

Loudoun County Department of
Parks, Recreation & Community Services

FAMILY

CAMPS~CASA~CASA ACADEMY~CHILDCARE~PRESCHOOL~YAS

Handbook



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Letter from the Director



Loudoun County, Virginia

www.loudoun.gov/prcs

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 • Website: www.loudoun.gov/prcs

Dear Families,

We value your continued support of our programs and pledge to offer the best care for your children. At Loudoun County Parks, Recreation and Community Services (PRCS), we have a team of professional and empathetic staff who are dedicated to delivering high-quality programs that live up to your expectations.

Our top priority is ensuring the safety and health of your children. Therefore, our childcare programs provide a nurturing environment that promotes growth both inside and outside the classroom. Our PRCS childcare staff are highly trained and work collaboratively to create diverse and exciting programs that help children become well-rounded individuals.

Our childcare and preschool programs offer a perfect blend of fun, structured play and educational experiences in a safe, caring and enjoyable environment that encourages lifelong learning. Our aim is to empower children to achieve their full potential. Our after-school programs provide supervised recreational opportunities for elementary and middle school children, providing a convenient option for busy families. We strive to ensure that all school-age children can access safe and engaging activities with caring supervision, thereby strengthening community bonds.

We are eagerly looking forward to planning, developing, and delivering an outstanding experience for your family in our nationally accredited and licensed childcare, preschool, and after-school programs that nurture lifelong learners.

Our goal is to help children maximize their learning potential.

Thank you for your continued trust and support.

Sincerely,

Steve Torpy, CPRP
Director
Parks, Recreation and Community Services

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

Vision Statement

To make Loudoun the community of choice through outstanding experiences.

Mission Statement

Connect all communities through exceptional people, parks and programs.

Equity Statement

We promote diversity, equity, inclusion and accessibility to remove barriers and create a welcoming environment that celebrates uniqueness and collaboration.

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.

About PRCS Family Handbook

This handbook provides all information that applies to PRCS Camps, CASA, CASA Academy, Childcare, Preschool and YAS programs. Program specific family handbook addendums are linked below. All PRCS families should be familiar with the PRCS Family Handbook and the specific program addendum in which your child or children are enrolled.

Family Handbook Program Addendums

[After-School Family Handbook](#)

[Camps Daze & Fest Family Handbook Addendum](#)

[Center Camps Family Handbook Addendum](#)

[Early Childhood Family Handbook](#)

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, Child Care, 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.

Requesting After-School Care at another PRCS Location

Families may register children at alternative locations based on available openings, however, PRCS does not provide transportation. Parent/guardian can provide the transportation or make a request through LCPS Transportation. If making a request through LCPS transportation, please note:

1. All LCPS alternate transportation requests need to be made through ParentVue, and is not guaranteed.
2. Per [Loudoun County Public Schools Transportation](#), the requests must meet the following criteria:
 - a. The requested location must be in the student's school zone
 - b. There must be available seating on the bus
 - c. The requested location must be on the existing route/path to which the bus is assigned.

ePACT

PRCS licensed programs are now using ePACT, the documentation and support network, to collect the paperwork our department needs and what is required by the Virginia Department of Education Child Day Care Center Standards.

This essential documentation is necessary licensed programs needs to be completed by the parents and guardians before a child can attend. Once you have enrolled your child in a PRCS licensed program, you will receive an email from Loudoun PRCS/ePACT. The system offers a secure network to collect critical emergency data from families attending our programs and is a Health Insurance Portability and Accountability Act (HIPAA)-compliant online system. ePACT provides a dedicated portal for uploading medical forms, waivers and consent forms from parents and guardians, improving our ability to collect, manage and access critical information needed to help support our families and that are required by the State.

Required Paperwork

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

- [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. An alternative to the submission of the School Entrance Health form is to submit proof of enrollment in a Loudoun County Public School, such as a report card.
- If the participant requires 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.

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.

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). Denying a custodial parent visitation to the program must be supported by official court documents.

Custody Documentation

In cases of custody documentation, both parent names must be entered in the student record unless legal documents show that parental rights have been terminated through the courts. Appropriate notices denoting physical/legal custody issues will be placed in the student record.

Unless we have documentation of court orders indicating termination of parent rights, the other parent is still entitled to visit the program, participate in program events, and may receive notifications about your child's program.

Payments

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 auto payment. To register and set up your account, visit a PRCS facility to complete an auto payment authorization form.

Returned Checks

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

Child Care Statements

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

Tuition Assistance

PRCS CARES (Child Care Assistance and Resources for Enrichment Support) Program

PRCS is pleased to offer the PRCS CARES Program to support customers with financial needs. Eligibility information and requirements can be found on the [PRCS CARES website](#). To apply please submit a [PRCS CARES Application](#) and upload the appropriate documentation. Once your application is received and approved, we will adjust your account with the approved discount and send you a confirming receipt for the change. Allow a minimum of one to two business days for processing most applications. Please note, we will request and require an annual update to remain in the PRCS CARES Program. Email PRCScares@loudoun.gov with any questions.

Program Refunds and Cancellations

Customers requesting a refund 15+ days prior to the start date or reservation date for programs or events that include a cancellation fee or require a nonrefundable deposit at the time of registration shall receive a full refund minus the cancellation fee or nonrefundable deposit. Customers requesting a refund 14 days or less prior to the start date shall receive a 50% refund minus the cancellation fee or nonrefundable deposit.

