

The Adventure Club Parent Handbook 2022-23



Before & After Care Program

"Our family serving your family 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

Revision Effective October 20, 2022

Table of Contents:

Welcome to The Adventure Club Family & Disclosure.....	pg 1
Site Locations, Hours of Operation, & Daily Schedule.....	pg 2
Our History.....	pg 3
Our Mission, Philosophy and Safety.....	pg 4
What is The Adventure Club? State Licensing & What You Should Know.....	pg 5
What About Full Days of Care?.....	pg 6
Our Expectations of The Adventure Club Children.....	pg 7
When a Child Exhibits Unwanted Behavior.....	pg 8
Illness.....	pg 9
Illness Cont. & Administering Medication.....	pg 10
Money Matters.....	pg 11-13
Enrollment Benefits.....	pg 14
Pick Up Policy.....	pg 15
Inclement Weather Protocol.....	pg 16
Adventure Club Holiday Closings.....	pg 17

Welcome to The Adventure Club Family!

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

The Adventure Club is thrilled to be operating out of Montgomery County Public Schools for 31 years and we are ever expanding.

Throughout our years of operation, 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.

DISCLOSURE: 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 Management Team

Main Office: (540) 382-3783 ~ Hours: Monday – Friday 9:00 am – 2:00 pm

Email: tac@the-adventureclub.com 24-72-hour response time

Adventure Club On-Site Locations: Monday – Friday 6:30 am – 6:00 pm

President, Casey Gutierrez (985) 503-8757 TEXT ~ tac4kc@gmail.com

Account Manager, Amanda Weddle (540) 382-3783 ~ tac@the-adventureclub.com

Currently At 6 Public Schools in Montgomery County



School Site Locations ~ Before & After Care:

Auburn Elementary
Christiansburg Primary serviced @ TAC
Christiansburg Elementary serviced @ TAC

Falling Branch Elementary
Kipps Elementary
Margaret Beeks Elementary

Full Days of Care Site:

Non-School Day's @ TAC located at: 77 Scattergood Drive, NW in Christiansburg

Hours of Operation: (Main Office 9 AM – 2 PM)

Auburn	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Christiansburg Primary	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Christiansburg Elementary	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Falling Branch	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Kipps	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Margaret Beeks	6:30 am - 8:45 am	3:45 pm - 6:00 pm
Non-School Day's	6:30 am - 6:00 pm	(full days only)

Daily Schedule:

Morning Schedule:

6:30 am – 7:00 am Kids choice, quiet time
7:00 am – 8:30 am Small Group or Team Games
8:30 am – 8:45 am Clean up, time for school

Afternoon Schedule:

3:45 pm – 4:30 pm Homework & snack time
4:30 pm – 5:30 pm Team games or Arts & Crafts
5:30 pm – 6:00 pm Clean up, ready for home

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 33 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 childcare, 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 two 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!

Radford Grace-A-Child USA..... (540) 831.7222
Email: radfordgac@gmail.com

Christiansburg Grace-A-Child USA..... (540) 382.9591
Email: graceachildusa@gmail.com

Would you like to see us in action? We would love for you to visit The Adventure Club. Just call our Main Office at 540-382-3783 with the site location 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 with our software system loaded onto it. Childcare SEER stores contact and child information and issues each parent/guardian a Kiosk PIN available to each parent within their APP.

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 Hourly Care rates. We operate on all teacher workdays, most snow days, and planned holiday closings.

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

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 & Fingerprint checks on every employee before permanent hire.
- Advertisement that is straightforward and not misleading or deceptive.
- Verification of children's birth certificates; assist with locating missing children.
- Liability insurance for bodily injury meeting certain minimum requirements.
- 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 degree, endorsements, BA in childcare and/or related field, or at least 48 semester hours 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!

What About Full Days of Care?

We are very excited to announce that all full days of care are hosted at

The Adventure Club Main Location ~ 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)



Daily Add-on Day rate: \$32 per child, each day

All fees are auto debited within 1 business day of attendance!



You will need to pack your child a picnic lunch with an ice pack.

We are a PEANUT/TREE NUT FREE ZONE!



The Adventure Club does not allow electronics while in the program.

We will have plenty of activities to keep your child engaged without the need of electronics or toys from home.

