



Tender Oaks Child Care, LLC



A Licensed Family Day Home in Fauquier County

Serving Children Ages 6 weeks - 12 years

FDH 1110344

Lisa Cooper
(540)422-5273

www.tenderoakschildcare.com
12062 Center St. Remington, VA 22734





2026 Parent Handbook



Parent Handbook Policies and Procedures

WELCOME!

Welcome to Tender Oaks Child Care! I am delighted to have you join my childcare family. To foster a strong partnership and ensure clear communication, I've created this handbook. It outlines my childcare philosophy, business policies, and mutual expectations.

The goal for this handbook is to build positive and collaborative relationships between the parents and the provider. The following pages provide important guidelines and requirements designed to prevent misunderstandings and create a supportive environment for all. Please take time to review this handbook thoroughly. If you have any questions or concerns, feel free to discuss them with me at any time.

MISSION STATEMENT

The mission of Tender Oaks Child Care is to create a safe, nurturing, and engaging environment where children can learn, grow, and thrive. I am committed to fostering a love of learning, encouraging creativity, and preparing children for a bright and successful future.

INCLUSION STATEMENT

Tender Oaks Child Care embraces diversity and inclusion in compliance with state and federal regulations. All applicants are welcomed without regard to race, color, national origin, creed, religion, gender, disability, or handicap.

My program is dedicated to conducting all practices in a manner that respects and values every child, parent, and family. Discrimination has no place in any childcare program, and I am committed to providing a barrier-free environment that enhances the educational experience for every child, ensuring accessibility and equality for all.

COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

Tender Oaks Child Care upholds the principles of the Americans with Disabilities Act (ADA) by fostering an inclusive and accessible environment for children, families, and staff, and by providing reasonable accommodations to ensure that children with disabilities can fully participate in all programs to the best of my ability. Discrimination based on disability is strictly prohibited. I am dedicated to ensuring every child can thrive unless a situation poses a direct threat to the health or safety of others or requires a fundamental alteration of this program.

Through my commitment to equity and accessibility, I aim to provide a supportive environment for all children to learn, grow, and succeed.

CONFIDENTIALITY

I am committed to maintaining the highest standards of confidentiality within my home and business. I understand that, in caring for your child, you may share sensitive or private information with me. Rest assured that I respect the privacy of all children and families in my care.

All personal information is handled with the utmost discretion and shared only with authorized personnel on a strict need-to-know basis. Your trust is important to me, and I take this responsibility seriously.

COMMUNICATION

Open communication is the foundation of a successful partnership between families and Tender Oaks Child Care. When I welcome a new family, I strive to ensure clear and honest communication about any concerns, questions, or feedback that may arise.

Lisa Cooper

(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734



2026 Parent Handbook



I aim to respond to all inquiries as soon as possible, and in case of emergencies, parents will be notified promptly.

I believe that alignment in childcare philosophy is key to your child's development. I encourage you to share any changes, challenges, or events at home that may impact your child's behavior or emotions.

I value your input and am always available for discussions aimed at creating the best outcomes for your child. Together, we can nurture a positive and supportive environment for their growth.

INFORMATION FOR PARENTS

To keep you informed, any important updates or announcements will be communicated verbally, via text and/or email, posted on the bulletin board and website, or in writing and handed directly to parents.

In the event of any policy or fee changes, I will provide at least two weeks' written notice to ensure ample time for adjustments. Your understanding and cooperation are greatly appreciated as we work together to provide the best care for your child.

VISITATION POLICY

Tender Oaks Child Care proudly maintains an open-door policy, allowing parents to visit while their child is in our care. However, we kindly ask you to keep the following considerations in mind to ensure a smooth experience for all children:

Scheduling: While we welcome visits, we recommend scheduling ahead of time. Unplanned visits can sometimes disrupt the group or cause confusion for your child, who may think it's time to go home. Scheduling allows us to prepare your child and minimize any potential upset.

Rest Time Visits: To maintain a calm and restful environment, we ask that you avoid visiting during naptime whenever possible. If you need to pick up your child during this time, please send a text message in advance so I can prepare them for departure with minimal disruption.

Health and Safety Considerations: During pandemics or emergency situations, Tender Oaks Child Care may temporarily limit in-person visits to prioritize the health and safety of staff and children. In such cases, drop-offs and pickups will be conducted at the door.

