



Opportunity House

Second Street Learning Center

Parent Handbook

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Enrollment Information Ext. 242**

Table of Contents

Welcome to Our Center.....	4
Our Philosophy.....	4
Our Goal.....	4
Our Program.....	4
Our Staff.....	5
Communication with Parents.....	5
Pre-placement Visit.....	5
Culturally and Linguistically Diverse Children.....	5
ADA/Inclusion Policy.....	6
Learning Curriculum.....	7
Assessment and Screening Tools Used for Children’s Development.....	7
Procedures for Referral.....	7
IEP (Individualized Educational Plan) or IFSP (Individualized Family Service Plan.....	8
Family Engagement/Conferences.....	8
Family Participation in Shaping Policy and Procedure.....	8
Transitions & Continuity of Care.....	9
Discipline.....	10
Suspension and Expulsion Policy.....	10
Rest Time.....	11
Toys/Electronics.....	11
Dress Code.....	11
Parents, Please Let Us Know When.....	11
Center Closings.....	12
Termination of Services.....	12
Our Facility.....	12
Health and Safety.....	13

Child Immunization Schedule and Policy.....	13
Policy and Plan of Action for Illness and Injury Tracking.....	14
Illness/Disease – Return to Childcare.....	15
Care Plan Policy.....	17
Medication.....	17
Prevention of Illness.....	17
Policy & Plan of Action for Illness & Injury Tracing.....	17
Safety.....	18
School Age Program.....	18
Enrollment Information.....	18
Waiting List.....	18
Fees.....	18
Leave Policy.....	19
Non-Payment Fees.....	19
Withdrawal of Child from Program.....	19
Infant/Toddler/Preschool Enrollment.....	20
Release of Pertinent Information.....	20
Lost or Stolen Items.....	20
For State Subsidized Clients.....	20
Know Your Civil Rights.....	20
Other Certificates and Licenses.....	21
Shaken Baby Syndrome (Abusive Head Trauma) Prevention Policy.....	22
Child Maltreatment Prevention Policy.....	24
Maltreatment of Minors Mandated Reporting Policy.....	25
Who should Report Child Abuse and Neglect.....	26
Where to Report.....	27
What to Report.....	27

Failure to Report.....	27
Retaliation Prohibited.....	27
Internal Review.....	27
Staff Training.....	28
Parents	28
How to contact DHS.....	28

End of Parent Handbook:

- Emergency Contact Paperwork
- Emergency Preparedness
- Medication Administration
- Medication Log
- Medical Plan of Care for CACFP
- Letter to Parents
- Parking
- Second Street Learning Center Safe Infant Sleep in Childcare
- Pacifiers, Bottles, and Sippy Cups
- Children Must Wear Sneakers or Shoes
- Center Closing and Snow Policy
- My Procure.
- Holiday Schedule
- CACFP Letters to Parents
- Child and Adult Care Food Program
- WIC

Welcome to The Second Street Learning Center

Our learning center provides state-licensed, high-quality childcare so that working parents can go to work/school knowing that their children are in the hands of qualified and loving individuals.

Our learning center offers a variety of growth-oriented experiences for children aged six weeks through age 13. The program operates twelve months a year, five days a week.

Requirements and regulations are set by the **Pennsylvania Department of Human Services**, the state's licensing agent for childcare, and are adhered to in the strictest sense.

Our Philosophy

We believe that children are to be treated as individuals, with love and respect for their specific emotional, physical, cognitive, and social needs.

Our Goal

To provide a safe, high-quality program for children whose parents are at work or attending school.

Our Program

In order to accomplish our goal, we:

- Provide well-trained staff who create an environment of acceptance and warmth.
- Build a curriculum on the basic tenets of child development, making sure we address cognitive, social, emotional, physical and adaptive areas of growth.
- Interrelate these areas of growth encouraging children to develop at their own pace.
- Provide a daily schedule that allows adequate time for self-initiated learning as well as group learning and exploration.
- Design a daily schedule that gives children the opportunities to participate in music, dramatics, language arts, cooking, fine and gross motor skills, outdoor play, arts and crafts, and neighborhood field trips.
- Assess a child's development twice a year.

Our Staff

Staff members are well qualified and meet the regulations of the Department of Human Services Bureau of Childcare Development Programs. In addition, new employees are screened for a criminal background, child abuse history, and sex offender registry. They must provide two written references and complete a physical appraisal. All center staff must attend a minimum of 12 hours of training annually, as well as redo their FBI Fingerprinting, criminal history background, child abuse history, and national sex offender registry checks every five years.

Communication with Parents

We encourage you to visit the center at any time and participate in your child's childcare experience. Daily contact with your child's caregiver can be very meaningful. If concerns arise, please discuss them with the center staff first. If you need further help, please contact the center's Director of Childcare.

Communication with Parents is accomplished through the use of daily reports, Class Dojo, notifications placed on Procare11, writing of bilingual Learning Center notes that are placed in each parent's mailbox, verbally with a translator if necessary, and/or bilingual postings of upcoming events. We strive to connect with parents on a daily basis with respect and positivity, assisting and supporting them in times of crisis and celebration.

Pre-placement Visit

This visit is a time prior to the child's first day in the Learning Center. It is an opportunity for you and your child to meet the staff, learn firsthand about the philosophies and daily activities of the center and provide your child with an opportunity to become acquainted with his/her environment. Placement visits are required.

