

YMCA OF SOUTH HAMPTON ROADS PARENT HANDBOOK

THE YMCA OF SOUTH HAMPTON ROADS CAMP STAFF welcomes you and your child. Our intent is to make this a happy and safe experience for your child. The YMCA is the largest nonprofit child care provider in the country with a history of stability built on basic Judeo-Christian principles and morals. Our services extend throughout the community reaching children of varied ethnic, cultural and socioeconomic backgrounds. We hope this handbook will help answer any questions you may have in your child's experience this summer. The YMCA is committed to the YMCA Core Values of Caring, Honesty, Respect, Responsibility and Faith as the basis for our program effort in supporting families.

Our **PURPOSE** in providing quality children's programming is to support parents in their desire for children to grow to their fullest potential. Providing a safe environment, meeting their need for challenge, stimulation and ideas, and surrounding them with people who know how to listen will help achieve that goal. Each child has talents and skills to develop, energy to put to use, and huge reservoirs of creativity that need to be encouraged.

Our **STAFF** is well trained, and experienced with children and families; they are knowledgeable about child development, needs and activities; they are flexible enough to work well with the children as they assert their emerging independence, and are able to alter plans with ease and sensitivity. Our staff accepts children as they are and knows that what they are is the result of all that has happened thus far in their life; they are able to give warmth and acceptance and remember childhood feelings of fear, anger, loneliness and adventure. And lastly, our staff is optimistic; they know it is contagious and children will sense it in those who care for them. The YMCA of South Hampton Roads does not consider the use of videos, Nintendo, or handheld games as quality programming. Therefore, it is our policy not to provide or offer those things to children. Exceptions may be made however, in inclement weather or under special circumstances.

YMCA CAMP HOURS OF OPERATION are location specific, Monday through Friday, with the following exceptions: Labor Day and Independence Day.

The **STRUCTURE** of the YMCA includes a volunteer board of directors that is responsible for the financial stability of the organization and all policy making. The policies that the board creates are carried out by a group of paid-professional staff.

The ORGANIZATIONAL CHART for the paid staff is as follows:

- President and CEO
- Senior-Vice President of Operations
- Director of Child Care Services
- Executive Director (family center)
- Camp Director
- Counselor

ADMISSION POLICIES

The YMCA of South Hampton Roads Y-Camp program admits children 5-12 years of age. Children of any race, color, religion, sex, and national and ethnic origin are granted all rights, privileges, programs and activities generally accorded or made available at the school. The YMCA of South Hampton Roads will address physically challenged and special needs children on a per request basis with the hope that we can serve all children who come to us. The YMCA of South Hampton Roads does not discriminate on the basis of race, color, religion, sex, or national or ethnic origin in administration of its personnel and admissions policies. It is our hope to have a cultural diverse population within our staff, participants and programs. Licensing standards mandate that child care staff see and record the state ID number of your child's original birth certificate or passport. Please bring it at the time you register.

FINANCIAL ASSISTANCE

The YMCA of South Hampton Roads is able to provide financial assistance based on ability to pay. This requires completing an "Open Doors" scholarship application accompanied by proof of income (no less than two check stubs and a copy of your most recent year's tax return). You must pay the stated amount granted on a timely basis or the assistance may be canceled. All scholarships are based on availability of scholarship funds. Scholarships must be applied for semi-annually with updated information given each time. "Open Doors" applications are available at the Member Services desk in each family center. Please return this information to the child care director.

APPLICATION & IMMUNIZATION

All parents must fill out the child application form provided and return it to us before the first day of the program. These information sheets must be accompanied by a copy of the Commonwealth of Virginia's green physical form.

IMMUNIZATIONS

Section 22.1-271.2 of the Code of Virginia requires that; "documentation of all immunizations received be obtained prior to each child's admission to a child care center required to be licensed by the Commonwealth." Exception: "When a center is located in the same building where a child attends school and the child's record has a statement verifying the school's possession of the health record, the center is not required to maintain a duplicate of the school's health records for the child, provided the school's records are accessible during the center's hours of operation."

SICK CHILD POLICY

The health and safety of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. These rules are in compliance with all Commonwealth of Virginia licensing regulations. If your child becomes ill in our program, we will call you and you must make arrangements to pick up your child IMMEDIATELY. Sick children cannot be with well children. If we send your child home with a fever, they may not

return until they have been without a fever for 24 hours. This means if we send your child home on Tuesday, s/he may not return until Thursday.

