



Loudoun County Department of Parks, Recreation & Community Services

# FAMILY

CAMPS, CASA, YAS, PRESCHOOL, CHILDCARE

handbook



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# PRCS Family Handbook

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## Letter from the Director



### Loudoun County, Virginia

[www.loudoun.gov/prcs](http://www.loudoun.gov/prcs)

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#### Department of Parks, Recreation and Community Services

742 Miller Drive, SE, Leesburg, VA 20175 • P.O. Box 7800, Leesburg, VA 20177-7800

703-777-0343 • Email: [prcs@loudoun.gov](mailto:prcs@loudoun.gov) • Website: [www.loudoun.gov/prcs](http://www.loudoun.gov/prcs)

Dear families,

Welcome to the 2022-2023 child care year at PRCS! We appreciate your support of our programs and value the opportunity to provide services to your children as we keep focused on our vision of creating community. Our qualified, caring staff is committed to planning, developing and delivering an exceptional experience for participants in our nationally accredited and licensed child care, preschool and after-school programs.

Staff is professionally trained in creating stimulating, diverse programs in a safe environment where children and students learn and grow as individuals. Managers and supervisors are dedicated to establishing consistent policies and procedures to ensure quality service and parent and participant satisfaction.

Our child care and preschool programs, which combine educational experiences and structured play in a fun, nurturing environment, help kick-start a child's lifetime of learning. Our goal is to help children learn to their fullest potential.

Our after-school programs provide supervised recreational and educational opportunities for elementary and middle school students as an option for today's busy families. Ensuring that school-age youth from diverse socioeconomic backgrounds have access to enriching activities in a safe place with caring supervision after the normal school day is another way in which PRCS helps create community.

Thank you for the opportunity to be of service.

Sincerely,



Steve Torpy, CPRP  
Director

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## Introduction to Loudoun County Parks, Recreation & Community Services (PRCS)

### Vision Statement

To make Loudoun the community of choice through outstanding experiences.

### Mission

Connect all communities through exceptional people, parks and programs.

### Values

Excellence – We give our best every time.

Collaboration – We create more, do more, and achieve more together.

Innovation – We reach forward with the willingness to learn, grow, and improve.

Integrity – We lead with honesty and respect through accountability and transparency.

Resilience – We rise to the occasion, and we find a way.

### Registration

Registration can be done online or in-person at any staffed PRCS location. Visit our [website](#) for the actual dates of program-specific registration and deadlines. Enrollment is limited and available on a first come, first served basis. School-year programs (Preschool, Childcare, CASA, CASA Academy, and YAS) will require an annual renewal of registration to ensure up to date information, as required by our licensing entity, Virginia Department of Education, Office of Child Care Health and Safety.

### Required Paperwork

All items below are required to complete each participant's registration in licensed programs, in compliance with Virginia State Licensing:

- [PRCS Registration Form](#). Forms may be completed online at [www.loudoun.gov/prcsforms](http://www.loudoun.gov/prcsforms). The forms are also available at the PRCS Administrative Office.
- [Identity Verification Form](#). Acceptable forms include an original or certified copy of the participant's birth certificate, birth registration card, current passport, or report card.
- [Commonwealth of Virginia School Entrance Health Form](#). Each participant is required to have the immunizations and vaccinations appropriate for an individual their age before acceptance into the program. The participant's immunizations must be certified by a doctor. A participant may be exempted from the immunization requirements if the parents submit a "Certificate of Religious Exemption" found on this form.
- If the participant will require medication at site, a PRCS Medication Authorization Form will need to be completed before they can attend this PRCS program. Please see the Medication section for more information regarding the [Long-Term Medication Authorization Form](#) and the [Short-Term Medication Authorization Form](#).

- [Disability and Medical Needs Form](#). If you would like to request additional support services for the participant, this form must be received prior to the start of the program.

## Payment

Registration fees are due at the time of registration, unless otherwise noted. Online registrations must be paid by credit card. Cash, check, money order, or credit card payments can be made in person. Checks or money orders must be made payable to “County of Loudoun.” Payments by check or money order can also be mailed to the PRCS administrative office: **742 Miller Drive, PO Box 7800, Leesburg, VA 20177**. Do not send cash or credit card information by mail. Outstanding balances will restrict registration/attendance at PRCS activities. Programs operating concurrent with the school year offer autopay. To register and set up your account, visit a PRCS facility to complete an auto debit authorization form.

## Returned Checks

There will be a \$40 charge for any check returned for insufficient funds.

## Childcare Statements

Childcare statements are available on [WebTrac](#) for families who need to submit for reimbursement. Our tax identification number is 54-094-8306.

