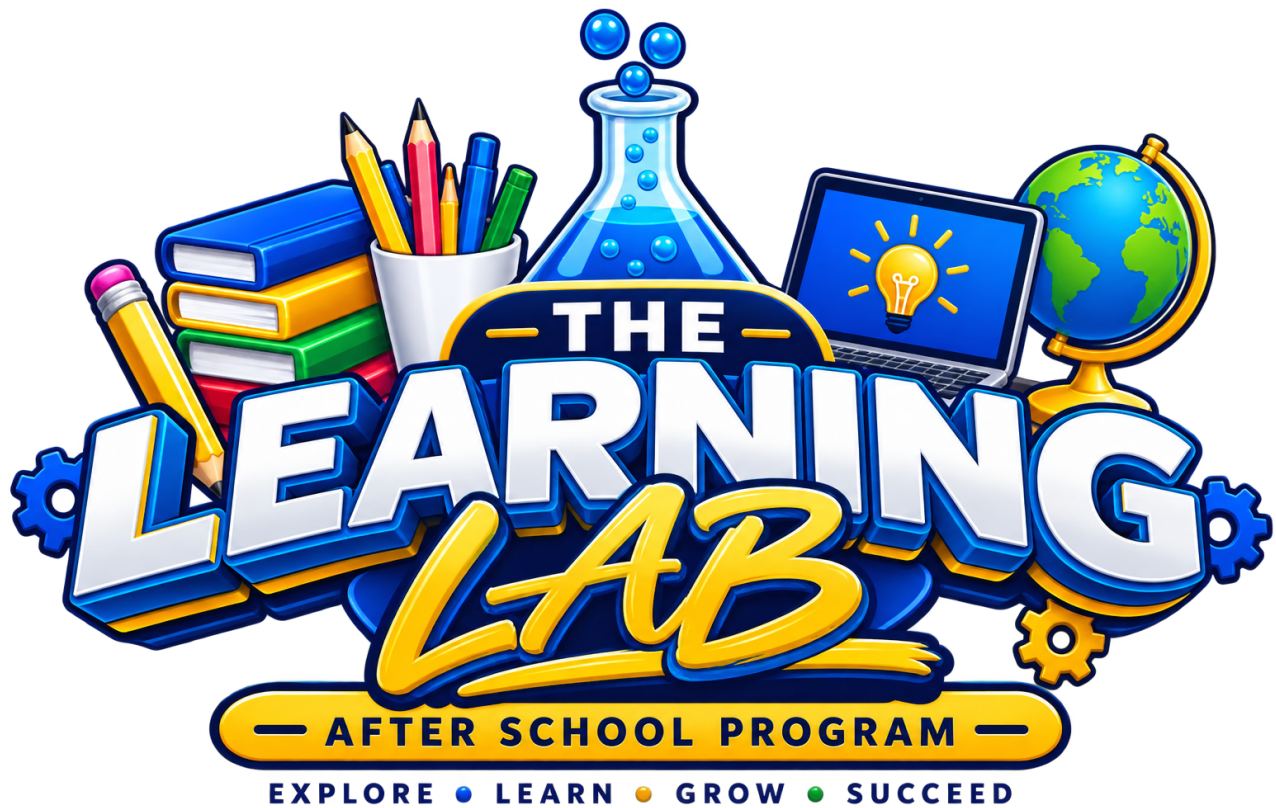




**AFTER-SCHOOL CARE
PARENT & FAMILY HANDBOOK
2026-2027**

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1. Welcome & Program Overview

Welcome to The Learning Lab, an after-school care program located at Kingdom Cathedral. We partner with families to provide a safe, structured, nurturing environment where children can complete homework, build positive relationships, participate in enrichment, and grow in character.

The Learning Lab serves children ages 3 through 11 during after-school hours. The program is not a full-day childcare program.

Program Snapshot

- Ages served: 3-11 years
- Hours: 3:00 PM-6:00 PM, Monday-Friday on scheduled program days
- Weekly tuition: \$140 per enrolled child
- Enrollment fee: \$50 per child, nonrefundable
- Program phone: 516-920-7077
- Location: Kingdom Cathedral, 3820 Stoneshore Road, Virginia Beach, VA 23452

2. Mission & Philosophy

Mission: The Learning Lab exists to support working families by providing high-quality after-school care that strengthens academic habits, character, and confidence.