Culturally and Linguistically Diverse Children

We have bilingual staff in our intake department, administration, and childcare, who are able to make the families comfortable in addressing all their needs throughout the process from enrollment to day-to-day care. Our Center provides all written documentation from the Parent Handbook to daily communication in Spanish and English. Classroom labeling is done in both

English and Spanish. Assessments and screening tools are completed in the child's home language and parent-teacher conferences are held with a translator, as needed.

Additional visuals, gestures and supplemental materials may also be used to support children's language development. Classroom staff incorporate the home language in their day-to-day teaching as much as possible, for example, counting, labeling items and giving simple directions. Staff also implement a variety of strategies to increase the child's language development such as asking questions, providing opportunities for children to listen and share, songs, fingerplays and back and forth conversations with the children, expanding on the children's words and using descriptive words within meaningful context for the children.

ADA/Inclusion Policy

Our program promotes access and participation for all children by meeting with parents to begin the partnership. Prior to intake it is required that we receive the IEP along with the intake documentation to prepare for each child's arrival. We work with outside agencies making our center accessible for meetings, therapy sessions, and anything that is necessary to support the child. We collaborate with the outside services and attend all meetings regarding the child's services. If your child is receiving outside services, it is a requirement that you provide a copy of your child's IEP/IFSP/Behavior/Treatment Plan to the staff to assist us in understanding your child's goals, developmental needs and the specifically designed instruction required for your child's success.

If a child is not receiving services, but childcare staff and administration feel that the child would benefit from an evaluation, we encourage and support the parents to begin the process of evaluation. Understanding that as a childcare center this is a collaborative process with the local Early Intervention Programs and parents.

At The Second Street Learning Center we realize that some children living with disabilities or special needs have unique care requirements. *Unfortunately*, we do not have trained care professionals who specialize in administering pediatric care or provide comprehensive case management and support for children with disabilities and/or may need special accommodations. To that end:

1. We will make reasonable accommodation to include a child with special needs in accordance with applicable Federal and State laws.
2. We will permit an adult individual who provides specialized services to a child with special needs to provide those services on the facility premises as specified in the child's IEP, IFSP or written behavioral/treatment plan.
3. We will make staff persons and parents aware of community resources for the family of a child who may have special needs.

Learning Curriculum

The learning curriculum is the comprehensive, researched based Creative Curriculum that allows teachers to build children's confidence, creativity and critical thinking skills while promoting positive outcomes.

Assessments and Screening Tools Used for Children's Development

The Teaching Strategies Gold assessment program is used for curriculum planning and instruction, individual child planning, and referral to community resources. Teachers modify practices based on child assessment data; accommodations are based on individual strengths/needs. This information is then shared with families.

Additionally, children are screened using the Ages and States Questionnaire system. This tool is designed for parents to complete and is quick and easy to administer and score. This is an effective and efficient way for professionals to identify concerns and begin the referral for a more intensive evaluation. Ages and Stages cover several developmental domains: communication, gross motor, fine motor, problem solving, personal-social and social emotional development.

Procedures for Referral

When the need for a referral arises, whether it be for social, mental or behavioral health, education, wellness, or medical services, we provide families with appropriate contact information and have the necessary paperwork available. On an as needed basis, we work together with the family to refer to a variety of different community agencies based on their individual needs. These referrals could include, but not limited to, early intervention agencies, intensive behavioral health services, food banks, housing shelters and clothing/toy drives. We also have a variety of parent/family resources available in our "Parent Corner" and have a Community Resources Guide available for them to refer to as well. Our staff will meet with the family to discuss their unique needs and with their permission make any necessary referrals. Once a referral has been made, our staff will assist the family in completing the necessary paperwork and guide them in the process to ensure that the referral is successful and meets the needs of the family.

IEP (Individualized Educational Plan) or IFSP (Individualized Family Service Plan)

The childcare staff make themselves accessible and participate in IEP or IFSP meetings. They communicate to teachers from the school district, as well as therapists, supporting children and their families in whatever way we can to ensure the success of the child. An updated copy of the child's IEP or IFSP is required **before** enrollment can begin so the staff can stay up to date on the specially designed instruction for the child. It is the parent's/guardian's responsibility to ensure that updated copies are on file after each update. Once we have a copy of the IEP/IFSP the teaching staff will utilize the specially designed instructional strategies (written into the document) to individualize the instruction for the child. The staff will also get updated information and strategies from the therapists during their on-site visits and guidance from the specialized staff on how to implement these strategies into the child's daily routine.

Family Engagement/Conferences

Children (aged 6 weeks-5 years) are screened at the childcare within their first 45 days of enrollment using Ages and Stages, then rescreened each time they transition to a new classroom (or their next birthday). We also utilize Teaching Strategies GOLD to assess their ongoing developmental needs. Observations are documented, checkpoints are completed, and portfolios are maintained throughout the year. Family conferences are scheduled a minimum of two times each year (in the Fall and in the Spring), but we do not hesitate to meet with parents whenever the need arises to discuss both positive child observations as well as concerns. The topics covered include children's strengths, progress and behavioral, social and physical needs.

A kindergarten readiness checklist is also completed on children who will be transitioning to kindergarten the following school year. These results are shared with the family during the Spring conference.