Chromebooks are allowed during scheduled times of remote learning.



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?

Level 1 Behavior Examples: Name calling, screaming, not following directions, defiance, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a ***minimum of 5*** L1 write-ups occur within a 2-week period, there will be a written warning and a meeting with the parent.
- If a ***an additional 2*** L1 write-ups occur within *the same 2-week period*, there will be a second written warning and meeting with the parent.
- If after the second warning any additional L1 write-ups occur, an immediate ***1-day suspension*** will be given.

Level 2 Behavior Examples: Includes level 1 behavior and spitting, throwing objects, damaging property, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a ***minimum of 3*** L2 write-ups occur within a 2-week period, there will be a written warning of possible suspension and a meeting with the parent.
- If a ***an additional 2*** L2 write-ups occur within *the same 2-week period*, a second written warning with an immediate ***2 day suspension*** will be given.

Level 3 Behavior Examples: Includes level 1 & 2 behaviors and causing/threatening harm to themselves, a friend, or staff member, running away, etc.

- ***1st Level 3 Behavior Write-Up:*** The parent will be called to pick their child up within 30 min's unless the occurrence was in the last hour of the day. A written warning and immediate 3 days suspension will follow, and the manager and/or CEO will discuss a corrective plan of action with the parent before the child's return.
- ***2nd Level 3 Behavior Write-Up:*** At this time, the manager and/or CEO may decide to separate care.

At any level of behavior, The Adventure Club management team reserves the right to separate care from a child/family if our management team feels it is in the best interest of other children, families, and staff within the program!

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. Inform the 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 sit out to "cool off" and continues defiance:

Step #5: Give them a physical task. Help pick up trash, sweep the floor, etc.

Step #6: Fill out the Behavior Form and hand it to the Site Manager. Again, the Site Manager is the only staff member who should go over Behavior Sheets with a parent.

If the child WILL NOT comply with a physical task:

Step #7: If the child continues defiance and the Site Manager and other staff have exhausted all options, the Site Manager will call the parent. If the child is being physical with other children and endangering them or themselves, the following steps will be taken:

1. The Site Manager will stay with the child exhibiting unwanted behavior
2. The other staff member(s) will take the other children to a separate room or outside.
3. The Site Manager will then call the child's parent as soon as they are physically able.

To Recap, if a child exhibits unwanted behavior:

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



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



MODIFIED SICK POLICY:

Children's Health and Safety Policies Expanded **A.** Sick Child Procedure – if your child has a temp of over 100 degrees, please keep them home and they can return 48 hours after if fever free without medication. **B.** Daily health checks will be conducted every morning/afternoon at drop off. **C.** Parents who may not be feeling well – we will deliver your child to you in the parking lot. Please call ahead and we will have your child ready. **D.** Children are required to wash hands when arriving at the facility.

- 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 100 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 48 hours after the illness subsides.
- If head lice/nits are seen on a child, they will be separated from the group and the parent will be called to pick up child as soon as possible (*within an hour is ideal*). Upon the child's return, they will need to be checked and cleared before the parent leaves.

Injury or Broken Limb



1. **If a child is injured:**
 - a. Our staff will administer 1st Aid as necessary and make the child as comfortable as possible
 - b. Parent will be notified by phone and/or accident report
 - c. An "Accident Report" will be completed for you to sign (*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, and then call the parents
 - b. Our staff will call our Main Office
 - c. Our staff will notify the school's office (*applies during school year only*)
 - d. Our site manager will ride in the ambulance with the child

Virginia Licensing Requirement: If a child is injured while in our care but is not transported to an emergency care facility from our care; after you pick your child up and you decide later to seek medical care, please notify us within 24 hrs of seeking medical care as we are mandated to report this incident to the VADSS of the child's injury and outcome. **Our main office # is: 540-382-3783.**

Unaccounted for Child

If a child is unaccounted for:

- a. Our staff will call our Main Office
- b. Our staff will notify the school's office (*applies during school year only*)
- c. If the child remains unaccounted for, our staff will call 911, and then call the parents

Child Illnesses & Injuries Cont.