Tagline: Building Minds, Growing Confidence.

Philosophy: Children thrive when they are known, safe, challenged, encouraged, and treated with dignity. Our program uses developmentally appropriate activities, positive guidance, consistent routines, and family partnership.

3. Program Administration & Lines of Authority

The Learning Lab maintains clear lines of authority so families and staff know who is responsible for program operations.

- The Learning Lab leadership provides organizational oversight.
- The Program Director/Administrator is responsible for daily program operations, licensing compliance, staff supervision, family communication, records, and safety procedures.
- Lead staff supervise assigned groups and implement daily activities, attendance, health and safety procedures, and positive guidance.
- Program assistants support supervision, transitions, activities, sanitation, and child safety.

The name and contact information of the current Program Director and designated person in charge will be posted at the program and provided to licensing as required.

4. Enrollment & Required Records

Enrollment is based on available space, the program's ability to meet the child's needs, completion of required records, and payment of the nonrefundable enrollment fee.

Before a child begins care, the parent/guardian must complete all forms and provide records required by Virginia law and the licensing authority.

Records may include:

- Child registration/application and emergency contacts
- Parent agreement and emergency medical authorization
- Authorized pickup/release list
- Health information, physical examination and immunization documentation as applicable
- Allergy, food intolerance, medication, seizure, asthma, diabetes, or other individual health care plans when applicable
- Custody or court documents that affect release or access
- Transportation permission, if transportation is offered
- Field trip/activity permissions, when applicable

Parents must promptly report changes to addresses, telephone numbers, employment contacts, emergency contacts, custody information, authorized pickup persons, health conditions, allergies, medications, and school information. At least annually, families will be asked to confirm that required child-record information remains current.

5. Tuition, Fees & Payment Policies

Tuition and Enrollment Fee

- Weekly tuition is \$140 per student.
- A \$50 nonrefundable enrollment fee is due for each child at enrollment.
- The enrollment fee reserves processing/placement and is not credited toward tuition.

Payment Expectations

Tuition is charged for the child's enrolled space, not solely for days attended. Unless the program provides a written credit or closure adjustment, absences, vacations, suspensions from school, or voluntary early pickups do not reduce weekly tuition.

Families will receive the program's current payment due date, accepted payment methods, late-payment process, returned-payment policy, and any sibling or promotional discounts in writing before care begins. Any payment arrangement must be approved in writing by administration.

Failure to keep the account current may result in suspension or termination of aftercare services after notice to the parent/guardian.

6. Days and Hours of Operation

The Learning Lab operates Monday through Friday from 3:00 PM until 6:00 PM on scheduled program days. The program does not provide full-day care under this handbook.

The program may close for holidays, staff development, severe weather, emergencies, building conditions, or other announced closures. A program calendar and closure notices will be provided to families. Changes will be communicated by phone, text, email, written notice, or the program's designated communication platform.

7. Arrival & Departure

Children must be transferred into the care of The Learning Lab staff according to the program's approved arrival procedure. A child may not be left unattended at the entrance, parking lot, or other location.

Staff will maintain daily attendance and document arrival and departure. Parents/guardians are responsible for ensuring the program knows when a child will be absent or will not attend after school.

At departure, the child will be released only to a parent/guardian or person authorized in writing, subject to identification verification. Staff will document departure in the program's attendance/release system.

8. Authorized Pickup, Identification & Late Pickup

Authorized Pickup

Parents must provide a current written list of persons authorized to pick up the child. Staff may request a government-issued photo ID before release. The Learning Lab will not release a child to an unauthorized person. Parents should notify the program in advance of an authorized pickup change and complete any required written update.

Court orders or custody documents affecting access must be provided to the program. Staff will follow valid documents on file to the extent applicable.

Late Pickup

The Learning Lab closes at 6:00 PM. Parents must arrange pickup so the child is released by closing time.

1. At 6:00 PM, staff will attempt to contact the parent/guardian.
2. If the parent cannot be reached, staff will contact authorized emergency contacts.
3. If a child remains after closing and no responsible authorized adult can be reached, administration will follow the program's emergency/unclaimed-child procedure and contact appropriate authorities when necessary to protect the child.

Repeated late pickup may result in a conference, additional conditions for continued enrollment, or termination. Any late pickup fee will be disclosed in writing before it is charged.