School aged children (6 years-13 years) are assessed using the Child Service Report (CSR) twice each year. The results are then reviewed with the parents and conferences are scheduled on an as needed basis.

Family Participation in Shaping Policy and Procedure

We regularly communicate with parents—respecting their feedback and taking their concerns and observations into account when reviewing our policies and procedures. The Pre-K Counts program has a parent engagement board where families are invited to meet periodically and assist in planning various events and activities for the program.

Parent surveys are also offered to the families on a periodic basis to help us understand the needs of our community and if they are satisfied with the care we provide and our overall program.

Transitions and Continuity of Care

A healthy attachment base is an important element in continuity of care. Our staffing is planned to provide children with an optimum of continuity, where our children remain with the same group of staff members for a minimum of two years. There is flexibility within each age range that allows us to maintain ratio while accommodating those children for whom a change would be abrupt and disruptive. Children are moved into a new group according to their developmental readiness.

Parents will receive written notification for each transition level and will have a meeting with the Lead Teacher to discuss the transition schedule and expectations. The parents/guardians will receive an updated transition packet at the time of the meeting. This packet includes information on the new classroom, highlighting the differences and the expectations. It also includes the expectations for the parent/guardian as well as the child. Finally, the packet includes a daily schedule for the new classroom and a list of developmental milestones specific to the child's age. The staff are encouraged to visit with the children who have moved on—maintaining that relationship offers emotional support to a child. Careful consideration is also used when placing teachers with specific groups of children or when teachers' schedules require a change. Thus, ensuring a smooth transition for all involved.

Once a child has begun the transition to start in the school for grades kindergarten and above, a transition packet will be given to the family prior to their transition. This packet highlights the differences between preschool and school age as well as tips on how they can support their child in their new transition. A transportation packet will also be given to the parent/guardian to inform them of the expectations and safety rules for transportation to and from school. A Kindergarten Readiness Workshop for families with children transitioning to kindergarten is held each year to support families with the registration process and a kindergarten readiness checklist is completed on each transitioning child and reviewed with families during the Spring conference.

Finally, a transition packet will be available to children who are approaching the age of exiting the program (13 years) and preparing to begin self-care. This packet includes tips for the families and the child as well as contact information for our local Olivet Boys and Girls Club.

The following transition packets are implemented throughout the child's care within our center.

- Infant to Young Toddler
- Young Toddler to Older Toddler
- Older Toddler to Preschool/Pre-K
- Preschool/Pre-K to Kindergarten/School-Age

-School-Age to Self-Care

Discipline

Center staff will assist your child in developing self-discipline. Rules for the Learning Center are established and explained to children upon ability to understand and internalize. No demeaning or physical punishment is allowed to be used with children. Staff acts as positive role models using limit setting techniques to foster self-discipline in the children. Whenever possible negative behavior is ignored. Positive reinforcement is used to encourage appropriate behavior.

Suspension and Expulsion Policy

The Office of Child Development and Early Learning (OCDEL) defines suspension and expulsion in the following way:

“Suspension is an action that is administered because of a child’s developmentally inappropriate behavior and requires that a child not be present in the classroom or the program for a specified period. Expulsion is defined as the complete and permanent removal of a child from an early childhood program because of challenging behavior or non-infectious health condition. For example:

1. Excluding a child from the classroom, whether by placing them in another part of the building, or excluding a child from the building; or
2. Sending a child home early or limiting the number of hours per day they can attend; or
3. Un-enrolling a child because they are ‘not a good fit’ with the program.”

The Second Street Learning Center strives to collaborate with the parents in establishing a plan in supporting those children with various challenges. The steps taken basically follow this course:

1. Verbal communication with child and parent
2. Provide the child with opportunities for a break away from other children in the classroom
3. Conference with parents:
 - a. Let the parent know what is occurring daily – both positive and challenging
 - b. Provide the parent with information so that they can continue steps taken in the daycare at home
 - c. Observe the child throughout the day in different settings and collect data
4. Written documentation and observations provided to parents on a daily basis depending on behavior

5. Face-to-face meetings with parents
6. Depending on the severity of the behavior we may suspend first 1 day, then 3, then 5 days; or in case of severe behavior we may insist parents have their child evaluated.
7. In severe cases – where the safety of the other children is at risk, and all avenues have been exhausted, the parents may be asked to find a daycare setting that would be more appropriate for the child.

Rest Time

Children are offered rest time at the center. Children are encouraged but not forced to sleep. Blankets and nap mats are provided by the center.

Toys/Electronics

Please ***DO NOT*** send your child to the center with any toys or electronic devices. We will not be held responsible for any lost, stolen, or broken items. The staff will tell you if they have a designated day for *Show and Tell*.

Dress Code

Please dress your children in appropriate clothing for the weather and with the proper footwear, we are required to have the children outside daily according to regulations. For safety reasons we only allow sneakers and closed front and back shoes, no sandals, open toed shoes, crocs, jellies, or flipflops.

Parents, Please Let Us Know...

- *When your child is going to be absent*
- *When you need to change the hours of childcare you requested*
- *When you are delayed dropping off or picking up your child*
- *When you have a change in address or phone number at work or home*
- *When your emergency contacts have a change in address or phone number*
- *When something is happening at home, which may affect your child's feelings or behavior*
- *When you don't understand a procedure, communication, request, etc.*
- *When you are pleased with our program*

Center Closings

Our center is closed on most major holidays and two in-service days for staff training. You will receive a yearly schedule of these dates. Please see the center's staff for information regarding closings, delayed openings, or early closings due to severe weather conditions.

