



## **Parent Handbook**

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**Revised February 5, 2013**

## **Letter to Parents**

**Dear Parents/Guardian**

**Now that you have chosen Children At Promise Early Learning Center, we are privileged to be able to serve you and your child.**

**We are very aware that finding a quality childcare facility can be a challenge for parents today. We also understand that parents place safety and nurturing at the top of their list when searching for care. At Children At Promise Early Learning Center you can be comforted in knowing that each teacher has been carefully selected to meet your standards and ours. Our teachers are challenged to grow personally and as professional early childhood educators, through training and continual education.**

**According to research the early childhood years are the crucial years when personalities are forming, the foundations of character are developing and most importantly the skills for learning are emerging. Therefore we seek to place a child in a loving, caring, active learning, Christ centered environment that allows us to see the children as a promise with God given potential.**

**We are thankful that you have chosen us, and we will work effortlessly to see your child have the best early childhood educational experience possible.**

**Impacting the lives of children,**

**Children At Promise ELC Team ☺**

## **Educational Philosophy**

**Our Infant through Pre-K Christ-Centered Educational philosophy is an active learning framework that organizes the children and teacher's environment, daily routine, and interactions. The framework provides a consistent and secure daily experience that promises interesting things to do, attention by their teachers to their interests and needs, and a sense of control over themselves and their environment.**

**The experiences teachers plan for children foster independent thinking, initiative, and creativity. Young children's cognitive, social, emotional, and physical capacities develop quickly when they can use materials and their imaginations freely in an environment that promotes investigation, decision-making, cooperation, persistence, and problem-solving.**

**Placing Christ at the center of our Educational philosophy allows us to see each child as a promise filled with God given potential. Therefore we seek to daily surround each child in a loving and caring environment as well as integrating biblical principals and values into the heart and mind of each child. Knowing that our ultimate aim is to see the children we serve contribute positively to the moral & social fabric of our society.**

## **Admittance Procedure**

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## 1. Admittance

Before admittance to Children At Promise Early Learning Center, the parents must review and sign the following necessary forms before the child's first day.

1. Application for Admittance with \$30.00 fee
2. Child's Health Assessment Form
3. TB Assessment
4. Emergency Contact Form
5. Care Agreement Form
6. Photo Release
7. IEP/IFSP form
8. Illness form
9. Meeting request
10. Demographics

The parent is required to review and update the emergency contact information and the care agreement at least once (1) every six (6) months or whenever this information changes. Children At Promise Early Learning Center reserves the right to refuse care to any child whose paperwork is incomplete, (i.e. insufficient to complete our licensing requirements), and whose tuition is two (2) weeks behind.

## 2. Tuition

Tuition payment is expected on Monday morning of the current week. You will be charged a \$10.00 fee for any payment that is paid later than close of business day Monday. If payment is not received by close of business on Wednesday you will be charged an additional \$10.00 fee. Payment is required whether or not you have brought your child to the center that week.

Our rates are as follows:

### Full time: 5 days a week

- Infants – 6 weeks to 12 months \$170.00 per week
- Young toddler – 12 to 24 months \$170.00 per week
- Older toddler – 24 to 36 months \$165.00 per week
- Preschool – 3 to 4 years old \$155.00 per week
- Pre-kindergarten – 4 to 5 years old \$155.00 per week

There is a discount of \$10.00 per week for any family that has a second child enrolled in our full time program. A \$20.00 discount will be applied to a third full time child enrolled from the same family.

### Part time: 2 or 3 days a week

- Infants – 6 weeks to 12 months \$41.00 per day
- Young Toddler – 12 to 24 months \$41.00 per day
- Older toddler – 24 to 36 months \$40.00 per day
- Preschool – 3 to 4 years old \$37.00 per day
- Pre-kindergarten – 4 to 5 years old \$37.00 per day

### Hourly Rate

- For all age groups \$10.00 per hour

We accept check or money order and all major credit cards; make any checks or money orders payable to Children At Promise Early Learning Center. You may also pay using our website: [www.childrenatpromise.org](http://www.childrenatpromise.org) and click on “make a payment”. Please NO CASH in the box unless you speak with the Business Administrator or the Program Manager. Children At Promise ELC will not be responsible for any missing cash. It will be the parent’s responsibility to reimburse the Center if this should happen. You can drop off your checks or money orders in the tuition boxes located in the Promiseland foyer or outside the main office.