9. Attendance & Absences

Consistent attendance supports routines, relationships, and academic progress. Parents should notify The Learning Lab as soon as possible when a child will be absent, dismissed early from school, participating in a school activity, or going home by another approved arrangement.

If a child expected to arrive from school does not arrive, staff will follow the program's missing/absent child verification procedure, which may include contacting the school, parent/guardian, emergency contacts, transportation provider, and authorities as circumstances require.

10. Daily Schedule & Program Activities

The schedule may be adjusted by age, school dismissal time, weather, special events, and children's needs. A typical after-school schedule includes:

3:00-3:30	Arrival, attendance, handwashing, snack and transition
3:30-4:15	Homework help / literacy / academic support
4:15-4:45	Outdoor play or gross-motor activity
4:45-5:20	Enrichment: STEM, arts, music, games, projects or clubs
5:20-5:40	Character-building activity, reflection or group meeting
5:40-6:00	Centers, quiet activities, cleanup and dismissal

Children ages 3-5 will receive activities and transitions appropriate to their developmental level. Homework expectations will be adapted for children who do not have assigned homework.

11. Food, Snacks & Allergies

The Learning Lab will provide or arrange an afternoon snack consistent with applicable nutrition and food-service requirements. Menus or snack information will be available to families.

- Food will be stored, prepared, served, and handled in a sanitary manner.
- Parents must disclose food allergies, intolerances, dietary restrictions, and medically required substitutions before care begins and whenever they change.
- Children with diagnosed food allergies requiring an emergency response must have required written care plans and medication authorizations on file.
- Outside food for sharing with the group is not permitted unless approved in advance by administration and consistent with allergy and food-safety procedures.

Parents will be notified immediately of a confirmed or suspected allergic reaction and of known ingestion/contact with a food identified in the child's written care plan, consistent with Virginia requirements.

12. Health, Illness & Communicable Disease

Children must be healthy enough to participate safely in the after-school program. Staff will observe children for signs of illness at arrival and throughout the afternoon.

A child will not be admitted or will be separated from the group and sent home as soon as possible when the child has a temperature over 101°F, recurrent vomiting or diarrhea, a communicable disease, or another condition that prevents safe participation or creates a health risk.

Parents agree to arrange prompt pickup when notified that a child is ill. A child awaiting pickup will remain supervised in a designated quiet area.

Parents must inform The Learning Lab within 24 hours or the next business day if the child or a member of the immediate household develops a reportable communicable disease; life-threatening diseases must be reported immediately. The program will provide exposure notices when required while protecting confidentiality.

13. Medication & Topical Products

The Learning Lab will administer medication only in accordance with its written medication policy, Virginia licensing requirements, required authorizations, and staff training. The program may limit medication administration based on staffing and legal requirements, except where emergency medication or other accommodation is required by law.

- Written parent authorization is required before medication is administered.
- Prescription medication must be in the original labeled container and match the child for whom it was prescribed.
- Nonprescription medication must meet applicable written authorization and instruction requirements.
- Medication will be stored securely and inaccessible to children, with emergency medications accessible to trained staff as required.
- Administration will be documented.
- Children may not carry or self-administer medication unless specifically permitted under applicable law, a written plan, and program policy.

Sunscreen, insect repellent, diaper ointment/cream, and other topical products will be used only in accordance with written program procedures and required parent authorization. For children who require diapering or toileting assistance, individualized arrangements must be discussed before enrollment so the program can determine whether it can safely meet the child's needs.

14. Emergency Preparedness & Family Communication

The Learning Lab maintains a written emergency preparedness plan addressing evacuation/relocation, shelter-in-place, lockdown, severe weather, utility loss, fire, hazardous conditions, intruder/violence, and other emergencies. The plan is maintained separately from this handbook and is developed/reviewed consistent with licensing requirements and consultation with appropriate authorities.

- Monthly evacuation drills will be conducted and documented.
- Shelter-in-place procedures will be practiced at least twice each year.
- Lockdown procedures will be practiced at least annually.
- Attendance, emergency contacts, allergy/health information, medications/care plans, and essential supplies will be accounted for during emergencies.

- Families will be notified by available methods such as telephone, text, email, or designated communication platform.
- Children will be released after an emergency only to a parent/guardian or authorized person after identity verification.

The program will provide families with its emergency communication and reunification information. Specific emergency routes, security details, and internal procedures may be withheld from public distribution when disclosure could compromise safety.