Refund requests shall be submitted in writing and include the name of the participant, and the activity number (for program refunds). Staff shall instruct the customer to submit a written request that is dated and submitted by email, fax, or mail to the site or program manager.

The refund request shall be processed based on the date of the customer's original written request and the applicable refund policy.

Our goal is to ensure quality programs. If you are dissatisfied with the quality of a class/program in which you are currently enrolled, you may request a refund according to policy. Refund requests must be submitted in writing and include an explanation of why the participant is disappointed with the quality of the particular class/program. The written request should be dated and sent by email, fax, or mail directly to the location manager or program manager offering the class/program. If you are unsure whom to contact, please call our main office at 703-777-0343 and someone will direct you to the appropriate manager. Only written requests will be accepted. The amount of any refund will be prorated based on the number of remaining class/program sessions.

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. Once contacted for an opening, Parents/Guardians must notify the PRCS Main Office or the Community/Recreation Center hosting the corresponding program within two (2) business days with their intention to either accept or decline the space for their participant. If a Parent/Guardian does not respond within two (2) business days, then the space is considered as “declined” and PRCS staff will contact the next candidate on the waitlist. Future placement is not guaranteed, and the waitlist does not carry over.

Program Operations

Important Update on Exemption of Licensure for PRCS School-Aged Programs

On April 16, 2024, the Loudoun County Board of Supervisors approved a request from the Department of Parks, Recreation and Community Services (PRCS) for an Exemption of Licensure from the Virginia Department of Education for County-licensed after-school and camp programs. The exemption is for school-aged programs only. PRCS preschool and child care programs in our recreation and community centers will remain licensed. PRCS will continue to maintain the quality of these programs that you have come to expect. In fact, current PRCS licensed programs already meet or exceed licensing standards through existing internal quality control monitors.

For more information, please visit our [FAQs page](#) on the license exemption request.

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.



LOUDOUN COUNTY DEPARTMENT OF PARKS, RECREATION & COMMUNITY SERVICES

If you require a reasonable accommodation for any type of disability or need language assistance to participate, please contact adaptrec@loudoun.gov, 703-777-0343, TTY-711. At least three business days of advance notice is requested; some accommodations may require more than three days of notice.

Picking up Participants

PRCS programs use Brightwheel for participant check-in and check-out. If enrolled in a program which uses this software, **primary** parents/guardians will receive an email upon registration with instructions to activate their account in Brightwheel. **Parents are required to send Brightwheel invitations to all additional authorized pick-ups, which must match authorized pick-ups on the participant's information form. Any additional, same day or one-time pick-ups must be submitted in an email to the program's administrative team.** 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 at least 16 years old and 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 government issued photo ID (passport, DMV issued ID, school 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 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.

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.

Program Information for Participants

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 appropriately 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

Parents/guardians are responsible for applying sunscreen prior to the child's attendance at the program. Sunscreen and insect repellent will only be reapplied in PRCS programs if sent from home in the original container labeled with the participant's name and if parent/guardian grants permission via the participant information form. Per Licensing, we are required to assist children age 8 years and younger in applying sunscreen if they are to have it reapplied at the program. Children age 9 years and older may apply their own sunscreen with supervision. For ease of application, we encourage aerosol spray sunscreen. It is the parent/guardian's responsibility to provide sunscreen for each participant with a rating of at least 30 SPF. Sunscreen and insect

repellant 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. Parent/guardian must provide written notice of any adverse reactions to sunscreen. 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. In these instances, parents/guardians will receive a letter from their program location identifying the restrictions in place.

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 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. There may be a wait period for any participant enrollments that require staff to have a specialty certification to administer the medication.

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 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.

Communicable Diseases

Sick Participants

Participants may not attend if they have:

- a. Temperature of 100°F or higher
- b. Recurring vomiting and/or diarrhea
- c. A communicable disease

Participants who have been sick should remain home for at least 24 hours and be symptom free (without the aid of medication) before returning to the program.

Participants with active infestation of head lice must be sent home. Parents will be provided with information on accepted methods of treating their participant. They will not be allowed to return to care until a prescribed lice treatment is successful, making them no longer communicable. This is determined by the absence of both lice and the nits (eggs). Staff will monitor participant for a period of 7-10 days to check for possible re-infestation. Parents of enrolled participants will be notified of possible exposure.

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 exposure to a communicable disease. [Communicable Disease Chart](#) recommendations will be followed for when participant can return to the program.

Any additional procedures that may change due to any local or national health mandates will be addressed with staff and parents as they occur with an addendum.

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. All participants and families are expected to follow the [PRCS Code of Conduct](#). 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.

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
- engaging in verbal or physical fights or being physically aggressive
- engaging in fights
- repeated disrespect towards staff
- rude and inappropriate behavior towards others by participants or parents/guardians
- Bullying: Definition-Bullying is the systematic and chronic inflicting of physical hurt or psychological distress on another person. The Code of Virginia at§ 22.1-276.01 defines bullying as:
 - any aggressive and unwanted behavior that is intended to harm, intimidate, or humiliate the victim
 - involves a real or perceived power imbalance between the aggressor or aggressors and victim
 - is repeated over time or causes severe emotional trauma
 - "Bullying" includes cyber bullying

- "Bullying" does not include ordinary teasing, horseplay, argument, or peer conflict

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 themself 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, late fees, late pick up fees 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.

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.