PAYMENT POLICY

Program Fees are due on a timely basis. Program fees are due in advance of service. Weekly fees are due the Wednesday prior to the upcoming week. Payments may be made weekly, biweekly, or monthly, by cash, check or credit card. Payment may also be made by automatic draft from your bank account. Y-Camp payments are based on weekly or bi-weekly sessions. Full payment is due each week whether or not your child attends the program every day. Space is limited and payment must be received on the Wednesday before your child attends to ensure his/her spot. Slots not paid for by Wednesday's closing time will indicate to us that your child is not coming the next week and we will make the spot available to the next child on the waiting list. Few of the operating costs of the facility are eliminated when a particular child is absent; we are prepared for each child, each day, whether the child attends or not. Because of the aforementioned, there will be no refunds for days absent. There is a "second-child discount" of 10% that applies when both children are attending the same session. A materials fee of \$50 is common to all branches and is nonrefundable.

ADDITIONAL FEES POLICY

Tuition is due by 6 pm on the Wednesday before each week of care. Payments made after this deadline will be assessed an additional \$15 late fee. This fee will be added to your account for each week your payment is tardy. Fees must be paid on time or your child may be removed from the program. If your fee is not paid Monday of the week your child is attending, he or she will not be admitted until payment is made. Payments may be made weekly, biweekly, or monthly, by cash, check or credit card. Payment may also be made by automatic draft from your bank account. If you write a check that is returned to us for any reason, a \$25 returned check fee will be assessed. If more than two checks are returned, the YMCA will be unable to accept your personal checks. At that time, all future program fees must be paid in cash or money order. **NO TUITION CREDIT IS GIVEN FOR SICKNESS OR INCLEMENT WEATHER CLOSINGS.**

SIGN-IN/SIGN-OUT

Parents are expected to sign their child/ren in upon ARRIVAL in the morning and sign them out before LEAVING in the afternoon. There is a SIGN-IN/SIGN-OUT pre-printed sheet available as you come into the program. Please get into the habit of taking this DAILY REQUIRED step. We cannot be held responsible for your child if we are uncertain of his/her presence. There must be an exchange of responsibility from one adult to another, not from a child to a staff. All persons signing children in/out must be at least 18 years of age. We cannot release minors to minors! In accordance with 63.2.-1813 of the code of Virginia, a custodial parent or guardian shall be allowed admittance to any "child day program." A child day program is defined as "one in which a person or organization has agreed

to resume responsibility for the supervision, protection and well-being of a child under the age of thirteen for less than a twenty-four hour period, regardless of whether it is licensed."

AUTHORIZATION TO PICK UP

Authorization to pick up a child is addressed in the application attached to this document. No child will be released to a person not authorized by the custodial parent. We must have written authorization for changes in this respect. Children will not be released to siblings. The staff will question those persons with whom they are unfamiliar and check authorization before releasing a child. Identification will be requested of anyone that we do not know. A staff cannot legally refuse to release a child to a verified natural parent unless there is a court order in the child's file stating that the parent does not have custodial rights. Writing on our form that you do not want a husband or wife to pick up your child does not give us the legal right to refuse pick-up. Only the courts can give us that right.

LATE PICK-UP POLICY

We understand that a late pick up may occur on a rare occasion. However, please understand that we open at 6:30 am sharp and close at 6 pm sharp. If your child is not picked up by the end of his/her program, a late fee will be charged and collected at that time. If it is 6:01 pm (by our clock), you are late and a late fee will be assessed. The fee is \$15 per 15 minute interval (per child). This fee is used to pay the two counselors (that are required by the state) who remain with your child. If you know you are going to be late, call us. We do understand that things come up and traffic can be challenging even in the best of times. We tend to worry about your safety just as much as your child does. Please be considerate. We are confident you understand. If we have not heard from you by 6 pm and we cannot reach you by phone, your emergency numbers will be called and one of those contacts will be asked to come to get your child. If neither you nor your emergency contact can be reached, we will keep your child for one hour. After that time, the police will be contacted to see if there has been an accident and/or to drive by your home to see if there is a problem. If no problems are found, then Child Protective Services will be notified.

EXCESSIVE LATE PICK-UP POLICY

The YMCA of South Hampton Roads has found that it is necessary to have an excessive late pick-up policy, which could result in you being asked to remove your child from our program. This policy is as follows: if you are late more than three times in any program cycle, you may be asked to remove your child.