HOURS OF OPERATION

Normal hours of operation are 6 am – 6 pm, Monday through Friday.

Please note that fees are based on securing your child's spot, not the number of hours your child attends or the hours of operation. As such, weekly childcare fees are due regardless of attendance. This policy ensures that your child's spot is reserved and that our program can continue to provide quality care.

DIVORCE RECORDS/ CUSTODY AGREEMENTS

For the safety and security of your child, divorced or separated parents must provide a copy of any custody agreements or court-issued custody orders. These documents will be kept confidentially in your child's file. Without these custody documents, Tender Oaks Child Care cannot legally prevent a non-custodial parent from picking up the child. However, if custody papers are provided, the legal guidelines outlined in the documents will be followed, including contacting law enforcement, if a non-custodial parent attempts to remove the child without authorization. Your cooperation in providing the necessary documentation is necessary to prioritizing the safety and well-being of your child.

Lisa Cooper

(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734



2026 Parent Handbook



LIABILITY

Parents agree to be responsible for any damages caused by their child to my property or the property of another child while in my care. This includes immovable property such as land, fences, or light posts; and personal property such as furniture, toys, or equipment. Parents agree to promptly repair or replace any damaged property as needed. It is essential to inform us in advance about any behaviors your child may exhibit that could lead to such situations. Open communication allows us to work together proactively to create a positive and safe environment for all children.

CLEANLINESS & HYGIENE

At Tender Oaks Child Care, we are committed to maintaining high standards of cleanliness and hygiene to ensure a safe and healthy environment for all children. Children should arrive clean, dressed appropriately for the weather, and ready for the day. This includes wearing shoes and, if applicable, a clean and dry diaper or pull-up.

Parents need to provide weather-appropriate clothing. Children should be dressed in comfortable, weather-appropriate clothing to support their safety and enjoyment during outdoor activities. Extra clothing should be provided to be kept here as back ups.

ENROLLMENT INFORMATION

To ensure the highest quality of care, each child must have a completed pre-enrollment information packet on file before their first day of care. The following forms and requirements are essential for enrollment:

- Information for Parents
- Child's Record
- School Entrance Health Form (dated no earlier than 12 months prior to admission)
- Provisions of the Emergency Preparedness & Response Plan
- Liability Insurance Declaration
- General Permission for Regularly Scheduled Field Trips
- Authorization to Apply a Non-Prescription Topical Skin Product
- Medication Administration Decision to Administer

Other requirements:

- A non-refundable 2-week deposit which will be applied to your last two weeks of care, for non-subsidy clients.
- All required supplies (diapers, wipes, extra clothing, formula, etc.) must be brought in the first day the child attends childcare.

You are required to keep me informed of any change in address, telephone numbers, and other pertinent information listed on any/all the above forms.

Additionally, when a child leaves Tender Oaks Child Care, I will, upon written request, transfer all records to the new provider or provide the caretaker with the child's records within 14 days.

Lisa Cooper
(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734





2026 Parent Handbook



CHILD NEGLECT AND ABUSE

Childcare providers are mandated reporters under state law. This means I am legally required to identify and report any signs of child abuse, neglect, or abandonment. My primary responsibility is to safeguard the well-being of every child in my care. Virginia law mandates that any individual who suspects child abuse must report it immediately. Reports can be made to:

Virginia Department of Social Services - Fauquier VDSS at (540) 422-8400

and the Virginia State Police. - 911.

Please understand that this obligation is strictly for the benefit of the child, and is guided by a commitment to their safety and welfare.

DAILY SCHEDULE

A consistent schedule provides structure, helps children anticipate activities, and supports their emotional and developmental growth. While I strive to maintain a regular routine, occasional adjustments may be necessary to accommodate special circumstances or the unique needs of the children.

For all children, the daily routine is designed to provide care, understanding, patience, and guidance. It includes a balance of activities that promote learning, play, and rest to create a positive and enriching experience for every child. I will be incorporating the Streamin3 Curriculum in an age appropriate manner throughout the day with our schedule also including healthy meals and snacks, indoor and outdoor play, story time, music and dancing, rest, and other fun activities. A sample schedule is included in the Registration Packet.

TRIAL PERIOD

The first two weeks of your child's enrollment are considered a trial period. During this time, either the parent or Tender Oaks Child Care may terminate the agreement without notice.