Note: You will be charged a fee of \$15.00 for checks returned due to insufficient funds.

### 3. Licensing Information and Funding

Children At Promise Early Learning Center is licensed by both the Pennsylvania Department of Public Welfare and the Allentown City Health Bureau. Licenses are renewed yearly by on-site inspections from these agencies.

**We accept funding by Title 20 and by the Welfare Department.**

\*Children At Promise Early Learning Center does not discriminate against race, religion, sex, national origin or disability.

### 4. Attendance – Drop off and Pick up

A parent or guardian should escort the child into the center, please make sure you notify a member of the teaching staff of the child’s presence. Insure the child is comfortable before leaving. Children may not be dropped off at the door and allowed to enter his or her classroom by themselves. Remember to sign your child in on the sign in/out sheet.

When you pick up your child at the end of the day please remind them to clean up their area. Remember to look in your child’s cubby daily for any statements, invoices, receipts, art projects. Notify the teaching staff that you are picking up your child. Remember to sign your child out on the sign in/out sheet.

**If your child should become ill and not be able to attend the center you are still required to pay for a full week of care.** Please contact the center if your child will not be attending the program on any given day.

### 5. Punctuality

Please drop off and pick up your child promptly at the time stated in the Care Agreement form. If you have a need to drop your child off earlier or pick your child up later than the times stated on the Care Agreement form you must call the office and speak to the Program Supervisor with enough notice. **All children should arrive to the Center no later than 9:30 am.** Please be considerate of the time constraints at Children At Promise Early Learning Center.

### 6. Vacation Procedure

A family enrolled full time, attending a consecutive 12 month period will be granted one free week per year on their one year anniversary, upon written notice, two (2) weeks in advance (for example...if you start in September you will receive a free week the following September). **Vacation weeks are not guaranteed and must be approved by the administration.** Please sign and date the notice and hand deliver it to a staff member. If a two (2) week notice is not given or a request is not approved we can not guarantee the request given will be a free week.

## **7. Late Pick up**

We at Children At Promise Early Learning Center are here to serve you and your child, and in order for us to do that effectively we need your cooperation. If you pick up child after 6:00 pm you will be charged a \$1.00 a minute for every minute you are late. The teacher will require you to fill out and sign a late slip, which they will submit to the administration office. You will then receive an invoice for payment.

## **8. Disenrollment**

If for any reason you must disenroll your child from the Center **written notice must be given to the Program supervisor two (2) weeks in advance;** if a two (2) week notice is not given you will still be charged for the two (2) weeks. Any remaining balance will be paid at the time of disenrollment. Any unpaid balance will be subject to collections and may affect your credit rating.



## **Classroom Information**

- 1. Dressing Child**
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## **1. Dressing Child**

Comfortable loose fitting clothes are best for an active day at Children At Promise Early Learning Center. The children will be practicing independent dressing and toilet skills and will need simple articles of clothing without many fasteners. Shoes should enclose the entire foot to ensure his/her safety, no open toe sandals or flip flops.

The children will be going outside daily, unless it is raining or extreme cold so please be sure to send layers of clothes for unpredictable weather. Please remember to label all of their belongings so we can be certain of what belongs to each child.

## **2. Supplies and Lunches**

The following items are to be brought in by the parents on a daily basis:

1. Diapers for each day, if your child is not toilet trained.
2. Complete change of clothes including socks, all labeled with child's name.
3. An oversized shirt with your child's name on it for messy activities.
4. Lunch that includes a juice and a snack for your child daily. We do have a fridge and a microwave in each classroom so that you can bring things that are to be heated up or that needed to be placed in the fridge.
5. Parents of infants must provide their teachers with a written schedule showing approximate feeding and nap times. Baby food and formula must be brought daily and each labeled with child's name.

## **3. Food Allergies and Restrictions**

If your child has any food allergies your physicians written instructions concerning such allergies must be on file at the center, such as in your health assesment. Please notify us if your child has any food restrictions for any reasons.

## **4. Nap Time**

Children a put down for a nap daily, we encourage all children to rest their body. If a child does not fall asleep they will be given quiet activities on their mat. One (1) mat is provided by the center. Children may bring a small blanket and small pillow, we are limited on storage space, the blanket will go home weekly for washing. If the mat is destroyed beyond repair you will be responsible to purchase another mat from the center.