INCLEMENT WEATHER POLICY

The Y-Camp program could close during HAZARDOUS WEATHER CONDITIONS. Listen to your local radio station to confirm closings. In the event your Y-Camp program closes due to inclement weather or natural disasters, we will follow the same procedures outlined in our Late Pick-up Policy.

SICK/VACATION POLICY

There is no allowance for sick days or vacation during the camp season.

DRESS POLICY

Children should wear comfortable and appropriate clothing for indoor and outdoor activities. We strongly recommend that you send your child in serviceable clothes, but not "party" best. We do not reimburse for clothing rips, stains or normal wear and tear. **CLOSED-TOED SHOES MUST BE WORN AT ALL TIMES.** Open-toed shoes can be a safety hazard to your child. They are cool in the summer, but not safe on much of the playground equipment. If you send your child in open-toed sandals or in "flip-flops," you will be called and asked to bring different shoes for your child.

PERSONAL ITEMS POLICY

We have plenty of equipment and activities to keep your child busy. Please do not allow any cell phones, iPods, toys or games to accompany your child. This eliminates fights, theft and/or lost items that we cannot be responsible for **AND WILL NOT REIMBURSE FOR.**

PERSONAL SPACE

is important for every child. Knowing that we will provide every child an area to store his/her belongings, it is expected that the parents will provide proper seasonal clothing, and bathing suit with towel for occasional swimming trips.

POOL SAFETY

Because your child is participating in our Swim Lessons and/or free swim time, it is of the utmost importance that you know and understand our pool safety rules.

1. Check in with the lifeguard when entering the pool area.
2. Shower before entering the pool.
3. No unsafe entries from the side of the pool.
4. No running, pushing or shoving.
5. Stay off the ropes.
6. No shoes on the deck.
7. Proper swim attire is required (no-cut offs).
8. No glass allowed in the pool area.
9. A swim test of one pool length is required to swim in the deep end.
10. When the whistle blows, pay attention to the lifeguard.

OUTSIDE PLAY

Day Camp is an outdoor experience. Your child's day will be a mixture of 50% outdoor and indoor programming, weather permitting. It is our belief that children need and want to be outside. Running, jumping and other such movement can only be accomplished outside. If children are to gain strength and develop to their fullest, outside play is essential. If your child is too sick to go outside, then s/he is too sick to be at camp.

INSURANCE

The YMCA complies with Virginia Child Care licensing standards related to participant insurance coverage. Limits and exclusions apply.

FOOD POLICY

If your child is attending Y-Camp, please send him/her with a nutritionally balanced lunch in a sealed container, labeled with your child's name and date packed. We have no facilities for refrigerating or microwaving lunches, so please pack the lunch with this in mind. The Y-Camp program will not serve junk foods and/or empty calorie foods as part of a required snack. Snacks will always include a minimum of two food groups. There will be a menu posted for the month on the parent board.

If your child requires more snacks then we are providing, please feel free to send him/her with additional items. However, understand that it must be healthy. Licensing does not allow sugary snacks or empty calories. (Even though we understand that they taste the best!) If you want to bring food for a special celebration, we ask that it be healthy. Contrary to popular belief, children do NOT need to have sugared snacks and treats. Items such as raisins, nuts, popcorn, pretzels, vegetables and dip, or frozen yogurt are just a few of our suggestions.

SICK CHILD POLICY

The HEALTH and SAFETY of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. These rules are in compliance with all Commonwealth of Virginia licensing regulations. If your child becomes ill in our program, we will call you and you must make arrangements to pick up your child IMMEDIATELY. Sick children cannot be with well children. If we send your child home with a fever, they may not return until they have been without a fever for 24 hours. This means if we send your child home on Tuesday, s/he may not return until Thursday.

Please keep your child home if your child has:

- had a fever in the previous 24-hour period
- a cold that is less than two days old
- a heavy nasal discharge
- a constant cough
- reoccurring vomiting or diarrhea (2 or more times)
- temperature of 100°
- symptoms of communicable disease (sniffles, reddened eyes, sore throat, headache and abdominal pain plus a fever)

MEDICATION POLICY

If your child requires medication while at Y-Camp, we must have a signed authorization to give medicine. The medication must be prescribed by a doctor, it must be in the original bottle with the child's name on it, and it cannot be an over-the-counter drug unless it has been prescribed by the doctor (we must have a note to that effect).