Throughout the trial period, we will provide daily updates on your child's adjustment to our care. If at any point it becomes clear that the arrangement is not a good fit for either party, Tender Oaks Child Care reserves the right to void the contract without notice. Please note that tuition fees are non-refundable during this trial period.

After the initial two weeks, a two-week written notice is required by either party to terminate the agreement, unless a violation of this Parent Handbook or other required forms occurs. Upon termination with notice, your two-week deposit will be applied to the final two weeks of care.

ABSENT DAY POLICY

If your child will be absent for the day, please notify as soon as possible. Tuition fees remain due in full regardless of absences, holidays, closures, or suspensions. Additionally, refunds will not be provided for late arrivals, early departures, or children sent home due to illness.

ARRIVING FROM ANOTHER PROGRAM

If your child is scheduled to arrive from another program or activity and does not arrive within 15 minutes of the scheduled time, both the program and the parent will be called to confirm whether the child will be arriving. If no response, two additional attempts will be made to reach the program or parent. If contact is still not made, emergency contacts will be called.

Please note that tuition remains due, as it secures your child's place, not their attendance.

Lisa Cooper

(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734





2026 Parent Handbook



GUIDELINES FOR ARRIVALS

Transition times, such as drop-off and pick-up, can be challenging for children as they adjust to changes in authority and routine. It is normal for children to cry during drop-off, particularly in the first few weeks. Most children stop crying within minutes after the parent leaves.

To ensure smooth transitions, parents are expected to maintain control of their child during drop-off and pick-up. If inappropriate behavior occurs, please correct your child promptly. I will support this by reinforcing positive behaviors and reminding children of appropriate actions if needed. Disrespectful or disruptive behavior during transitions will be addressed with reminders and guidance. However, consistent failure to adhere to these guidelines or any disrespectful treatment may result in immediate termination of care.

GUIDELINES FOR RELEASING CHILDREN

At Tender Oaks Child Care the safety of your child is the highest priority. Children will only be released to individuals listed on the child's pick-up authorization. Individuals approved for pick up would include:

- *Parents or legal guardians with legal and/or physical custody*
- *Those persons you have listed on your child's record whom you have given consent to have your child released to*
- *Authorized welfare workers with proper documentation and authorization*

VERIFICATION OF IDENTITY

Anyone picking up a child who is not recognized will be required to provide a valid driver's license or government-issued ID and must also be listed on your approved pick-up list. Telephone permission will not suffice. Parents must notify us in advance with written instructions if their child is to be released to someone not previously authorized.

If the person picking up a child appears to be under the influence of alcohol or drugs, another authorized individual will be contacted to pick up both the child and the impaired adult.

PARENT/PROVIDER COMMUNICATION

I understand the importance of open communication to support your child's development. If a situation arises that requires discussion, I am happy to meet with you. To ensure a productive conversation, I kindly ask that you schedule an appointment at a mutually convenient time so that we can dedicate our full attention to addressing any questions, concerns, or updates about your child. Together, we can work as a team to provide the best possible care and support for your child.

SUPPLIES

Parents are required to provide essential items to ensure we can care for your little ones comfortably and effectively. These essentials include things such as sunscreen, diaper rash ointment, extra clothes for all types of weather including proper outerwear. Please note that clothes may not remain clean during play and activities. A complete change of clothes labeled with your child's name should be always available in your child's cubby.

All medication must have proper documentation, along with completed authorization forms. All prescriptions must be properly labeled with the child's name, dosage, and storage instructions. Authorization forms will be available on site, and on the website.

Lisa Cooper

(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734





2026 Parent Handbook



TOYS

I ask that you avoid sending toys from home unless they are necessary for your child's comfort at nap time, such as a special blanket. Nap items will be kept with your child's belongings and only used during rest time. Tender Oaks Child Care is not responsible for any item brought from home that are lost, stolen, or broken.

OUTSIDE PLAY

Tender Oaks Child Care values outdoor play as an essential part of your child's development. Children will be outside as much as possible, regardless of the season as long as proper clothing and wraps have been made available. If outdoor play is not possible due to extreme weather conditions, we will engage in fun and stimulating indoor activities.

CHILDCARE RATES

Your weekly childcare rates are outlined in Information for Parents document and are currently :

\$355/week for Full Time Care & \$250/week for Before & After School Care.