Each Adventure Club child 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



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. (*Anything over 10 days requires a new parent permission form or a long term-permission form from a physician.)
- Long term use = 60 days (*Anything over 10 days requires a new parent permission form or a long term-permission form from a physician.) 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 including Epi-pens and Inhalers. (For Epi-pens & inhalers to be kept un-locked, a physician must provide written instructions that it must be readily accessible.) These are accessible by our staff but out of sight and out of reach of our children.



Money Matters

No Pause Tuition for Full Time Families

TAC childcare services on school sites are retained per contractual agreements with MCPS therefore, continuous tuition fees are charged for full time enrolled children continuously during all school closings from the first day to the last day of school.

Payment Methods

1. Forms of Payment:

- a. Personal checks – no processing fee – Checks will need to be given to our Main Office or your child’s Site Manager **THURSDAY BEFORE** attending the following week. **For Fall enrollment, you will need to bring your payment to the Main Office located at 77 Scattergood Drive Christiansburg, VA 24073**
- b. Credit Card - add on fee of 3.4% + \$0.50 cents per transaction
- c. Debit Bank account - add on fee of 0.95 % + \$0.25 cents per transaction

2. Tuition is due Weekly (We do NOT bill bi-weekly or Monthly, but you can pay ahead on our SEER parent APP) – our SEER parent APP will also allow for wallet pay and loaded payments for split billing between payers. **ALL PAYMENTS FOR TUITION ARE DUE THURSDAY the week before care is needed.**

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

NON-School Days, Late Openings, & Early Releases

All full days of care are hosted at **The Adventure Club ~ 77 Scattergood Drive NW, in Christiansburg**. This includes teacher work days (TWD), snow days, and holidays. Late openings & early releases are hosted at your child's school.

- ✓ **Add-On Day Fees** (Non-School Days): \$32 per child, each day.
- ✓ **Enrolled for Non-School Day’s Only:** \$10/hour/child billed each day.
- ✓ **Late Opening and/or Early Release Fees:** \$11 per child for each occurrence.

EXAMPLE:

Mornings with your tuition you can come in at 6:30 am and your child goes to class at 8:45 am (that's 2.25 hours). Afternoons with your tuition it's from 3:45 pm to 6:00 pm (that's 2.25 hours)

Late Opening Example:

*If you drop off at 6:30 am and your child doesn't go to class until 10:45 am (that's 4.25 hours) -- \$10 would be charged.

*If you drop off at 8:30 am and your child doesn't go to class until 10:45 am (that's 2.25 hours) -- NO CHARGE

Early Release Example:

If the school lets out at 12:00 pm and you don't pick up until 6 pm (that's 6 hours) -- \$10 would be charged

School lets out at 12:00 pm and you pick up at 2:20 or 2:30 (that's within the 2.25 hour range) -- NO CHARGE

- ✓ **Fee Processing:** All additional fees are auto debited within 1 business day of attendance.
- ✓ **Hourly Care on Full Days:** ALL families that pay hourly must RESERVE your scheduled hours via the Childcare SEER Parent APP (Link sent upon enrollment).



Money Matters Continued...

Unpaid Tuition & Suspension of Services

- ✓ **Unpaid Tuition:** Tuition is debited each Thursday. **If you are pay by check/wallet pay/online pay, you must pay by THURSDAY the week BEFORE your child attends!** Any payments that are returned UNPAID the following FRIDAY will have a \$35.00 late fee applied and it will be re-submitted one time. If payment is returned a second time due to NON-Sufficient Funds, you will be charged an additional \$35 processing fee.
- ✓ **Suspended Services for Non-Payment:** Accounts must be PAID IN FULL no later than FRIDAY by 6 PM! **Any account NOT PAID by MONDAY MORNING, childcare services will be SUSPENDED, and your child will NOT be able to attend until the account is paid in full.**

Vendor Discount Qualifications: MCPS Employees

- ✓ We require a copy of your employee ID PRIOR to any discounts being applied to your tuition fees.
- ✓ MCPS teacher discounts cannot be combined with any other discounts.
MCPS Employee discounts apply to employees ONLY. This special discount is extended as a courtesy part of contractual agreements with MCPS and does not apply to any other school counties!
- ✓ 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.



Childcare SEER APP INFO: Childcare Seer allows you to view your services and payments at any time, print out statements, make payments, change the way you pay, add account information, reserve scheduled hourly care visits, update your address, update your program type, phone number, and edit your child's emergency contacts and more!