Authorization is good for one week only and then must be filled out again. (The only exception to this is long-term medications for such things as asthma, ADHD, etc.) All medication will be kept in a locked box. We cannot be responsible for missed doses. We are not required by law to administer medication and only do so as a service to the parent. Please understand that it may not always be possible to administer medications as requested. Only those YMCA Child Care staff who are certified "Medication Administrators" may dispense medications.

OVER THE COUNTER SKIN PRODUCTS

Policies for sun screen, diaper ointment/cream and insect repellent states that YMCA Child Care staff will administer sunscreen, diaper ointment/cream and/or insect repellent provided:

1. We receive written parental authorization noting any adverse reactions.
2. Products are in their original containers labeled with your child's name.

Note: Children under nine years of age may not administer their own sunscreen. YMCA Child Care staff will administer sun screen to this age group in accordance with standards for licensed child day centers.

CHILD INJURY POLICY

If your child has an injury that may require more than our First Aid skills allow, or your child has been bumped on the head of any kind, we will make an immediate attempt to contact you. If we are unable to reach you or the person you have designated in case of such emergencies, we will call the child's physician. If necessary, we will call an ambulance. The program will maintain a parent's signed consent form agreeing to this provision. Please make every effort to keep the YMCA up-to-date on phone numbers, emergency numbers and other pertinent information. This is of the utmost importance because the hospital will not treat your child without you being there.

FIELD TRIP POLICY

In order to reduce paperwork and waste, the FIELD TRIP AGREEMENT authorizes the Y-Camp program to take your child on all school field trips for the school year with a 24 hour notice. We do this rather than having a separate permission slip go home for every trip and risking confusion, loss and the possibility that we would not be able to take your child for lack of permission. You have the right to refuse permission for your child to go on a particular field trip. Just let us know in a timely fashion, not that day! Preschoolers must have car seats or booster seats, whichever is applicable for your child; please remember to drop yours off the day of the field trip.

TRANSPORTATION POLICY

Whenever the YMCA of South Hampton Roads TRANSPORTS children, the parents can be confident that every precaution will be taken to ensure your child's safety. Included in those precautions is the purchase of 20-passenger school buses that will be used for a major portion of our transportation business. These buses are different from school buses in two ways. First, they have seat belts; second, they are air-conditioned for everyone's comfort.

Motor vehicle injuries represent the greatest threat to a child's life. The ensuring of your child's safety is accomplished by being alert to potential dangers, eliminating or avoiding these dangers, and knowing what to do when an emergency occurs. Regardless of the vehicle used, your child will be seat-belted in and expected to stay seated. We will never transport more children in a vehicle than we have restraints for. The children will be expected to keep their hands to themselves, and remain relatively quiet. At no time will a child be permitted to put his/her arms, hands or head out of the vehicle's windows. No rough-housing will be tolerated at any time. Loading and unloading the children will be done only when the vehicle is pulled up to a curb, the side of the road, or in a driveway, and we will only release them to an authorized adult. **AT NO TIME WILL AN ADULT DRIVE AND DISCIPLINE AT THE SAME TIME. CHILDREN WILL NEVER BE LEFT ALONE IN A VEHICLE.**

Children must follow these basic safety rules while being transported. Transportation is a privilege and should be treated that way. A parent will be notified and asked to discuss proper behavior with his/her child when the first infraction occurs. If there is a second infraction, all transportation services will be denied for a minimum of two days.

1. No fighting, swearing or abusive behavior.
2. Each child must remain seated properly with seat belts on at all times (when available on vehicle).
3. Each child cannot have any part of his/her body

out of the vehicle.

4. No eating or drinking in the vehicle.

5. Potentially dangerous actions will not be tolerated.

DISCIPLINE POLICY

All efforts will be made to guide children to appropriate behavior. The YMCA believes that punishment is unnecessary but DISCIPLINE is needed to help children gain self-control. Respect for your child will be demonstrated at all times, and the same respect will be expected from your child for his/her peers and the YMCA staff at all times. When disciplinary action is necessary, age-appropriate methods will be implemented. They will follow the Commonwealth's behavior regulations that follow:

"There shall be no physical punishment or disciplinary action administered to the body such as, but not limited to, spanking, forcing a child to assume an uncomfortable position (e.g., standing on one foot, keeping arms raised above or horizontal to the body); restraining to restrict movement through binding or tying; enclosing in a confined space, box or similar cubicle; or using exercise as a means of punishment. Children will not be shaken at any time. The center will never force or withhold food, nor force or withhold naps, as means of discipline. Bathroom accidents will not be disciplined. There will be no abusive language which would include, but no be limited to, threats or belittling remarks about any child or the family."