Notice of any change in rates or other terms will be provided in writing in advance.

RATE INCREASES

Tender Oaks Child Care reserves the right to adjust rates as needed. However, parents will receive no less than 60 days' written notice of any rate increase before the new rate takes effect.

PAYMENT PROCEDURES

Weekly daycare fees are due on Monday before care begins for the following 2-week period. Subsidy copays are due the 1st of each month. Accepted payment methods include cash, check or electronic payment methods such as Cash App, Venmo, or PayPal. There will also be a payment link on your invoice that can be used. As a State Child Care Subsidy Vendor, I also accept the state child subsidy as payment.

Payments not received by Monday mornings will incur a late payment fee of \$25 per day, including weekends. If payment is not received within 7 days, your child's care will be suspended. Care will resume as soon as all tuition and late fees are paid in full. I will allow reasonable attempts for payment with proper communication.

If non-payment becomes an issue, after two weeks,, your contract may be terminated, and your child's position filled. Consistent failure to make payments or recurring late payments may also result in termination of care. and your account being sent to collections.

OVERTIME FEES

Overtime fees apply any time you are late picking up your child. A \$10 fee will be charged after the first 5 minutes you are late. An additional \$1/minute per child will be charged after the first 5 minutes.

I understand that unforeseen circumstances such as job delays, traffic, or weather can affect your arrival. If you know you will be late, please arrange for another authorized adult (listed on your emergency contact form) to pick up your child.

If I do not hear from you within 30 minutes, I will attempt to reach your emergency contacts. If no contact is made within 1 hour, the Virginia State Police will be notified to conduct a safety check.

Lisa Cooper
(540)422-5273

www.tenderoakschildcare.com
12062 Center St. Remington, VA 22734



2026 Parent Handbook



BACK UP CARE

It is important that all parents have a back-up plan in place to ensure your child is cared for during any unexpected closures. Parents are responsible for arranging their own back-up care for holidays, child illnesses, or other situations that may prevent me from providing care..

PERSONAL DAYS

I understand the importance of reliable childcare. While I strive to remain open every business day, there may be occasions when the daycare must close for personal days for appointments, illness, scheduled vacations, or unforeseen emergencies .

I have allocated a limited number of personal closure days each year to account for vacations, personal matters, or unforeseen circumstances. Tuition will still be due during holidays and winter break, plus 1 week vacation time, as tuition secures your child's place here. I am also building in 3 sick days, which I will hopefully not need to use. Other personal or emergency days will not be charged.

I will provide as much advance notice as possible for any planned closures to help parents make necessary arrangements. In the rare event of an unplanned emergency closure, I will notify parents as soon as possible and work to resume care quickly. Parents must arrange back-up care.

Expected 2026 Holiday Schedule:

- January 1-2, 2026 - New Year's Day
- January 19th - MLK Day
- February 16th - President's Day
- May 25th - Memorial Day
- June 19th - Juneteenth
- July 3rd - Independence Day Observed
- September 7th - Labor Day
- November 11th - Veteran's Day
- November 26th-27th - Thanksgiving
- December 24th - January 1st - Winter Break

Tuition for holiday closures will be due as normal. Outside of these specific times, there will be 1 week of my personal vacation time, dates to be determined, plus 3 built in potential sick days included. There may also be occasional sick or personal days that will not be charged. As much notice as possible will be given for all days the daycare needs to close.

**Dates subject to change.*

Lisa Cooper

(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734



2026 Parent Handbook



RESPONSIBILITIES OF THE PARENT

To maintain a positive and safe environment for your child, we ask parents to:

- *Keep all communication between parents and provider clear and positive as we work towards a common goal.*
- *Pay tuition on time.*
- *Pay any late fees incurred.*
- *Ensure your child does not run to your car unattended during pick-up.*
- *Supervise your child once they are in your care during pick-up.*
- *Sign your child in and out upon arrival and departure.*
- *Check and replenish your child's diaper supply as needed.*
- *Provide appropriate clothing for the season.*
- *Keep medical and immunization records up to date.*
- *Pick up your child within 1 hour if they are sick or injured.*
- *Update your child's file with current phone numbers, addresses, and emergency contacts.*
- *Cover all legal fees and court costs if legal action is required for unpaid fees.*
- *Follow the policies and procedures outlined in this handbook.*
- *Notify us when your child will be absent.*
- *Keep your child home if they are sick.*
- *Plan for back-up care during closures or emergencies.*

DISCIPLINE AND GUIDANCE POLICY

I am committed to guiding children with love, consistency, and positive reinforcement. I believe in fostering a supportive environment that encourages self-control and cooperation while using developmentally appropriate guidance.