## Tuition Assistance

Any individuals enrolled in the Free and Reduced Lunch program may request financial assistance through our PRCS main office at 703-777-0343 or in person at 742 Miller Drive, Leesburg, VA 20175.

Tuition assistance may be available through the Loudoun County Department of Family Services. Please call 703-777-0353 to determine eligibility.

## Waitlist

All PRCS programs have a maximum capacity, and openings are available on a first come, first served basis. We are not able to guarantee or predict when space will become available. If you are put on the waitlist, staff will contact you by email to let you know when space is available. When you are offered a space, you have the option to accept the space, be moved to the bottom of the waitlist, or decline. Future placement is not guaranteed, and the waitlist does not carry over.

## Cancellation

If you need to cancel a registration, and you make the request 15 or more days before the program/class start date, a full refund will be offered, minus a 15% administrative fee (to a maximum of \$15). If you cancel a registration 14 or fewer days before the program/class start date, a 50% refund will be offered. Cancellation requests must be submitted in writing. The request should be dated and sent by email to the facility or program manager offering the program/class.

## Adjustments and Refunds

Fees will not be adjusted or refunded for absences, early pick-ups, unanticipated calendar changes, closings due to the weather conditions, or other emergency situations.

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## Program Operations

### Ratios and Cohorts

PRCS operates programs with consistent care by assigning regular staff to specific program sites and/or classrooms. Additional staff are hired to fill in when vacancies/absences occur.

The following staff to participant ratios are followed:

- **Preschool (2.5-3 years)** - Ratio of 1:8, with a max group size of 24
- **Preschool and Child Care (3-5 years up to school age eligibility)** - Ratio of 1:10, with a max group size of 30
- **CASA or Camps (school age eligibility)** - Ratio of 1:18, with no max group size
- **YAS (middle school eligibility)** - Ratio of 1:20, with no max group size
- **Adaptive Recreation Camp (5-21 years)** - Ratio of 1:4, with no max group size

### Individuals with Disabilities and Accommodations

PRCS programs are inclusive and comply with the Americans with Disability Act (ADA). To request an accommodation, please contact the PRCS Inclusion Specialist at 703-777-0343. Documentation that may be requested includes the Individualized Education Plan (IEP), 504 plan, medical diagnosis, Behavior Intervention Plan, and/or Individualized Family Service Plan (IFSP). The Disability and Medical Needs form referenced above may be required to gather information about how we may best serve individual participants.

### Picking up Participants

Most PRCS programs will use Brightwheel for all participant check-in and check-out. If enrolled in a program which uses this software, parent/guardians will receive an email upon registration with instructions to activate their account in Brightwheel. Parents may add additional authorized pick-ups at any time once the account is activated. Staff will use the app to track participants, communicate with parents, and share important information about the program. Programs not using Brightwheel will require parents to sign participants in and out each day on an attendance sheet.

Anyone picking up a participant must be listed as an authorized pick-up on the participant's information form. Individuals listed as an authorized pick-up on the participant's registration form must provide a photo ID upon arrival at the PRCS facility. A participant will not be released to an authorized individual if a photo ID cannot be provided.

Participants will be released to the listed parents/guardians on a participant's information form unless appropriate court documents can be provided which document a parent/guardian is not authorized to pick up or visit the participant.

Participants must be picked up by the time the program closes. A \$15 per participant late pick-up fee will be assessed for every 15-minute period after time of closure. Upon your arrival, you will be asked to sign a late pick-up form. Parents/guardians who are frequently late may be asked to seek an alternate program. Late pick-up fees are due with the next program fee or within two weeks of the end of the program.

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A parent/guardian arriving after the closing time of the program should notify the facility as soon as they know they are going to be late. If no communication has been received from parents/guardians about arriving late, site staff will contact the parents/guardians first, and if unable to reach the parent/guardian with information provided on the participant's information form, staff will then start contacting emergency contacts to arrange to pick up the participant.

## Dress

Participants should wear comfortable clothing that they do not mind getting dirty and closed-toe shoes.

## Personal items

A designated area will be provided for participant's personal belongings. All participants are encouraged to have a backpack for their belongings. Participants are strongly discouraged from bringing valuable items to the program. Cell phones cannot be used at the program and should be kept in backpack. Staff are not responsible for money or personal belongings.

## Outdoor Play

Outdoor play is an important part of our daily schedule, and all programs will go outside a minimum of 15 minutes per day for a 3-hour program, 30 minutes per day for program length between 3-5 hours and 1 hour per day if program length is over 5 hours. We ask that you dress your participant appropriate to the weather conditions. During periods of extreme cold or extreme heat, PRCS staff will alter outdoor activities. PRCS will follow advisory warnings issued by the National Weather Service. PRCS staff cannot make individual accommodation requests for children to remain indoors, unless the request is submitted with medical documentation from a physician's office.

