is contagious they cannot attend our program until 24 hrs after the illness subsides.

## Injury or Broken Limb



1. **If a child is injured:**
  - a. Our staff will make the child as comfortable as possible
  - b. An “Accident Report” will be filled out

*Any injury to the head results in an “Accident Report” even if no external symptoms are present*

2. **If a child breaks a limb:**
  - a. Our staff will call 911
  - b. Our staff will call the parents
  - c. Our staff will call our Main Office
  - d. Our staff will notify the school’s office

*The Site Manager will ride with the child in the ambulance*

## Missing Child



3. **If a child is missing:**
  - a. Our staff will call our Main Office
  - b. Our staff will notify the school’s office
  - c. If the child remains missing our staff will call 911
  - d. If the child remains missing our staff will call the parents

Each Adventure Club Child, while enrolled in our program, is insured with a supplemental accident policy. If your child is injured in our care, your child’s accident will be covered by our supplemental accident insurance policy. As a supplemental policy, a parent must submit the claim to their primary insurance carrier first. After this has been done, our liability insurance will cover the remaining balance. If a parent does not have insurance, our claim will be submitted to cover expenses.

# Administering Medication



We strive to have a Medical Administration Trained (MAT) staff person on site at all times in the event that a child may need us to administer a prescription pharmaceutical.

If your child has an Epi-pen, Inhaler, etc., and you feel we need to keep these on hand while in our care, you will need to complete a Medical Consent and give it to the site manager at your child's school site, along with the medication in its original packaging.

## Noteworthy Regarding Medicines at The Adventure Club

- Medicine must be labeled with the child's first & last name, amount of medicine in the container, and anticipated time of dosage.
- Short term use = 10 days or less of an over the counter medicine requires parent consent only.
- Long term use = 60 days of a prescription medicine requires physician consent.
- Medical consent forms expire every six months and will need to be re-submitted if we need to continue to keep a medicine on site.
- If an authorization expires, the parent will be notified immediately and will be required to complete another consent form or pick up any remaining medication. If medication is not picked up within a 14 day period The Adventure Club will dispose the remaining medicine.
- Medicines are kept inside a locked cabinet or a lock box. The exceptions are Epi-pens and Inhalers. These must be easily accessible by our staff but out of sight and out of reach of our children.



## Money Matters

### No Pause Tuition for Full Time~Flat Rate Families

Full time payers are required to pay tuition continuously during school year closings such as; teacher work days, holidays, & snow days. TAC services are retained per contractual agreements; therefore continuous tuition fees are maintained.

### Flexible Pre-Paid Care

**Requires a Valid Credit Card Kept on File to Charge for Negative Hours. NO EXCEPTIONS!**

The parent is primarily responsible for tracking used hrs, or can call the main office weekly to obtain their balance. If the child's attendance exceeds available hrs, the negative balance will be debited from your card on file without prior notice at a **rate of \$9 hr**. Hours are deducted in 30 min increments with a 5 min forgiveness window. Once purchased, flex hours are non-refundable, but do not expire and will carry over. See examples below:

**AM Example:** In; 7:40 - Out; 8:45 = 1.05 (1 hr 5 min's rounds to 1 hr) In; 7:39 - Out; 8:45 = 1.06 (1 hr 6 min's rounds to 1.5 hrs)

**PM Example:** In; 3:45 - Out; 4:50 = 1.05 (1 hr 5 min's rounds to 1 hr) In; 3:45 - Out; 4:51 = 1.06 (1 hr 6 min's rounds to 1.5 hrs)

### Payment Methods

1. **Auto Debit from Credit Card or Checking Account:** Weekly or Monthly. (We do not bill bi-weekly).

2. **Department of Social Services:** We accept families who have been pre-approved for childcare assistance.

**PLEASE NOTE:** We no longer accept checks/cash due to increased collections from returned checks & risk of monetary loss.

### Add-On Day Fees for Full Days of Care

All full days of care will now be hosted at our new **Adventure Club at Galaxy Play USA ~ 77 Scattergood Drive, Christiansburg**. This includes teacher work days (TWD), snow days, and holidays. (*Our school sites will only have before & after care. TAC will NOT be open for full days at the school sites*). Attendance on full days requires an additional fee of **\$30 per child, each day**. A sibling discount of \$5 applies for additional children. Fees are debited within 1 business day. The Pre-Pay 10+ Add-On Day Package per child is non-refundable once purchased, but days do not expire and will carry over.

✓ **MCPS Employees:** Receive 30% off standard rate for the 1<sup>st</sup> child on TWD's ONLY whether you utilize flex care or pay a full time rate. This discount is not applied towards snow days or holidays. If you use flex care only, attendance on snow days & holidays will be deducted from your flex hrs. Additional children, standard sibling fees apply.