15. Injuries, Incidents & Emergency Medical Care

Parents authorize emergency medical care through the required written parental agreement unless they submit a written objection permitted by Virginia law. In a serious emergency, staff will call 911 or appropriate emergency services and then notify the parent/guardian.

Parents will be notified immediately if a child is lost, requires emergency medical treatment, sustains a serious injury, or has a confirmed/suspected allergic reaction. Parents will be notified by the end of the day of known minor injuries. Required injury/incident records will be completed and maintained.

16. Positive Guidance & Discipline

The Learning Lab uses discipline as teaching and guidance, not punishment. Staff establish clear expectations, model respectful behavior, redirect children, reinforce appropriate choices, help children identify feelings, teach problem-solving, and use logical/developmentally appropriate consequences.

Progressive Support

4. Staff redirection, coaching, environmental adjustments, and documentation.
5. Parent communication and conference when concerns are persistent.
6. A written behavior support/intervention plan developed with the family when needed.
7. Referral to appropriate support resources, when appropriate and with required parent involvement/permission.
8. If behavior creates an immediate or continuing safety risk that cannot be safely managed within the program, temporary removal, suspension, or termination may be considered after reasonable steps consistent with law and licensing requirements.

Forbidden Discipline

The Learning Lab prohibits physical punishment; striking, roughly handling, shaking, binding or tying; forced uncomfortable positions or exercise as punishment; confinement in a space the child cannot freely exit; punishment by another child; separation beyond staff hearing and vision; withholding or forcing food or rest; demeaning verbal remarks; punishment for toileting accidents; and application of unpleasant or harmful substances.

17. Child Abuse & Neglect Reporting

The Learning Lab staff will comply with Virginia mandated-reporting laws. Staff who have reason to suspect child abuse or neglect will make required reports to the appropriate authority and will follow applicable reporting timelines. Staff do not need parental permission to make a mandated report. Program personnel will cooperate with authorized investigations and maintain confidentiality as required by law.

18. Parent Access, Communication & Participation

A custodial parent has the right to be admitted to the child day program while the parent's child is in care, subject to applicable law and reasonable safety/security procedures.

Families are encouraged to communicate concerns, changes, and questions. The program may use phone, text, email, printed notices, conferences, newsletters, or an approved communication platform.

Parents will be offered opportunities to participate in program activities, special events, family meetings, conferences, and volunteer opportunities. Volunteers may be subject to screening, orientation, supervision, confidentiality, and background-check requirements.

At least semiannually, families will receive written information regarding the child's development, behavior, adjustment, and needs, and will have an opportunity to provide feedback, when required by the applicable licensing standard.

19. Inclusion & Children with Disabilities

The Learning Lab is committed to inclusion and will consider reasonable accommodations for children with disabilities and special health or developmental needs. Families should provide relevant IEP/504 information, health care plans, accommodation needs, and emergency procedures that are necessary for safe care.

Enrollment decisions will be individualized. The program will communicate with the family regarding reasonable supports and whether the program can safely meet the child's needs within applicable law, staffing, training, and licensing requirements.

20. Transportation

Transportation

The Learning Lab' transportation arrangements, if offered, will be provided only under a separate written transportation policy/authorization that identifies routes or pickup arrangements, responsible staff, vehicle and driver requirements, attendance/accounting procedures, emergency information, and release procedures. Transportation is not guaranteed unless confirmed in writing.

If the program does not provide transportation for a particular child, the parent/guardian is responsible for arranging the child's safe arrival to The Learning Lab.

21. Outdoor Play & Safety

Weather and daylight permitting, children will have opportunities for outdoor or gross-motor activity. Outdoor activities may be modified or moved indoors due to severe weather, unsafe temperatures, air quality, site conditions, or other safety concerns.

Children should wear safe, activity-appropriate clothing and footwear. Parents should provide seasonally appropriate outerwear and any requested change of clothes.

22. Personal Belongings, Clothing & Electronics

- Label personal belongings with the child's name.
- Do not send weapons, weapon look-alikes, tobacco/nicotine products, alcohol, illegal drugs, hazardous items, or inappropriate materials.
- Medication must be given directly to authorized staff; it may not be stored in a child's backpack unless specifically authorized under a written plan.
- Personal electronics may be restricted during program hours to protect learning, privacy, and supervision.

- The Learning Lab is not responsible for unnecessary valuables brought to aftercare.