Termination of Services

Our center reserves the right to terminate services for any of the following reasons:

- ***Non-payment of fees***
- ***Abuse of center's policies***
- ***Lack of updated paperwork (including physicals/immunization records)***
- ***Excessive late pick-ups from the center***
- ***A child whose care requires excessive demands on staff or whose presence is a danger to himself/herself or the other children in the center***
- ***A parent/guardian whose needs require excessive demands on staff/facility, or whose presence is a danger to the children or the staff in the center***
- ***A parent/guardian who is observed to display a confrontational demeanor/negative language towards staff or children***
- ***After five (5) consecutive days of non-attendance the child's care will be suspended and terminated after forty (40) absences***

Second Street Learning Center reserves the right to permanently refuse services to individuals who have been suspended or terminated due to any of the above listed infractions.

Our Facility

The center is inspected by the Department of Human Services prior to opening and at least once per year thereafter. The facility must also meet the Department of Labor and Industry fire and panic requirements.

RELEASE FROM FACILITY: Children shall be released from the facility only to a child's parent(s)/guardian(s) or to a person designated in writing by the parent(s)/guardian(s) on the enrollment paperwork. If you send any person other than those previously listed to pick up your child a written statement must be given in advance by the parent(s)/guardian(s) personally to the center. Please remember, only a person designated in writing by the parent(s)/guardian(s) will be allowed to receive a child. Permission slips are available in the center. The person you have authorized to bring or pick up your child must be at least sixteen (16) years of age or older and must have a picture ID. When dropping your child/children off at the center you must walk your child to their room and make sure the staff is aware they are there. Also, when picking your child up from their room make sure staff is aware you are taking your child/children for the day.

Health and Safety

We are committed to your child's health and safety. We will supervise your child at all times when he or she is in our care. At no time will a child be left unattended. Please be assured that we will take every precaution to ensure your child's safety. The staff at the center is trained to handle emergencies. Throughout the day there will always be someone on staff who is certified in Red Cross First Aid Training. In addition, all staff are mandated reporters and as such are required by law to report any suspected child abuse and/or neglect.

The center is a **SMOKE FREE FACILITY**. No one is allowed to smoke in front of the children in the center or within twenty-five (25) feet of the facility. This is mandated by state regulations.

According to federal, state, and local guidelines children must be properly immunized and have periodic physical examinations. Children in the center must have an appropriate health appraisal on file within forty-five (45) days of enrollment. The following are exceptions:

- It is required yearly to have either proof of the child/children receiving the FLU shot or a letter stating that your child/children will not be receiving the FLU shot this year.
- Children with diagnosed disabilities must have a health appraisal on file within thirty (30) days of enrollment.

A health appraisal form will be given to you at the intake appointment. Immunization records must be brought to the intake appointment during which time a medical history will be obtained. If because of religious, moral, or ethical beliefs you wish that your child be excluded from these requirements, please discuss them with the staff at the intake appointment. If your health appraisal is completed after intake, please give it to the staff at the center. The staff will notify you when a new health appraisal is required. Please check with your child's physician if you have any questions.

Child Immunization Schedule

<i>By this age</i>	<i>Your child should have received a total of</i>
<i>Birth</i>	HepB
<i>2 months</i>	DPT/POLIO, HepB, Hib, PNEU or PCV vaccinations
<i>4 months</i>	DPT/POLIO, Hib, PNEU or PCV vaccinations

<i>6 months</i>	DPT, Hib, PNEU or PCV vaccinations, Flu shot (annually)
<i>6-12 months</i>	DPT,HiB, PNEU or PCV
<i>6-18 months</i>	HepB
<i>12-18 months</i>	DPT/Polio, Hib, PNEU or PCV, MMR/Varicella vaccinations, Flu shot (annually)
<i>24 months</i>	HepA (6 months after first HepA second is due), flu shot (annually)
<i>4 to 6 years</i>	DPT/ POLIO, MMR/Varicella, HepB, flu shot (annually) vaccinations
<i>11-12 years</i>	Td Booster

Check with your child’s physician if you have any questions about immunizations. Sometimes physicians have differing opinions.

See guide at end of the manual to determine the length of time your child must be excluded from the center due to illness.

Other limitations imposed on a child’s activities because of breaks, sprains, headaches, and other non-communicable ailments could exclude the child from care without a doctor’s note. Please consult the center staff.

Policy and Plan of Action for Illness and Injury Tracking

The Learning Center maintains a logbook to record children’s illnesses and injuries. Contained in this log is the child’s name, illness and/or injury, date, parent notification, doctor and/or hospital visit noted, and the action plan is recorded.

The staff illnesses and injuries notifications are maintained in a file with payroll information in the Human Resources Department. Using the book “Caring for Our Children” as a guideline, **the following policies are followed regarding fever, excessive coughing, diarrhea, vomiting, rashes, suspected pink eye, and head lice that occur in the Learning Center:**

Fever: Children who have a temperature of 100.4 or 99.4 under arm and above will be sent home. Before returning to the childcare children must be free from fever for at least 24 hours without the use of medication.