There are clear and appropriate behavioral expectations for the children in our care. We try to set limits, help children understand rules and give clear definitions of acceptable and unacceptable behavior. Children are more likely to follow rules that have been introduced from the beginning.

Some rules that we like to see are:

1. We find out what the problem is.
2. We attack the problem, not the person.
3. We listen to each other.
4. We care about each other's feelings.
5. We are responsible for what we say and do.

For Y-Camp please discuss the following rules with your child:

1. Do not use vulgarity, profanity or obscenity.
2. Listen to the counselor at all times.
3. Never leave the group without permission from an adult.
4. Respect each other and yourself.
5. Keep your hands to yourself.
6. Use words, not fists, to solve problems.

A system of "TIME OUTS," redirection and suggestions from parents on what they have discovered works well at home, may be used.

Logical and natural consequences will be allowed where applicable.

On occasion, our staff will identify behaviors that require disciplinary action. If a child should exhibit an inappropriate behavior while under the supervision of a YMCA staff person, the following sequence of actions will be taken:

- The behavior will first be addressed by the teacher/counselor with the child, in private.
- If the inappropriate behavior continues, the teacher/counselor will notify the site director and the situation will then be discussed with the parent.

SUSPENSION POLICY

- If inappropriate behavior continues, the site director will notify the parent that a conference needs to be held within 48 hours. At that

conference, the director may refer the parent/child for outside testing and evaluation, and the child will be suspended from the Y-Camp program for 1 day.

- A second serious infraction will result in a suspension of 3-5 days & a request for professional testing & evaluation may be required before the child may return to our program.

- If the behavior has not improved, the child will be immediately removed from the program and no refund will be given. (*If the parent refuses to work with us during this process we will be forced to terminate the child from the program.)

The YMCA has rarely been forced to use suspension from the program. We believe that if the child perceives the YMCA as concerned, involved, consistent, caring, and respectful, and if we exhibit calmness, few words and a firm but kind attitude, the results will usually be positive. However, the YMCA reserves the right to bypass all interim steps mentioned and terminate a child's enrollment immediately if that child's behavior is so extreme as to pose a safety hazard to himself or others.

TERMINATION POLICY

The Y-Camp program reserves the right to terminate your child's attendance at our school for such things as, but not restricted to: disruptive behavior problems, emotional problems or learning disabilities that we are not equipped to handle, or that are a safety risk to themselves or to the other children in attendance.

If these or any other problems begin to upset or influence the other children in the program, and we have proceeded through the steps sited in our suspension policy, we will have no other recourse than to terminate your child's attendance in our program. If your child has been terminated from any of our programs, s/he may not attend the same program at a different location.

NO BABYSITTING POLICY

Effective 1 January, 1996, YMCA child care staff members are prohibited from babysitting any participants of a Y-Camp program. This restriction extends to transporting of family members to and from the YMCA, or any other function that is not YMCA program related.

CHILD ABUSE PREVENTION POLICY

The growth and development of men, women, boys, girls and families has been the YMCA's principle concern for over 150 years. Through programs of health and fitness, aquatics, sports, camping, parent-child, family programs and child care, the YMCA is responding to the needs of the children and families. Many changes have occurred in the lives of children and families today. Some of these changes are positive; however, the alarming increase in child abuse is of particular concern to the YMCA. Throughout its history, the YMCA has been a strong advocate for the child and children's rights. It is therefore most appropriate that mistreatment or neglect of children and the resulting severe effects would be of primary concern to the YMCA.

The YMCA advocates a positive guidance and discipline policy with an emphasis on positive reinforcement, redirection prevention and the development of self-discipline. At no time will the following disciplinary techniques be tolerated: physical punishment, yelling, striking, biting, kicking, squeezing, shaming, withholding food or restroom privileges, confining children in small locked rooms, or verbal or emotional abuse. Affectionate touch and the warm feelings it brings

is an important factor in helping a child grow into a loving peaceful adult. However, YMCA staff and volunteers need to be sensitive to each person's need for personal space (i.e., not everyone wants to be hugged). The YMCA encourages appropriate touch; however, at the same time it prohibits inappropriate touch or other means of sexually exploiting children.