## **5. Schedule**

Each classroom has a schedule posted; the schedule is flexible and at times may change depending on the day or age of the child. Throughout your child's day he/she will be learning, exploring and developing through their active learning environment. Our classes are teacher directed and child initiated. Your child will also have the opportunity to learn about God's love.

Our staff plans daily activities that foster the development in the areas of social, emotional, physical and intellectual growth. There will be a choice of various activities such as art, science, dramatic play, math and sand/water. A small portion of the day is set aside for group activities such as praise/worship and story time, but for most of the day the children are interacting with their peers and teachers individually and in small groups. We offer a variety of "hands on" experiences in which the children learn by doing. The children's developmental needs is the basis for the program

## **6. Health Assessments**

Health assessments are to be handed in upon enrollment of child. Any child between the ages 6 weeks to 2 years old is required to hand in a health assessment for every visit to the doctor's office; 2 month, 4 month, 6 month, 9 month, 12 month, 15 moth, 18 month and 24 month. Every child between the ages 2 and 5 is required to hand in a health assessment once a year.

## **7. Field Trips**

Field trips provide many various experiences for the children. They prepare the children for learning themes in the classroom as well as social learning. Children in the pre-school and pre-kindergarten class are transported to their field trips by LANTA, public transportation. Parent participation is always welcomed on field trips. For safety reasons children that do not exhibit positive behavior on field trips may be required to miss future trips. Your child's teacher will prepare a monthly calendar or newsletter to keep you informed of upcoming activities. They will also request a permission slip signed by the parents. Infants and toddlers take walking trips in our neighborhood.

## **8. Birthdays & Special Occasions**

Parents are welcomed to celebrate their child's birthday at the center. You may bring in or send cakes, cookies, snacks to share with your child's friends. Please let your child's teacher know in advance.

## **9. Toys from Home**

Children are not allowed to bring toys from home unless your child is participating in show and share or your child's calendar is requesting that they bring something in from home. The reason being is that activities are planned and the toys from home get in the way of children participating in school experiences. Sometimes items are lost or broken and this is disappointing to the child.

## 10. Discipline

Discipline policies in our learning center have been established to help encourage and strengthen positive behavior through opportunities for the children to interact with teachers and friends and also materials. One of our primary goals is to maximize the learning of appropriate social skills including safety and respect for one's self and others. Guidance is non punitive. Positive techniques include redirection, anticipation and elimination of potential problems, positive reinforcement and encouragement, rather than competition, comparison or criticism. Limits are set for the children and the environment is arranged so that a minimum number of "no's" are used. Clear consistent rules are explained to the children. When children exhibit challenging behaviors, including physical or verbal aggressions to staff or children and disruptive behaviors the following steps will be followed:

1. The problematic behavior will be observed and documented.
2. The classroom teacher will consult with the director to discuss ways to work with the child and improve the problematic behaviors.
3. Our staff will request a meeting with parents to discuss and consider solutions and establish a timeline. the

Parents may be asked to agree to a consultation with an outside specialist. If minor changes to the routine, environment or behavior plan do not seem to be effective or if the parents are unwilling to work with an outside specialist, the child will be withdrawn from the program.

## 11. Transition

### Procedure for child transition

#### From one classroom to another

#### 2 weeks prior to the transition

#### Parents:

- Parents receive "Move UP" note
- Parents receive Welcome letter
- Parent(s) introduced to new teachers
- Parent(s) visit new classroom

#### Teacher:

- Teacher does "getting to know you" with parent
- Teacher plans transition activity

#### Child:

- Child begins to visit new classroom
- Child takes part in transition activity

## **12. Transfer of Records**

**Parents you may request to transfer your child's records to another educational setting. The transfer letter is in the administration office; contact the Program Supervisor to request the letter.**

## **Communication**

**1. Closings**

**2. Memos**

**3. Biting**

**4. Parent Involvement**

**5. Grievances**

**6. Fundraisers**

## 1. Closings

### Inclement Weather Policy

In the event of inclement weather we will make every effort to be open, as we know you may be required to work. For your convenience and safety we do attempt to get the walkways and driveways shoveled and/or treated with chemicals. Please use extreme caution on icy days. **On a day that looks questionable please watch WFMZ TV 69 or ABC Channel 6.**

Occasionally a storm may develop during the day and although we begin the day on time the roads may become increasingly dangerous. In such a situation please plan to come and get your child as early as possible; we will close early if necessary. We do not offer a discount for days that we open late or close early or for times that you chose to keep your child at home.