Methods used focus on redirecting and guiding children to a more appropriate activity; offering positive alternatives; and demonstrating constructive choices in challenging situations. I purposefully model desired behavior and encourage problem solving, and I try to always recognize and praise positive behavior, helping to build each child's confidence in themselves.

Timeouts, when necessary, may be used as a last resort for children over 18 months and are limited to one minute per year of the child's age. After a timeout, the child will be encouraged to rejoin the group, and the situation will be discussed to ensure understanding of the expected behavior.

Physical discipline will never be used.

Lisa Cooper
(540)422-5273

www.tenderoakschildcare.com
12062 Center St. Remington, VA 22734





2026 Parent Handbook



REST PERIOD/QUIET TIME

I prioritize rest and relaxation as an important part of your child's daily routine.

All children under the age of 5 are required to have a rest period. While no child is forced to sleep, they are expected to remain quiet during this time. Children who are older or wake up early will be provided with quiet activities until the rest period is over.

Infants will sleep in cribs. Toddlers will transition to cots between the ages of 18 to 24 months, depending on readiness. Rest periods are scheduled between 11:30 am... and 2:30 pm., though it can vary. Infants will be able to sleep on demand as needed. Older children who do not sleep must still rest quietly and will be offered quiet activities during that time. Cribs and cots will be thoroughly cleaned with soap and water and sanitized after each use with sheets changed regularly.

Evacuation routes will remain clear, with easy access to each resting child.

MEALS

I provide nutritious meals for children aged one year and older at no additional cost, following USDA guidelines. This includes breakfast and lunch, plus morning and afternoon snacks. If your child requires a special diet, parents must provide the necessary food items. All food allergies must be listed on your child's medical report and communicated to the provider in advance.

A weekly menu will be posted in a visible area for parents to view, as well as on the website.

TRANSPORTATION

At Tender Oaks Child Care, the safety of children is my top priority. I do not currently offer transportation other than walking, which we will occasionally do as a group when the weather and schedule allow it. Outside of our group walks, the only time children may leave without prior notice is during an emergency and all parents will be contacted with details in that situation.

INJURIES

I prioritize the safety and well-being of every child. If your child sustains an injury, they will be treated with the utmost care.. Minor injuries would have wounds carefully cleaned and bandaged, and bumps and bruises treated with rest and a cool compress. Parents will receive a verbal report at pick-up, outlining the incident and the actions taken.

For Serious Injuries:

If an injury results in swelling, involves the face or head, or requires medical attention, you will be contacted immediately. Medical emergencies will be handled in accordance with the procedures outlined in your child's medical emergency consent form.

A signed copy of the Incident Report created after a serious injury will be retained in your child's records for at least six months.

MEDICAL EMERGENCIES

In the event of an injury or medical emergency, immediate first aid will be provided, and parents will be notified. If further medical attention is needed, parent's will be asked to pick up their child. And if immediate intervention is required, 911 will be called and your child will be transported to the hospital as necessary. Parents will be notified promptly in all scenarios.

I maintain certification in Infant, Child, and Adult CPR and First Aid in order to be able to provide the appropriate response during emergencies. A written report of any incident will be provided to parents. Parents and/or the child's insurance will be responsible for all medical costs incurred due to accidents or illnesses while in childcare.

Lisa Cooper
(540)422--5273

www.tenderoakschildcare.com 12062
Center St. Remington, VA 22734



2026 Parent Handbook



Behavioral Issues:

Repetitive behavioral concerns, such as biting or other actions that pose a risk to the safety of your child or others, may result in a request for removal from childcare. This measure ensures the safety and well-being of all children in the program.

MENTAL HEALTH SUPPORT

As a part of creating a nurturing and emotionally supportive environment for every child, this is a safe space. Children are encouraged to express their feelings and are supported in building emotional regulation skills. Activities such as quiet time, breathing exercises, and positive affirmations are incorporated to promote mental well-being. I welcome discussions with parents about their child's emotional needs and can provide referrals to local mental health resources if needed.