✓ **Flex Care on Full Days:** ALL families that pay by Flex Care Only MUST use flex hrs for attendance on full days. Add-on day rates are reserved for full time payers only, or if you pay a full time rate combined with flex care alternately.

✓ **DSS Families:** The parent is responsible for a difference of \$5 per child, each day as DSS only pays a portion of our rate.

### Unpaid Tuition, Late Payment, & Suspension of Services

✓ **Weekly / Monthly Payers:** Tuition is debited each Friday morning or 1 time monthly (*ask to see mthly schedule*).

✓ **Suspended Services for Non-Payment:** Credit payments returned for insufficient funds will be automatically submitted a second time to collect funds. If payment is returned due to a closed account, you will be contacted upon notice. After a second attempt to collect funds payment is returned again, you will be notified to make alternate payment no later than Wednesday to avoid a \$35 late fee and/or childcare suspended the following morning until your balance is paid in full.

### Vendor Discount Qualifications: MCPS, Lewis Gale, NRVCS, Dish

Employment verification is required to receive vendor discounts. We will need a copy of your current employee ID prior to your first payment in order to receive your discount. Regretfully, discounts will not be honored until verification is received. MCPS max discount is 35% mthly and not to be combined with any other discounts. **Our MCPS discount of 30-35% off rates applies to Montgomery County employees ONLY. This special discount is extended as part of contractual agreements with MCPS and does not apply to any other school counties!** Lewis Gale, NRVCS, DISH max discount is 1 - 5% discount wkly or 2 - 5% discounts mthly. All discounts are non-transferrable; apply to the primary parent or legal guardian on the child's account and not to include additional family members or friends.

### Withdrawal From the Program

We require a 1 week written notice of withdrawal. Please email your request to: [tac@the-adventureclub.com](mailto:tac@the-adventureclub.com). Withdrawal request are **NOT** accepted at the school sites, and will **NOT** be considered "valid" if your notice is not received at the main office by our accounting department. Families who withdraw "Without Prior Notice" will be charged a \$50.00 withdrawal fee or 1 weeks tuition, whichever is greater, and any outstanding charges left on the account.

# Full Time Enrollment Benefits



## Full Time Enrollment Defined

If your child is enrolled to attend daily each Morning (AM), each Afternoon (PM), or Both Morning & Afternoon and you pay a flat discounted rate, this is considered full time enrollment and these benefits apply to you.

## Early Bird Enrollment Incentive

✓ If you enroll your child for full time care no later than **June 15<sup>th</sup>** for the new school year, you'll receive a free week of tuition! This incentive helps us process enrollments in a timelier manner each year.

This in-house credit is applicable after paying your first 4 weeks of tuition. Full days of care are not included in your free week. If a teacher work day, snow day, or holiday falls within your free week, add-on day fees will be charged if your child attends. In order for you to not lose your free week, it must be used before the last 2 weeks of school!

## Adventure Club at Galaxy Play ~ Free 1<sup>st</sup> Friday's Childcare

We are happy to announce that included in your full time tuition rate, you will receive free childcare on the 1<sup>st</sup> Friday of each month from 6pm – 9pm at our New Galaxy Play! (*Flex care families are welcome to attend using your available flex hrs*).

Reservations are required no later than 5pm the Wednesday prior to the first Friday in order to meet compliance with licensing to ensure staff>child ratio is being met. Therefore we will not be able to accommodate walk-in's. However, you may call by 5pm Friday to inquire about our reservations and if we have room, we will be happy to accommodate you.

## Free Late Openings and Early Releases

Any full time status (AM, PM, or Both) includes late openings and early releases free of charge! No need to call ahead, it's automatically included!

Special Note for Late Openings: Should a late opening (Code 1 or 2) become a school closing (Code 3 or 4), you will have 1 hr to pick your child up from their school site and transport to our Adventure Club at Galaxy Play location for the remainder of the day or until 6pm. We will no longer host full days of care on school sites. You will only be charged if your child attends.

## Referral Program ~ A Great Way to Earn Extra Spending \$\$\$

There is no limit to the amount of money your family can earn! For every family referral that results in a new family "full time" enrollment your family will receive a \$25.00 tuition credit if enrolled into our before & after program!

## Contribution Directly to your Child's School

Not only does The Adventure Club contribute to the Montgomery County Public School Fund, we contribute a portion of any "full time" child's tuition back to your child's school! Every month, your school's principal will receive a check from The Adventure Club based on enrollment. **Select a "full time" status to give back to your child's elementary school!**

## THE ADVENTURE CLUB ~ LATE PICK-UP POLICY

**PURPOSE:** To maintain the integrity of the program, respect the hours of operation, and consider TAC's employees that have family and/or other obligations to tend to.