Diarrhea: Children will be sent home if they have more than three loose bowel movements in a day. Before returning to the childcare children must be free from diarrhea for at least 24 hours without the use of medication.

Vomiting: Parents will be notified immediately if their child has a vomiting episode, and they will be required to pick up their child after the child has vomited more than three times. The child may return when they have been free from symptoms for 24 hours.

Head lice: Parents will be notified if **live head lice are found in a child’s hair**. They will be required to pick up their child **immediately** and begin the treatment process. If there are lice eggs (nits) but no live bugs, we will notify parents and ask them to begin the removal process after the regular end of day pick-up. After the first treatment, it is necessary for parents to assure that they remove all the nits from the child’s hair. When the child returns to the childcare, they will be checked to verify there are no live bugs, and to verify that there progress is being made towards nit removal.

It should be noted that if lice or nits are found in the hair of one family member, all family members should be checked for the presence of nits or lice and treated accordingly. It will also be necessary for all bedding to be washed and checked for the presence of lice or nits.

Illness/Disease

Return to Daycare Center

Information based on facts sheets provided by the **Pennsylvania Chapter/Academy of Pediatrics** unless otherwise noted (***Daycare Center Policy**)

**Elevated Temperature – sent home
(100.4 or 99.4 under arm)**

24 hours after the last symptoms have disappeared
Without the use of medication.

**Diarrhea – sent home after 3 loose
Bowel movements**

24 hours after the last symptoms have disappeared
Without the use of medication.

Infectious Diarrhea

Salmonella

Shigella

Campylobacter

Hepatitis

Giardia lamblia

When health provider documents person no longer
has infectious stools

Possible infectious rash*

24 hours after the last symptoms have disappeared

Episodes of vomiting*

24 hours after the last symptoms have disappeared

Heavy head/chest cold*	Until coughing and nasal discharge are under control
Measles (Rubeola)	Upon recovery but at least 4 days after appearance of rash
German measles (Rubeola)	Upon recovery but at least 7 days after appearance of rash
Whooping Cough	5 days after beginning of antibiotic treatment
Scarlet Fever	24 hours after antibiotic treatment is started and when child has no fever
Chicken Pox	6 days after onset of rash or until all blisters are scabbed
Mumps	When swelling subsides or 9 days after swelling begins

Illness/Disease

Return to Daycare Center

Information based on facts sheets provided by the **Pennsylvania Chapter/Academy of Pediatrics** unless otherwise noted (***Daycare Center Policy**)

Impetigo	Lesions must be treated and non-infectious before returning (usually 24 hours after medication is started) with a doctor's note.
Conjunctivitis (pink eye)	Doctor's note and 24 hours after administration of antibiotic and when discomfort subsides
Pin Worm	When child is treated with proper medication and evidence of conditions are resolved
All other contagious conditions	When child is treated with proper medication and evidence of conditions are resolved with a doctor's note
Head Lice	After the first treatment, all nits must be removed to prevent re-infestation. (Please note that the house must also be thoroughly cleaned to prevent a re-infestation)

Care Plan Policy

Children with special health care needs should have a health care plan on file with the program. Should your child have a medical condition such as asthma, diabetes, allergies, etc., please see the Director or administrative staff for a care plan form. This form can be completed by your child's pediatrician and returned to the Intake Department.

The Director will review this form with the parents and instructions for the care of your child and will be shared with the appropriate childcare staff. Please communicate any changes to your child's medical care plan **immediately** to the Director.

Medication: If medications must be administered by the staff it should be in safety lock containers and clearly and permanently labeled with the child's name, medication name, instructions for administration from the pharmacy, date phone number of physician, and the pharmacy phone number. The medications **must** also be accompanied by the forms completed by the doctor. Over-the-counter medications also need to be accompanied by a note from the doctor. **At no time should the medication be in the hands of the child. There is a daily form for the parents giving permission for any medications that may be administered by the staff.**

Parents themselves may administer medication in the center. All forms must be updated yearly.

Prevention of Illness: Children need exposure to other children to build up immunities to certain diseases. Surveys show that a child's second year in childcare is generally healthier than the first year. If your child becomes ill frequently, please be assured that the staff is doing everything possible to inhibit the spread of germs. Toys and mats are cleaned daily; and blankets are washed at the end of every day. Also, soiled diapers are taken care of immediately, the changing table is disinfected and the hands of both staff and children are washed after each diaper change and toileting of a child. **An extra change of play clothing is needed at the center at all times.** Please remember to update the clothing as your child grows and the weather conditions change. Cooperation is needed between the staff and parents to see that the children are as healthy and happy as possible.

Policy and Plan of Action for Illness and Injury Tracking: The Second Street Learning Center maintains a log of all injuries that occur on site, and a record of illnesses that are present at any given time in the childcare center. The log records the date & time of occurrence, location is specified listing the child or children involved, staff that is present, description of the injury/illness, the possible contributing factors are identified, and follow up of preventive/corrective action to be taken, and when the plan is completed.

The responsibility for maintaining the tracking log is a staff member who is not part of the classroom staff. Once the supervisor and/or director has reviewed the incident reports they are passed on to be logged. All entries will be in writing, whether as completed on incident reports or as a documented verbal interview.

The director and level supervisors are responsible for reviewing the log. When reviewing the log frequency of occurrence of injuries and illnesses are noted. If the frequency is high the director and/or level supervisors develop action plans to address the concern, then facilitate and monitor the implementation.