ILLNESS POLICY

At Tender Oaks Child Care, maintaining a healthy environment for all involved is a top priority.

To ensure the health and safety of all children, immunizations must be up to date before entering childcare. Parents are responsible for keeping their child's immunizations current, and providing updated immunization records as needed. A copy of your child's up-to-date immunization record must be on file before care begins. If the record is not up-to-date as required by state regulations, parents will have two weeks to provide updated records. After this period, the child will not be permitted to attend until compliance is met.

Health Changes and Allergies:

- *Parents must report any seasonal or food-related allergies or changes in the child's health.*
- *Any updates to emergency contact information (phone numbers, addresses, etc.) must be communicated immediately.*
- *Failure to provide updated contact information may result in dismissal if we are unable to contact you during an emergency*

SICK CHILDREN POLICY

- *No Attendance. When sick, no child should attend daycare..*
- *Children should be allowed to recover fully in the comfort of their own home. If you are unable to stay home with your child, it is your responsibility to arrange for alternate care.*

Reducing Illness Spread:

While it is not possible to prevent the spread of all illnesses, every precaution is taken to minimize exposure through good hygienic practices and consistent cleaning routines. To ensure the health and safety of all children, the following policies will be strictly enforced:

- *Children showing any symptoms of infectious illness within the past 24 hours must remain at home.*
- *If a child becomes ill during the day, parents will be notified immediately and must arrange for pick-up promptly.*
- *The child will be isolated from others as much as possible until picked up.*

Lisa Cooper

(540)422--5273

*www.tenderoakschildcare.com
12062 Center St. Remington, VA
22734*

2026 Parent Handbook



**Please refer to the following Illness List for specific exclusions.*

ILLNESS LIST

Children with these symptoms will be excluded from daycare:

- *Temperature of 100°F (99.00 under the arm) or higher without medication even if there has not been a change in behavior*
- *Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, or wheezing*
- *Diarrhea: two or more times of loose stool during the past 24 hours, or if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end*
- *Blood in stools not due to change in diet, medication, or hard stools*
- *Vomiting: two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration*
- *Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other unexplained cause.*
- *Mouth sores with drooling*
- *Rash with fever or behavior change*
- *Pink eye (with white or yellow eye discharge), until 24 hours after starting antibiotic treatment*
- *Scabies, until 24 hours after starting treatment and child is comfortable and is able to participate in normal activity*
- *Head lice, until 24 hours after starting treatment.*
- *Tuberculosis*
- *Impetigo, until 24 hours after starting antibiotic treatment and sores are dry.*
- *Strep throat, until 24 hours after starting antibiotic treatment.*
- *Chickenpox, until all sores have crusted and are dry (usually six days).*
- *Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry.*
- *Pertussis, until completing five days of antibiotic treatment.*
- *Mumps, until five days after onset of glandular swelling.*
- *Hepatitis A virus, until one week after onset of jaundice, or as directed by a physician.*
- *Measles, until four days after arrival of rash.*
- *Rubella, until seven days after arrival of rash.*
- *Cold sores if the child is too young to have control of saliva.*

*Lisa Cooper
(540)422-5273*

*www.tenderoakschildcare.com
12062 Center St. Remington, VA 22734*



2026 Parent Handbook



- Unspecified illness if the child is unable to participate in activities or the facility cannot provide care for this child and the other children
- Hand, Foot, and Mouth, no open sores or blisters, no fever for a minimum of 24 hours without medication - children are typically excluded for one week

**This list is not all inclusive and is likely to change as we continue to learn of new symptoms that are developed over time. It is at my discretion whether a child is allowed to attend care. If you have any questions concerning any illness listed above, feel free to discuss them with me.*

SUPERVISION AND SAFETY POLICY

Your child's safety is my highest priority. Strict safety guidelines are followed to ensure a secure environment for all children in care..

Fire Safety:

A working fire extinguisher is located in the childcare home. In the event of a fire that cannot be quickly extinguished, children will be evacuated immediately, and 911 will be called. Smoke detectors are installed throughout the home, and monthly fire drills are conducted to prepare for emergencies.

Emergency Preparedness:

A list of emergency contact numbers is posted near the telephone for quick reference. The provider is responsible for the children's safety at all times while in care.

Supervision Standards:

Indoors, children are always within the provider's sight or hearing. Outdoors, children are always within both the provider's sight and hearing. No child is ever left unsupervised under any circumstances.