## Sunscreen

Sunscreen and insect repellent may be applied in PRCS programs if sent from home in the original container labeled with the participant's name. Sunscreen and insect repellent may not be shared between participants unless they are members of the same household and are in the same group the entire time they are at PRCS programs. It is the parent/guardian's responsibility to provide sunscreen for each participant with a rating of at least 30 SPF. If your participant requires staff assistance, please send aerosol spray sunscreen or insect repellent. Please refer to your program parent handbook addendum for specific guidance based on programs, time of year, and outdoor time.

## Food Brought from Home

Any food item brought from home must be labeled and dated with the participant's name. This includes water bottles, lunch boxes, and snacks or meals. Some programs may notify parents/guardians regarding food restrictions at the program site.

## Parent Involvement

PRCS staff values the knowledge and expertise families have about the participant and understands the importance of partnering with families. We encourage open communication and invite families to share information that might support the growth, development, and wellbeing of the participant in our programs.



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Additionally, PRCS adheres to the custodial parent's right to be admitted to the center as required by § 22.1-289.054 of the Code of Virginia. While a custodial parent shall be admitted to any participant day program, such right of admission shall apply only while the participant is in the program (§ 22.1-289.054 of the Code of Virginia).

## Accident and Incident Reports

All accident and incident reports will be completed as these situations occur. Parents will be notified of minor incidents or accidents upon picking up their participant. Parents will be notified immediately of an incidents or accidents requiring medical attention, including head injuries. Reports must be signed by parents upon receipt.

## Health

### Medication

No medications can be administered without the proper authorizations from parents/guardians and/or physician.

While many PRCS staff have Medication Administration Training, some medications require additional training for staff to administer. Examples of medications where our staff would need additional training would be insulin, rectal medications, or Auvi-Q.

When filling out your participant's information form, any answers that indicate a participant needs or may need medications while in the program will require a medication authorization form: [PRCS Short-Term Medication Authorization form](#), [PRCS Long-Term Medication Authorization Form](#), or a No Medications Provided to PRCS disclosure form stating you will not be providing the participant's medications to PRCS.

When medications or medication authorizations expire, parents/guardians will be notified and asked to provide a new medication or authorization. Parents/guardians must renew the medication or pick up the expired medication within 14 days of expiration. Medications that are not picked up by the parents/guardians within 14 days will be disposed of by the program.

### Short-term Medications

Short-term medication forms can be used for both prescription and OTC medications. This authorization is valid for 10 business days and does not require a physician's authorization. These can be used while obtaining a long-term medication authorization from a physician if the medication will be on-site for more than 10 days. A separate form must be used for each medication. Dosage instructions and times to be given for administering the medication must match the dosage instructions on the medication label.

**Medications must be given to staff in the original packaging, with a direction label or prescription label, and must not be expired.** Please allow time at initial drop-off for review of medication and documentation.

### Long-term Medications

For any medications requested to be on-site for more than 10 business days, a long-term medication form is required. Each form must be completely filled out and signed by a parent/guardian and a physician. A separate form must be filled out for each medication. All sections must be completed per

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instructions on the form. For any participant diagnosed with allergies, a **PRCS Diagnosed Allergy & Anaphylaxis Form** must also be completed and signed by a parent/guardian and physician. Please allow time at initial drop-off for review of medication and documentation.

### Diagnosed Allergy But No Medication Provided

Any parents who choose not to supply our programs with the medication(s) that their physician has prescribed for their child(ren) MUST communicate in writing with program staff about this prior to their child being cared for in any of our programs.

### Food Allergies, Intolerances, or Restrictions

Parents/guardians must inform site staff of participant's food allergies, intolerances and/or dietary restrictions prior to receiving care. A **Food Allergy Action Plan** must be completed for each participant with a diagnosed food allergy, to include instructions from a physician regarding the food to which the participant is allergic and the steps to be taken in the event of a suspected or confirmed allergic reaction. A parent shall be notified immediately of any confirmed or suspected allergic reaction and the ingestion of or contact with any food in the written care plan required.

### Seizure Plans

A written seizure plan by a physician will be required for all participants who have a seizure disorder. A seizure plan should include the following: seizure type, seizure frequency and duration, symptoms leading up to seizure, recovery time and plan, and medication administration procedure instructions. For participants that do not have a history of seizures, program staff will call 911 immediately.