Staff instruction is carried out on the documentation of illness and injury reports, and the procedures involved in tracking, planning, and implementing of the tracking system. The Injury/Illness-Contagious Condition Monitoring log is available for staff to review.

Safety: The staff is trained to administer first aid and handle emergencies and conducts a monthly fire drill. At no time will a child be left unattended. Please be assured that your child will be taken care of in case of an emergency. As trained mandated reporters the staff is required by law to report any suspected child abuse and/or neglect.

We have used the American Academy of Pediatrics, The State Board of Health, and The Pennsylvania Department of Human Services as guidelines in establishing these policies.

School Age Program

Our school age program starts with the child's first day of kindergarten, if a child is required to be enrolled in public or private school under the Public-School Code of 1949 (24 P.S. 1-101-27-2702) and if the child is not enrolled and if the child is not exempted from enrollment under the Public-School Code, a child day care facility may not admit the child for care during the hours when a child is required by law to attend public or private school.

Transportation: If your child is enrolled at a school within the Reading School District, we do provide transportation to and from these schools.

Enrollment Information

The following enrollment policies are subject to change based on changes in state regulations regarding subsidized childcare or administrative decisions.

Waiting List: Children are placed on a waiting list on a first come, first served basis with the subsidy for which their parents are eligible. Full time care gets priority. Each subsidized list has its own set of rules that can be clarified by the Director.

Fees:

- A late fee of one dollar (\$1) per child, per minute will be charged beginning fifteen minutes after your scheduled pickup time. Exceptions will be made due to extenuating circumstances if you provide the center with proper notice and/or documentation.

Exceptions will be granted at the Learning Center Director's digression. As a parent it is your responsibility to keep us updated on your schedule.

- Questions should be directed to the Director of Daycare.
- Fees should be paid with cash, check, credit card, or money order.
- Payments are due on Monday of the week you are paying for.
- One week of service is defined as Monday through Sunday. If your child starts on any other day of the week, the first week's fee will be adjusted accordingly so that all other weeks of care fit into the Monday through Sunday week.

It is your responsibility to notify the center of the following changes that may affect your weekly fee:

- A change in your family income
- A change in your employment
- A change in your family size
- The number of hours your child will spend in care
- Withdrawing any child while keeping others enrolled

Contracts are to be renewed every six (6) months unless family circumstances necessitate a change in the interim.

Leave Policy:

- There will be no charge on days the program is closed for a holiday
- You will receive a list of program holidays
- You must pay for all other days your child is enrolled, even if the child is absent for any reason
- Please notify the center if your child is going to be absent and how long

Non-Payment Fees:

When fees are past due you will receive a written notice, which could lead to a loss of childcare. A child will be reinstated only after the payment of delinquent fees has been made to the program. It is possible that your slot will be filled, and you will have to be placed on a waiting list.

Withdrawal of Child from Program:

The center must be notified, **two weeks in advance**, if/when you plan to withdraw your child from the program. **You will be charged for care for two weeks after the date on which you notified the center of your plans to withdraw your child, whether or not your child continues to attend.** In the event notice is not given, you will be charged for two weeks from the last date your child/children attended. Should you wish to bring your child back to our center later, your child/children will not be enrolled until any past due/outstanding balance is paid in full.

Infant/Toddler/Preschool Enrollment:

All children aged 6 weeks-3 years may not be enrolled in the center longer than 10 hours per day.

-What you as the parent must provide: We supply all meals and snacks except baby formula, that is required to be provided by the parents premixed (we cannot mix the formula in the center), we switch to whole milk at 12 months unless otherwise noted by a doctor. Your child is required to always have at least 10 diapers on hand within the center, please be sure to bring them in with your child, the center provides the wipes. Any creams or medications can only be in the center with a doctor's note, please do not leave any in your child's bag.

Release of Pertinent Information:

Should your child's enrollment at Second Street Learning Center be terminated for any reason, copies of the following documentation will be provided at your request:

- Most recent physical and shot records for each child enrolled
- Copy of social security card for each child enrolled
- Copy of any medical cards on file for each child enrolled
- Copy of any IEP/IFSP reports on file for each child enrolled

To obtain the above information, please contact our Intake Department at 610-374-4696 ext. 242 between the hours of 8:00am and 4:00pm. **These documents will be provided one time only and must be requested within six (6) months of termination of childcare.**

Lost or Stolen Items:

The center is not responsible for lost or stolen items. Please monitor what your child brings or wears to the center and do not allow them bring or wear anything of great monetary or sentimental value.

For State Subsidized Clients:

Any inquiries regarding eligibility for state subsidized care should be addressed to **Early Learning Resource Center (ELRC)** at the following telephone number: **610-987-8439**

Know Your Civil Rights

In accordance with applicable federal, state civil rights laws and regulatory requirements, you, and your children, as clients of the Second Street Learning Center, have rights to services at this facility without regard to your race, color, religion, national origin, age, sex, disability, marital status, military or veteran status, gender identity or expression, sexual orientation or any other basis protected by local, state, or federal law. If you feel that you have been discriminated against in any of these areas, you have the right to file a complaint.