- ❖ Childcare Seer is safe, secure, and created with your convenience in mind.

A link to your Childcare SEER APP will be emailed in addition to this letter.

- ❖ *If you have any trouble accessing this new feature, or if you did not receive your APP invite via email, have questions, need to update your account etc., please contact Casey at tac@the-adventureclub.com or TEXT her at 985-503-8757 and she will be happy to help you!



Money Matters Continued...

Reserved Hourly Care

- ✓ **Hourly 411:** Hourly visits can be anytime, whenever you need it! As long as your child is enrolled in the hourly program, they can attend. Payments will be set up via the Childcare SEER parent APP (Link sent upon enrollment). Hours are calculated per minute in the amount of \$10.00 per hour. Siblings will receive a 5% discount and all MCPS Employee's receive a 10% discount (siblings 5% as well).
- ✓ **Hourly Care on Full Days:** ALL families that pay by Hourly Care Only MUST may drop off as needed ANYTIME. If you pay a full-time rate (AM/PM Weekly) combined with hourly care alternately, you may either pay the flat rate of \$32 or the hourly rate within your Childcare SEER parent APP for the Non-School Day.
- ✓ **WAYS TO PAY FOR HOURS:** You may either pay ahead using a personal check to your child's Site Manager or the Main Office at no additional fee, or LOAD MONEY TO YOUR WALLET using card/bank account payment with a small processing fee. The hours will be billed per day as they are used via your payment of choice mentioned above.

Withdrawal From the Program

We require a 1-week written notice of withdrawal. Please email your request to: tac@the-adventureclub.com. Withdrawal requests 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 withdrawal "Without Prior Notice" will be charged a \$50.00 withdrawal fee or 1 week's 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 weekly rate, this is considered full time enrollment and these benefits apply to you.

Late Openings & Early Releases

While TAC is now charging a nominal fee for extended care, we will provide free breakfast on all late openings, and will continue to provide free afternoon snack daily.



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!



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.

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 Main Office 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 Form and the parent/guardian will be asked to sign it. A copy of the signed form 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 kiosk 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 more than 3 times, a 3-day suspension will be implemented immediately following the 3rd late pick-up. If late pick-up continues, childcare services may be terminated.



The Adventure Club 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 systems. 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:

- **The Adventure Club Facebook:** Please "Like" our FB page to see updates, this is our main source of getting information out to our families. www.facebook.com/ccctac/
- **(Please Note: We DO NOT always email parents for closings or delays)**

INCLEMENT WEATHER CODES.....WHAT THEY MEAN

- ❖ **MCPS CODE 1 or 2 = delayed "school" opening:**
 - All 5 TAC sites will operate at their regular opening times unless otherwise noted.
- ❖ **MCPS CODE 3 = mandatory "school" closing due to hazardous road conditions:**
 - If the day "starts" with a code 1 or 2 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 site and transport them to TAC at Galaxy Play for continued care.
 - If the day "starts" with a Code 3, TAC at Scattergood Drive in Christiansburg will open at 7:00 am unless otherwise noted. 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 enrolled full time and in attendance at Adventure Club Galaxy Play will be subject to an add-on day fee of \$32 per child, each day. If care is needed for a child NOT enrolled in Adventure Club, they will need to enroll and set up the account as Reserved Hourly Care Only at the rate of \$10/hour/child (*Registration fees apply*).

Reserved Hourly Care families: please schedule your RESERVED hourly care for these types of days using your Childcare SEER parent APP – If you need assistance scheduling visits, please contact our Main Office 540-382-3783 or TEXT Casey at 985-503-8757. Fees will be posted to your account within 1 business day.

Adventure Club Holiday Closings

On these days, ALL site locations including our Main Office & Non-School Day area ARE CLOSED!!!

*** If a holiday falls on a Saturday, we will be closed the Friday before. If the holiday is on a Sunday, we will be closed the following Monday. ***

December 24th – Christmas Eve

December 25th – Christmas Day

December 31st – New Year's Eve

January 1st – New Year's Day

April – Good Friday

May – Memorial Day

July 4th – Independence Day

September – Labor Day

November – Thanksgiving Day

November – Black Friday