### Communicable Diseases

Parents/guardians must notify their program within 24 hours or the next business day after their participant or any member of the immediate household has developed any reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately. A list of which communicable diseases are reportable can be found on the [Virginia Department of Health Communicable Disease Chart](#). Parents/guardians will be notified of any direct exposures to a communicable disease.

### Daily Health Check

All staff are trained in Daily Health Check and are required to renew this training every three years. Staff will perform a daily health inspection upon a participant's arrival at the program. If the staff observes signs of illness for example: fever of 100 degrees or higher, vomiting, or diarrhea, rash, the participants will be separated from the group to decrease illness transmission. Parent/guardian/emergency contact will be notified for immediate pick up.

### Behavior

PRCS focuses on safety, teamwork, respect, and responsibility. Program rules are designed for the safety, health, and happiness of the participants, staff, and volunteers. We want each participant to enjoy the activities and to benefit from their experience in the program. General discipline techniques will include positive reinforcement for appropriate behaviors and careful explanation of behaviors that are unacceptable.

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Behavioral guidance shall be age and developmental stage appropriate, constructive in nature and shall be intended to redirect participants to appropriate behavior and resolve conflicts.

## Cause and Procedure for Suspension or Dismissal

Behaviors that may lead to an incident report, possible suspension, or termination from the program include

- refusing to follow basic safety and program rules
- stealing or defacing property
- bullying and/or engaging in fights
- repeated disrespect towards staff
- rude and inappropriate behavior towards others by participants or parents/guardians

Immediate removal from the program may occur if administration feels they cannot maintain the safety and welfare of the participant or other participants in the program, or the participant engaged in behaviors associated with the zero-tolerance policy. PRCS will call parents/guardians to pick up any participant who is a threat to the safety of themselves or others.

PRCS staff are pledged to make every effort to maintain a participant's enrollment and engagement in the program. Only after all the procedures have failed on the part of the administration staff and parent/guardian, will dismissal be considered. If, in the opinion of the program administration, a participant's behavior presents a physical danger to themselves or others, or if the participant fails to follow rules, then an immediate suspension from the program may result. PRCS staff are trained to use discipline techniques that are constructive, age-appropriate, and that focus on redirection and positive reinforcement. Participants contribute to the establishment of site rules and are expected to follow them. Staff will set clear expectations. In the event of inappropriate behavior, the following steps may be taken:

- Incident Report(s)
- Parent/guardian Meeting(s)
- Suspension
- Dismissal

Other potential causes for dismissal from PRCS programs:

- Failure to pay tuition as required.
- Failure to provide all necessary paperwork for registration, including any required medication documentation.
- Failure to comply with program policies, procedures, and rules of behavior

## PRCS Zero Tolerance Policy

PRCS does not permit the use of weapons, tobacco products, alcohol, drugs, or fireworks during our programs or in our facilities. In addition, theft, violent behavior, or destruction of property will not be tolerated. Any violation may result in immediate dismissal from the program with no refund of fees. Parents/guardians will be expected to provide immediate transportation home, should an incident occur on or off site.

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## Emergency Medical Care

Each participant's registration form requires an authorization for emergency medical care should an emergency occur when the parent/guardian cannot be located immediately. Exceptions to providing this authorization are limited to the parent/guardian stating in writing, an objection to the provision of such care on religious or other grounds.

## Emergency Preparedness

Each PRCS program has a site-specific emergency preparedness plan. These plans include lockdown, shelter-in-place, and evacuation drills. Plans are posted at each PRCS location, and a copy can be requested by the parent/guardian. Monthly drills are practiced with the participants, including lockdown, shelter-in-place, and on-site evacuations of the building.

In the event of an emergency, parents/guardians will be notified via text/email on all emergency situations. PRCS staff will notify parents of updates and directions for parents during and after the emergency. We ask that parents/guardians not call centers/programs and wait for PRCS notifications as we handle emergency situations. If a participant cannot be picked up in an emergency, for example, a natural or manmade disasters, inclement weather, PRCS staff will work with parents/guardians to find alternative options for pick up their participant.

PRCS will provide Continuity of Care in case of an emergency where participants need to be relocated to a different location within the building or off-site. All staff will remain with the participants until the last participant is picked up. PRCS will notify parents/guardians if transportation to a different location occurs.

## Mandatory reporting of suspected child abuse or neglect

In accordance with the Code of Virginia, Loudoun County PRCS staff are mandated reporters and are required to report all suspected abuse or neglect to the Department of Family Services Child Protective Services.

Family Handbook Program Addendums:

[CASA Family Handbook Addendum](#)

[CASA Academy Family Handbook Addendum](#)

[Childcare Family Handbook Addendum](#)

[Preschool Family Handbook Addendum](#)

[YAS Family Handbook Addendum](#)