Civil Rights

Complaints of discrimination can be filed with any of the following agencies:

Office of Civil Rights – Philadelphia Office

U.S. Department of Education

The Wanamaker Building
100 Penn Square East, Suite 515
Philadelphia, PA 19107-3323
Telephone: 215-656-8541
FAX: 215-656-8605; TDD: 800-877-8339
Email: OCR.Philadelphia@ed.gov

Or

Bureau of Equal Opportunity

Tanya Ingram
Bureau of Equal Opportunity
625 Forster Street PO Box 2675
Health and Welfare Building, Room 225
Harrisburg, PA 17120-2675
717-705-8204

Or

Pennsylvania Human Relations Council

Harrisburg Regional Office

333 Market Street, 8th Floor
Harrisburg, PA 17101-2210
(717)787-9780

This Second Street Learning Center is an Equal Opportunity Employer

Other Certificates and Licenses

The Second Street Learning Center strives to provide the highest quality of care and early childhood education possible to your child and family. To ensure we achieve this, we follow the criteria and requirements to obtain the following licenses and certificates:

- Licensed by PA DHS (Department of Human Services)
- Keystone Stars – Star 4 (Highest Level)
- CACFP (Child and Adult Care Food Program)
- Licensed by PA Pre-K Counts Program

Shaken Baby Syndrome (Abusive Head Trauma) Prevention Policy

Abusive head trauma (also referred to as Shaken Baby Syndrome) occurs in infants and young children, whose neck muscles are not well developed and whose heads are larger in size than their bodies. Abusive head trauma can occur when the child is involved in any type of forceful or sudden shaking, with or without blunt impact. Damage to the child can occur in as little as 5 seconds. Abusive head trauma can occur in children up to 5 years of age; however, infants less than one year are at greater risk of injury. Abusive head trauma can lead to serious conditions including brain damage, blindness, hearing loss, developmental delays, intellectual, speech or learning disabilities, problems with memory and attention, as well as cerebral palsy.

Sign and Symptoms:

- Seizures
- Bruises
- Lack of appetite, vomiting, or difficulty sucking or swallowing
- Lack of smiling or vocalizing
- Rigidity, inability to lift the head,
- Difficulty staying awake, altered consciousness
- Difficulty breathing, blue color due to lack of oxygen
- Unequal pupil size, inability to focus the eyes or track movement
- Irritability
-

Prevention:

Caregivers should develop proactive strategies to manage stress levels and appropriate responses to a crying child. The staff should be self-aware and notice when their self or coworkers may become frustrated or angry. Parents/Guardians, caregivers and coworkers should discuss what calming strategies are successful with a particular child at home or in the center.

Emergency Response:

If a child presents any of the above symptoms or if you suspect a baby has suffered abusive head trauma

- Call 911
- Call the parent/guardian

- Inform the Director
- Report the incident to Childline at 1-800-932-0313 as a mandated reporter
- If the child has stopped breathing, trained staff will begin CPR.

Strategies for Caregivers and Parents/Guardians:

A child is usually shaken out of frustration when the child is crying persistently or if the child is irritable. The following strategies may work to comfort the child. A teacher or staff member should seek support from a coworker if needed.

- Hand the child to another caregiver and ask for a break.
- Take deep breaths and call for support.
- Check to see if the baby's diaper needs changed.
- Offer the baby a bottle. Do not force the baby to eat.
- Check for signs of illness or discomfort
- Offer the baby a pacifier or distract the child with a rattle.
- Hold the baby close against your body and breathe calmly and slowly.
- Gently rock the baby using slow, rhythmic movements.
- Sing to the baby or play soft, soothing music.
- Use "white noise" or rhythmic sounds that mimic the constant whirl of noise in the womb.
- Hold the baby on its side or stomach position to help with digestion. Always place the baby on its back to sleep.
- Take the baby for a walk.
- Be patient.
- Stand up, hold the child close, and repeatedly bend knees.
- Gently rub or stroke the child's back, chest, or tummy.

Prohibited Behaviors:

Behaviors that are prohibited include (but are not limited to):

- Shaking or jerking a child
- Tossing a child into the air or into a crib, chair, or car seat
- Pushing a child into walls, doors, or furniture
- Striking a child's head, directly or indirectly

Child Maltreatment Prevention Policy

Child maltreatment includes all types of abuse and neglect of a child under the age of 18 by a parent, caregiver, or another person in a custodial role. According to the CDC there are four types of abuse: physical abuse, sexual abuse, emotional abuse, and neglect.

- Physical abuse is the use of intentional physical force such as hitting, kicking, shaking or other force against a child.
- Sexual abuse involves engaging a child in sexual acts including fondling, rape and exposing a child to other sexual activities.
- Emotional abuse refers to behaviors that harm a child's self-worth or emotional well-being. This includes name calling, shaming, rejection, withholding love and threatening.
- Neglect is the failure to meet a child's basic needs including housing, food, clothing, education and access to medical care.

Signs and Symptoms:

Specific signs and symptoms depend on the type of abuse and can vary.