### Holidays

During the year the center will close on certain holidays. Even though the center will be closed **payment for these days will still be required.**

New Years Day  
Martin Luther King Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving (Thursday and Friday)  
Christmas Day and the day after  
All day Teacher Conference

\* If one of the above holidays falls on a weekend we will adjust the closed paid holiday to another day.

## 2. Memos

Memos will be placed in your child's cubby as needed to communicate any necessary information. Please make sure at the end of every day you check to make sure your child's cubby is clear of any paper work.

### **3. Daily Report**

Daily Reports are communicated through Tadpoles an internet based communication program. The reports let you the parent know a little about your child's day. Daily report will be sent by your child's teacher directly to your email so it's important we have the most up to date information on file. The reports will be issued at the end of each day.

### **4. Biting**

Biting is a behavior that can occur with children two years of age. Because children of this age have a very limited language ability, biting can become a way of expressing their feelings. We have methods of dealing with this kind of behavior and we will conference with parents should this type of behavior occur. We will also hand out literature for the parents to read.

### **5. Parent Involvement**

Parent conferences are held the third (3<sup>rd</sup>) week in July. There will be a sign up sheet in your child's classroom a week before the conferences. Conferences are held to help the parent and teacher communicate and share in the child's progress.

Parents are welcomed and encouraged to visit their child's classroom at any time; we at Children At Promise Early Learning Center have an open door policy.

### **6. Grievances**

In the case of problematic situations or grievances parents are encouraged to speak first with the classroom Teachers then to the Program Supervisor. Individual conferences can be scheduled at any time during the school year.

### **7. Fundraisers**

We ask that all parents participate in each fundraiser that we have here at Children At Promise ELC. We have four fundraisers a year, one for every season. The fundraisers are to help with some of the special activities that we have for the families, staff and children. If you would like to help with any fundraiser please see someone on the fundraising team.



## **Medical Concerns**

- 1. Illness**
- 2. Medical Policy and Procedures**
- 3. Accidents**

## 1. Illness

Childcare staff has the option to deny entrance of any child considered ill. They may also request that a child be removed from the facility if the child is determined to be too ill to remain in their care. Please do not send your child to the center if he/she is not feeling well.

When a child complains of illness while at the center the teacher will monitor the child and call the parent to inform them of the situation; the teacher may also take the child's temperature if necessary. **If the child's temperature is 100° (degrees) or more the parent will be called to take the child home.** The child must remain **fever free for 24 hours** before coming back to the center.

**Children who have the following conditions will also be sent home and a doctor's not will be needed prior to the child returning back to the Center:**

- Conjunctivitis (pink eye)
- Ringworm
- Lice
- Diarrhea
- Repeated or projectile vomiting
- Upper respiratory infection with rash
- Rash accompanied by elevated temperature or behavior change
- Streptococcal Infection (strep throat)
- Mumps
- Shingles
- Pertussis (whooping cough)
- Chicken pox
- Impetigo
- Persistent cough with fever
- Green mucus discharge from the nose

If a parent cannot be reached the staff will continue calling the number for at least three (3) times over a thirty (30) minute period. If there is still no answer the additional emergency numbers on file will be called.

A child with a contagious and infectious illness requiring an antibiotic must be on the medication for 24 hours before returning to the center.

## 2. Medical Policy and Procedures

### Please read carefully

The following policy outlines the procedures necessary for the center to administer non-prescription medicine and prescription medicine to the child during center hours. All medication brought to the center must be delivered in the original container to the teacher or center staff person. The prescription medication must have the pharmacy label attached with:

- Name and address of the pharmacy of origin
- Name of medication
- Date of filling
- Name of child
- Name of prescription
- Directions for administering
- Prescription number

**All** over the counter medication must be delivered in their original containers with the child's name on it along with a **prescription notice from their doctor.**

The medication log must be filled out completely and signed before we can administer any medication. Please ask your child's teacher for the location of the medication log.

## 3. Accidents

In case of an accident the teacher will immediately administer first aid and they will call someone on the administrative staff. For accidents other than minor cuts and bruises the teacher will have to make a decision as to whether parents and/or the hospital should be called.

**Caution:** *Even though our staff has had first aid training we are not permitted to diagnose illness or the extent of an injury.*