Power Outages:

By law, Tender Oaks Child Care must close during power outages if water supply to the home is unavailable. Tuition remains due for these closures as they are beyond my control.

POTTY TRAINING

I am happy to assist with potty training once your child demonstrates emotional and physical readiness. Consistency at home and in childcare will be essential to your child's success. Your child will continue to nap in diapers or pull-ups until they are consistently ready to nap without them. Please send your child in easy on/easy off clothing during training to help them practice independence until they can undress and dress themselves, and provide extra clothes as needed.

RIGHT TO BREASTFEED

I am happy to support breastfeeding mothers, as much as I am able. A comfortable, private area with seating will be provided for mothers to breastfeed or pump if needed. Breast milk may be labeled and brought in daily, or if frozen, must be labeled with your child's name, the date it was pumped, and the amount in the container.

*Lisa Cooper
(540)422-5273*

*www.tenderoakschildcare.com
12062 Center St. Remington, VA 22734*





2026 Parent Handbook

REVISIONS TO HANDBOOK AND CONTRACT

Tender Oaks Child Care reserves the right to make changes to rates and policies as deemed necessary. Parents will be notified of any changes in writing. Whenever possible, a minimum of two weeks' notice will be provided before any changes take effect.

GOVERNING LAW

This agreement shall be governed by and interpreted in accordance with the laws of the State of Virginia.

CONTACT INFORMATION FOR PARENTS

Contact: Lisa Cooper

Email: gracefullives@gmail.com

Website: www.tenderoakschildcare.com

Phone: (540) 422-5273

Feel free to reach out to schedule a time to discuss your concerns. Together, we will work to find a resolution that meets the needs of all parties. If you suspect that Tender Oaks Child Care is not operating in accordance with the childcare requirements set by the State of Virginia, you may contact the local Office of Child Care Health and Safety to file a complaint.

*Licensing Contact Information: Office of Child Care Health and Safety (Northern), Virginia Dept of Education
Phone: (540) 430-2526*

Email: northern.cclicensing@doe.virginia.gov

Office of Child Care Health and Safety

Virginia Department of Education

Phone: 833-778-0204

Website: <https://www.childcare.virginia.gov/home-childcare>

At Tender Oaks Child Care, I am dedicated to providing quality service to the families I serve. If an issue arises, I am committed to assisting you in the best way possible.

Thank you for taking the time to read through the Parent Handbook. I take pride in my professionalism. I maintain CPR/First Aid and MAT Certifications, regularly train in continuing education courses in childcare and early childhood development, and have many years of experience. I am consistently working towards making this the best environment and experience for you and your child. I value your partnership and look forward to building a great relationship with you and your family!

Please sign indicating that you have read this handbook and complete the contract for enrollment.

SIGNATURE OF PARENTS/GUARDIAN

DATE

Lisa Cooper

(540)422-5273

www.tenderoakschildcare.com

12062 Center St. Remington, VA 22734

2026 Parent Handbook



SERVICE AND CONTRACT FEE AGREEMENT

CHILD'S NAME: _____ D.O.B _____ FIRST DAY OF CARE: _____

Write in your expected drop off and pick up time for each day of service that you use:

- Monday _____
- Tuesday _____
- Wednesday _____
- Thursday _____
- Friday _____

All tuition fees are due in full regardless of absences, closed holidays, or suspensions. No refunds are given for late arrivals, early departures and that also includes children that go home for any illness. Please indicate your understanding and agreement of fees and payment procedures.

_____ initial here

Parents/Guardians agree to the parent's responsibilities that are listed in the parent handbook.

_____ Initial here

Tuition Fee \$ _____ Deposit Fee \$ _____

By signing this childcare and fee agreement, you are agreeing that you have read, understand, and agree to adhere to these policies and procedures. Additionally, you acknowledge and understand that the policies and procedures at Tender Oaks Child Care are legally binding and subject to change without advance notice and that any changes made will supersede any current policies, procedures, or contractual agreements, including but not limited to payment and attendance policies, illness policies, and other operational policies and procedures.

Signature #1 _____ Print Name: _____

Signature #2 _____ Print Name: _____

Lisa Cooper

540-422-5273

www.tenderoakschildcare.com 12062

Center St. Remington, VA 22734