- Withdrawal from peers or usual activities
- Change in behavior (aggression, anger, hostility, or hyperactivity)
- Extreme behaviors
- Depression, anxiety or unusual fears, or a sudden loss of self-confidence
- Sleep problems and nightmares
- Frequent absences
- Rebellious or defiant behavior
- Self-harm or attempts at suicide
- Unexplained injuries
- Injuries that don't match the explanation
- Sexual behavior or knowledge that's inappropriate for the child's age
- Genital or anal pain, bleeding, or injury
- Delayed or inappropriate emotional development
- Loss of self-confidence or self-esteem
- Appears to desperately seek affection
- Poor growth
- Excessive weight with medical complications that are not being addressed
- Poor personal cleanliness
- Lack of clothing or supplies to meet physical needs

- Hoarding or stealing food
- Fear of parents or caregivers

On occasion the behavior or demeanor of a parent/guardian can also be a sign or red flag. These include:

- Showing little concern for the child
- Blames the child for problems
- Consistently belittles the child
- Uses harsh physical discipline
- Demands an inappropriate level of physical or academic performance
- Offers conflicting explanations for a child's injury (or no explanation at all)
- Limits the child's contact with others

Prevention:

- The main goal is to provide a safe, stable, nurturing relationship with children.
- Offer the child love and attention.
- Don't respond to the child in anger.
- Take a deep breath before you respond.
- Don't leave a young child alone.
- Ask for help if you are feeling frustrated.
- Keep a close eye on children-supervise.
- Teach children about stranger danger.
- Emphasize to the child when to say "no."
- Teach children how to be safe online.
- Develop a relationship with the families.
- Enroll in trainings/workshops that educate on challenging behaviors and strategies on how to handle them.
- Become familiar with the signs and red flags.
- Provide parent education, as needed.
- Refer families to outside/community agencies, as needed.
- Report suspected abuse to CHILDLINE (1-800-932-0313).

MALTREATMENT OF MINORS MANDATED REPORTING POLICY

Who Should Report Child Abuse and Neglect

- Any person may voluntarily report abuse or neglect.

- The PA Child Protective Services Act was signed into law in 1975. It was enacted to protect children from abuse, allow the opportunity for healthy growth and development and, whenever possible, preserve and stabilize the family. What is child abuse? Child abuse, according to the CPSL, includes any recent act or failure to act by a perpetrator that causes non-accidental serious physical injury or non-accidental serious mental injury to a child under 18 years of age, sexual abuse or sexual exploitation to a child under 18 years of age, and serious neglect. “Recent” is defined as an abusive act within two years from the date **ChildLine (1-800-932-0313)** is called. Sexual abuse has no time limit. Child abuse also includes any recent act, failure to act, or series of acts or failures to act by a perpetrator that creates an imminent risk of serious physical injury to or sexual abuse or exploitation of a child under 18 years of age.
- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility.

Where to Report

If you know or have reason to believe a child is being or has been neglected or physically or sexually abused contact **CHILDLINE 1-800-932-0313**. Mandated reporters also have the option of reporting electronically through the Child Welfare Portal:

<https://www.compass.state.pa.us/cwis/public/home>

What to Report

- Definitions of maltreatment are listed in the Pennsylvania Child Protective Services Law and are attached at the end of this parent handbook.
- A report to ChildLine should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.

Failure to Report

A mandated reporter who is convicted of willfully failing to report or refer suspected child abuse is guilty of a misdemeanor of the third degree. A second or subsequent offense is a misdemeanor of the second degree. The maximum penalty for a misdemeanor of the third

degree is \$2,500 and/or one year in jail; for a misdemeanor of the second degree it is \$5,000 and/or two years in jail.

Retaliation Prohibited

There shall not be retaliation against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. Refer to P.A. Acts 2020-140 Section 4958 – Intimidation, retaliation or obstruction in child abuse cases.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility will complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care. The internal review will include an evaluation of whether:

- related policies and procedures were followed
- the policies and procedures were adequate
- there is a need for additional staff training
- the reported event is similar to past events with the children or the 16 services
- there is a need for corrective action by the license holder to protect the health and safety of children in care.

Staff Training

The childcare must provide training to all staff related to the mandated reporting responsibilities as specified in the PA Child Protective Services Law (CPSL). The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff.

The staff training provides an overview Pennsylvania's Child Welfare System, defines child abuse, the potential indicators of abuse, guidelines to determine reasonable cause to suspect, the effects of child abuse and why to report, how to report, and reporters' rights and responsibilities.

The mandated reporting policy must be provided to parents of all children at the time of enrollment in the child-care program and must be made available upon request.

Parents:

We would like to remind you that if your child/children do not attend for five (5) consecutive days, they will be suspended on the start of the sixth day. You will have to contact your Early

Learning Resource Center (ELRC) caseworker for your child/children to return to daycare.

If your child/children are dropped, and you would like to re-enroll them, you will be expected to complete all the necessary paperwork and expected to comply with all the rules and guidelines of your funding source.

Also, we would like to remind you of **the importance of clocking your child/children daily in and out at any of the Procare stations throughout the center.** Failure to do so may result in your child being marked absent for that day. If you are unsure how to or the system is down please write the child/children in on the timesheets provided by the ProCare stations.

If you have any questions, please feel free to contact our Intake Department 610-674-4696 ext. 242.

Contacting DHS

If you would like to access the PA Department of Human Services licensing regulations that Second Street Learning Center is governed by, they can be found at the following web address <https://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter3270/chap3270toc.html>

If you would like to contact the Department of Human Services directly regarding day care regulations you can call 800-222-2108. Their main office is located at 100 Lackawanna Ave, Scranton, PA 18503.

Thank you!