Based upon its concern for children, parents and YMCA staff, the following standards related to reporting procedures, staffing, standards, code of conduct and resources for parents and children, have been developed.

****Note:** The YMCA, like many other public institutions, is mandated by law, to report suspected child abuse.

~CHILD ABUSE is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Child abuse may be physical, verbal, emotional or sexual. Its effects may result in severe emotional and physical handicaps, anti-social behavior, even death."

Procedures:

1. At the first report or suspicion of child abuse, the staff or volunteer or whom it has been reported, will immediately inform their supervisor.
2. The YMCA will make a report to Child Protective Services and will request that the situation be investigated.
3. In the event the reported incident or suspicion involves an employed staff person or volunteer, the responsible executive director will suspend the person from all responsibilities, and if appropriate, without pay until the investigation is complete.
4. All staff members and volunteers must be sensitive to the need for confidentiality in the handling of information in this area and are therefore instructed to only discuss matters pertaining to abuse or suspected abuse with their supervisor.
5. Transportation of program participants in a private vehicle may only occur with the written permission of the parent and specific approval from the staff member's supervisor.
6. YMCA staff and volunteers may not make contact with children or parents involved in a child abuse incident without permission of the branch executive.
7. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related (because of the youth-involved nature of the YMCA).
8. All incidents or alleged offenses will be documented the day of occurrence.

CODE OF CONDUCT

1. Reference checks will be conducted, documented and filed on all employees working with children. A Criminal History Record check is required and will be done by the State Police. In addition, a Child Abuse/Neglect Registry search is conducted.
2. In order to protect YMCA staff and program participants the children and staff must be within sight and/or sound of each other at all times. At no time may a staff person be alone with a child; the ratio must be at least 2:1. There must be at least one other person (adult or child) present.
3. The YMCA will not condone or sanction any relationship between staff and program/member participants outside of the YMCA mandated service hours.

4. YMCA staff may not date program participants or staff under the age of 18 years of age.

5. Restroom supervision: Staff will make sure the restroom is not occupied by anyone other than program participants before allowing children to use the facilities. Staff will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff. If staff members are assisting younger children, doors to the facility must remain open. No child regardless of age should ever enter a bathroom while alone on a field trip.

6. Staff shall not abuse children including:

- physical abuse—strike, spank, shake, slap;
- verbal abuse—yells, humiliate, degrade, and threaten;
- sexual abuse—inappropriate touch or verbal exchange;
- mental abuse—shaming, withholding love, cruelty;
- neglect—withholding food, water, basic care, etc.

ANY TYPE OF ABUSE WILL NOT BE TOLERATED AND WILL BE CAUSE FOR IMMEDIATE DISMISSAL.

7. YMCA staff will under no circumstances release children to anyone other than the authorized parent(s), guardian or individual authorized by parents either verbally or in writing. Children will not be released to any person under the age of 18 years.

8. Staff will be alert to signs of child abuse or neglect and an occurrence report will be made immediately on any signs of physical injury.

9. Staff will strive to follow the mission and vision of the YMCA through

programs promoting Character Development.

10. Staff will respond to children with respect and consideration and will

treat all children equally regardless of sex, race, religion, and/or culture.

LICENSING INFORMATION FOR PARENTS

The Commonwealth of Virginia helps assure parents that child day programs that assume responsibility for the supervision, protection and well-being of a child for any part of a 24-hour day are safe. Title 63.1, Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these programs. While there are some legislative exemptions to licensure, licensed programs include child day centers, family day homes, child day center systems, and family day systems. The state may also voluntarily register family day homes not required to be licensed.

Standards for licensed child day centers address certain health precautions, adequate play space, a ratio of children to staff member, equipment, program and record keeping. Criminal record checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health and building codes.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard.

Three types of licenses may be issued to programs. Conditional licenses may be issued to a new program to allow up to six months for the program

to demonstrate compliance with the standards.

A regular license is issued when the program substantially meets the standards for licensure.

A provisional license, which cannot exceed six months, is issued when the program is temporarily unable to comply with the standards. Operation without a license (when required) constitutes a misdemeanor which, upon conviction, can be punishable by a fine of up to \$100 or imprisonment of up to 12 months or both for each day's violation.

If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the Eastern Regional Office of Social Services at: Eastern Regional Office

Pembroke Four Office Building, Suite 300

Virginia Beach, VA 23462-5496

(757) 491-3990