Staff may restrict items that create choking, strangulation, tripping, distraction, allergy, or other safety hazards.

23. Confidentiality & Records

Child and family records will be maintained with appropriate confidentiality and made available only to authorized persons, licensing officials, or others as permitted or required by law. Families are expected to respect the privacy of other children and families, including photographs, medical information, behavior concerns, and personal circumstances.

24. Complaints & Grievances

The Learning Lab welcomes concerns and seeks prompt, respectful resolution.

9. Discuss the concern with the staff member or Lead Staff when appropriate.
10. If unresolved, contact the Program Director/Administrator.
11. If still unresolved, submit the concern in writing to Kingdom Cathedral leadership/program administration for review.
12. Families may contact the applicable Virginia child care licensing authority at any time to ask questions or make a licensing complaint. Current state contact information will be posted at the center and supplied upon request.

Retaliation for raising a good-faith safety or licensing concern is prohibited.

25. Termination of Services

The Learning Lab may terminate enrollment for reasons including, but not limited to:

- Nonpayment or repeated late payment
- Repeated late pickup
- Failure to provide or maintain required enrollment/health records
- Persistent violation of program policies by a parent/guardian or authorized pickup person
- Behavior that presents a serious or continuing safety risk that cannot be safely managed after appropriate interventions
- Threatening, abusive, violent, intoxicated, or unsafe conduct on program property
- The program's inability to safely meet a child's needs within applicable requirements
- Extended unexplained absence or abandonment of the enrolled space
- Program closure or material operational change

Parents will be informed of the reason for termination of services. When circumstances permit, the program will provide written notice and an opportunity to discuss the decision. Immediate termination may occur when necessary to protect children, staff, or program safety.

26. Nondiscrimination

The Learning Lab provides services and makes program decisions without unlawful discrimination. The program will comply with applicable federal and Virginia nondiscrimination and disability-access requirements.

27. Parent Rights & Responsibilities

Parents/Guardians Have the Right To

- Receive written program policies before the child's first day.
- Know the program's hours, fees, religious affiliation, daily schedule, food practices, discipline policy, emergency procedures, transportation policy, and termination policy.
- Have concerns heard and addressed respectfully.
- Receive information about their child's adjustment, behavior, well-being, and program experience.
- Access the program as permitted by Virginia law while their child is in care.
- Know how to contact the applicable licensing authority.

Parents/Guardians Are Responsible For

- Providing complete and accurate enrollment, health, emergency, custody, and pickup information.
- Keeping contact information current.
- Paying tuition and fees according to the written payment agreement.
- Notifying the program of absences and changes in school dismissal arrangements.
- Picking up by 6:00 PM and ensuring authorized persons have identification.
- Promptly picking up a child who becomes ill.
- Reporting communicable disease information as required.
- Following safety, respectful-conduct, and program policies.

28. Parent Agreement & Handbook Acknowledgment

The following agreement is intended to be maintained in the child's record by the first day of attendance.

____ 1. I have received or been given access to the The Learning Lab Parent & Family Handbook and understand that I am responsible for following the policies described in it.

____ 2. I understand The Learning Lab is an after-school care program serving ages 3-11, generally operating Monday-Friday from 3:00 PM-6:00 PM on scheduled program days.

____ 3. I understand weekly tuition is \$140 per child and the enrollment fee is \$50 per child and nonrefundable.

____ 4. I authorize emergency medical care for my child if an emergency occurs and I cannot be located immediately, unless I have submitted a written objection permitted by Virginia law.

____ 5. I understand The Learning Lab will notify me if my child becomes ill, and I agree to arrange pickup as soon as possible when requested.

____ 6. I agree to inform The Learning Lab within 24 hours or the next business day if my child or a member of the immediate household develops a reportable communicable disease; life-threatening diseases will be reported immediately.

____ 7. I have received information regarding the program's religious affiliation, hours/days, closures, arrival/departure, authorized pickup, late pickup, medication/topical products, emergency communication, food, discipline, child abuse reporting, parent access, transportation, and termination policies.

____ 8. I understand staff are required by law to report suspected child abuse or neglect.

____ 9. I understand that policies may be updated to remain compliant with licensing requirements and that material changes will be communicated to families.

Child's Name: _____

Parent/Guardian Printed Name: _____

Parent/Guardian Signature: _____ Date: _____

Program Representative: _____ Date: _____