**POLICY:** The Adventure Club site locations close at 6:00 pm and all children are expected to be picked up by this time. If a parent/guardian arrives after 6:00 pm, a late pick-up fee will be charged to the parent/guardian.

### **NO EXCEPTION POLICY:**

If the person responsible for picking up the child is late for **ANY** reason, ie; flat tire, weather conditions, heavy traffic, leaving work late, etc., a late pick-up fee **WILL BE CHARGED!** This rule makes it less complicated to apply this policy to everyone consistently and fairly with no special regards.

**PROCEDURE:** If you know you're running late please contact your child's site manager or center director **Before 5:45 pm** to let them know the anticipated time of pick-up. All site numbers are listed below:

**Calling DOES NOT mean you WON'T be charged a fee!**

If a parent/guardian has not contacted; 1) the school site manager or 2) the daycare director by 6:05 pm, the protocol below will be followed:

1. The parent/guardian will be called.
2. If the parent/guardian cannot be reached, we will call from the child's emergency contacts, and continue to attempt contacting the parent/guardian and emergency contacts until 7 pm.
3. If by 7 pm we're still unable to reach a parent/guardian or an emergency contact, we will then call the local vicinity police department; **Christiansburg** (540) 382-3131, **Radford** (540) 731-3624, or **Blacksburg** (540) 961-1150, and **Child Protective Services** at (800) 552-7096.
4. The staff member who is supervising the remaining child/ren will complete the Late-Pickup Report and the parent/guardian will be asked to sign it. A copy of the signed report will be given to the parent/guardian and a copy will go to our accounting department for processing.

### **VALID CLOCK OUT TIMES:**

Clock out times are monitored by The Adventure Clubs site computer time **ONLY!** Times from other sources will **NOT** be considered to accommodate a parent's late arrival. No Exceptions!

### **LATE PICK-UP FEES:**

- Clock out time from 6:01 pm to 6:05 pm incurs an automatic \$10.00 fee. From 6:06 pm and after, an additional \$1 per minute will be charged until the child is clocked out of TAC's site computer.
- The next business day, the accounts manager will process applicable fees to the parents account ledger and notify the parent by email with a statement of charges attached.
- If the account is set up for automatic debit, the fee will be processed automatically! Otherwise, payment will be due with your next scheduled tuition payment.
- If late pick-up occurs in excess of 3 times, a 3 day suspension will be implemented immediately following the 3rd late pick. If late pick-up continues, childcare services may terminate.



## The Adventure Club ~ 2017-18 Inclement Weather Policy & Protocol

The Adventure Club's (TAC) "Inclement Weather Policy and Protocol" contains important information to help prepare you and your family when inclement weather occurs. TAC programs located within 6 public schools operate within the boundaries of the Montgomery County school system. If you have any additional questions, please call our main office at 540-382-3783.

The Adventure Club Management Team

### TAC CLOSINGS and/or DELAYS AVAILABLE AT THE FOLLOWING MEDIA/SOURCES:

- 1. The Adventure Club Facebook:** Please "Like" our FB page to see updates.
- 2. Television Station - WDBJ Channel 7:** Our status name will be listed as "The Adventure Club".
- 3. TAC Main Office: (540) 382-3783:** If able, we will respond to your call within 30 minutes. (**Please Note:** We DO NOT email parents for closings or delays)

### INCLEMENT WEATHER CODES....WHAT THEY MEAN

- ❖ **MCPS CODE 1 or 2 = delayed "school" opening:**
  - All 6 TAC sites will operate at their regular opening times until class begins.
- ❖ **MCPS CODE 3 = mandatory "school" closing due to hazardous road conditions:**
  - If the day "starts" with a delayed opening, and then "becomes" a Code 3, TAC will close at ALL school sites! Families will have 1 hr to pick their child up from school sites and transport them to Adventure Club at Galaxy Play if continued care is needed.
  - If the day "starts" with a Code 3, Adventure Club at Galaxy Play will open at 6:30am. This is to ensure sidewalks and parking lots are passable.
- ❖ **MCPS CODE 4 = mandatory closing of "all school programs" due to severe weather conditions:**
  - TAC will NOT operate within MCPS school sites.
  - If you need care on a Code 4 day, please call us right away at: (540) 382-3783 to check on the status of availability at our Adventure Club Galaxy Play location.

### ADD-ON DAY FEES:

Children in attendance at Adventure Club Galaxy Play will be subject to an add-on day fee of \$30 for the 1<sup>st</sup> child, and \$25 each additional sibling. DSS families pay a difference of \$5 per child.

Flex care families; please check your balance with the main office to ensure you do not go into a negative balance.

Fees will be auto debited from your credit account on file within 1-2 business days, so please plan accordingly.