

# Upper Perkiomen Child Care Center

of St. Paul's Lutheran Church

~Family Handbook~



Where Children Explore, Learn & Grow

Upper Perkiomen Child Care Center

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## **Welcome**

Thank you for choosing the Upper Perkiomen Child Care Center for your early childhood education and child care needs. We look forward to working with you to provide a secure foundation for your child to ensure successful growth and learning.

The Family Handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. The staff at UPCCC would be glad to address any of your questions or concerns. Once again, welcome!

## **Purpose of the Handbook**

The purpose of the Family Handbook is to outline the policies and procedures under which we operate as a licensed child care provider in a caring and nurturing climate for the children enrolled.

## **An Outreach Ministry of St. Paul's**

The Upper Perkiomen Child Care Center, herein referred to as the Center or UPCCC, is owned and operated by the congregation of St. Paul's Evangelical Lutheran Church as a non-denominational, non-profit, outreach ministry to the Upper Perkiomen community.

The child care staff and leadership of St. Paul's Church are committed to providing an early childhood educational experience of the highest quality for your child and family.

UPCCC is a proud participant of Keystone STARS which is an initiative of the Office of Child Development and Early Learning (OCDEL) which was established to improve, support, and recognize the continuous quality improvement efforts of early learning programs in Pennsylvania.

## **History**

UPCCC, a community-centered early childhood educational program of St. Paul's Evangelical Lutheran Church in Red Hill, began as a vision shared by members of the St. Paul's congregational family.

The Upper Perkiomen Child Care Center is a weekday early childhood educational and School age program of St. Paul's Evangelical Lutheran Church. The Center was founded in 1986 and is the oldest continuous licensed child care program serving the Upper Perkiomen Valley. Today the congregation, staff, and parents

continue to work together toward a shared vision. The children, their families, and the staff of UPCCC are welcomed as a part of the extended family of St. Paul's.

### **Our Mission**

Upper Perkiomen Child Care Center provides an early childhood education program and child care services for children 6 weeks to 13 years of age.

UPCCC strives through a skilled staff to provide the highest quality developmentally age-appropriate education in a loving, Christian atmosphere.

UPCCC takes pride in our family-friendly atmosphere and our genuine relationship to the surrounding communities. Our teacher to child ratio in each classroom provides the kind of personal care and education that could be lost among larger corporate programs. The children here are never just a face in the crowd. Our administrative team is integrally involved in our program. UPCCC provides the love, care and personal attention that only a family focused center can offer.

### **Creative Curriculum**

Attending a high quality program prepares children for kindergarten and beyond. UPCCC strives to be that high quality program that you are looking for! In addition to strengthening socialization skills -- how to compromise, be respectful of others and problem solve -- we provide a place where your child can gain a sense of self, explore, play with peers and build confidence through a creative curriculum.

Educators create weekly lessons using the Pennsylvania Early Learning Standards that allow the children in their care to explore the classroom and world around them using the Creative Curriculum methods of teaching.

The children have the opportunity to learn through theme-based weekly lesson plans. The Creative Curriculum helps our educators create high quality programs that meet the unique and individual needs of the children and families that we serve. The basic framework of the Creative Curriculum follows five components:

- How children develop and learn
- The learning environment
- What children learn
- The teacher's role
- The family's role

The program is divided into two sections: infant and toddlers, preschool and school age.

### **Keystone Stars**

Programs that participate in the Keystone STARS program are making a commitment to provide a quality education for your child. Upper Perkiomen Child Care Center is a proud participant of the Pennsylvania Keystone STARS program. Keystone STARS is a state-funded program that promotes quality child care service. The STARS program helps us to fulfill our mission of providing high quality early learning opportunities for your child. We are a Keystone STARS 4 center.

Programs meet quality standards for:

- Teacher qualifications: Early childhood teachers have the education, experience, and knowledge to work with young children.
- Classroom and learning activities: The program has a variety of materials and activities for each age level that makes it possible for children to learn something new every day! Then the program reinforces previously learned skills and concepts.
- Working with families: The program treats families as a partner in their children's growth and development and helps families access other community resources that they may need, one example is the assistance program through WIC or health insurance through CHIP.
- Management: A quality program has to have sound business practices to ensure your child's safety and learning.

When you choose St. Paul's UPCCCC, you have a quality child care/early learning or afterschool program, where your child:

- Is safe while you are at school or work.
- Will be encouraged to explore new things
- Will experience and learn important academic skills such as language, numbers, and social skills; such as how to play well with others, how to follow directions all while practicing self-discipline.

### **Administration:**

**Congregational Council:** is an elected body of individuals (including the pastor of the congregation) that has oversight of the life and temporal affairs of the congregation and its organizations, programs and ministries. The Congregational Council is the Board of Directors of the Upper Perkiomen Child Care Center.

Election to the Congregational Council is limited to voting members of St. Paul's Evangelical Lutheran Church. The Council meets monthly.

**The Child Care Committee:** reviews matters relating to the Center's children, families, and staff's health, growth and well-being, and reports all information to the Congregational Council. The Council also designates one of its members to serve as a liaison to The Child Care Center to provide further guidance and support. Meetings occur once a month.

**Evangelical Lutheran Church in America (ELCA):** St. Paul's Evangelical Lutheran Church is a congregation of the Southeastern Pennsylvania Synod of Evangelical Lutheran Church in America (ELCA).

**Lutheran Schools Committee:** UPCCC is listed in the directory of Congregational Lutheran Schools and Early Childhood Educational Centers within the Southeastern Pennsylvania Synod. The Synod's Lutheran School Committee sponsors teacher workshops, director conferences, and other supportive actions which benefit the Center.

**Evangelical Lutheran Educational Association (ELEA):** UPCCC is a member of the Evangelical Lutheran Education Association (ELEA), a national association of Lutheran schools and early childhood educational centers of the ELCA. ELEA provides conference opportunities and useful resources for teachers and administrators.

**License from the Commonwealth of Pennsylvania:** UPCCC is certified by the Department of Human Services (DHS) and exceeds its requirements for operation. In accordance with DHS regulations, UPCCC always has First Aid and CPR certified staff on location. All staff have their Federal Bureau of Investigation Background Criminal Clearance, PA State Police Clearance, and Child Abuse Clearance from the Commonwealth of Pennsylvania.

## **Center Administration:**

### **Pastor**

The pastor is a member of the ordained clergy of the Evangelical Lutheran Church in America, called by congregation to preach the Word of God and to administer the sacraments of the Church. The pastor serves as the administrator of the congregation and is responsible for the daily oversight of the congregation, its organizations, programs, and ministries. The pastor is accountable to the Congregational Council in temporal matters and to the Bishop of this synod in ecclesiastical matters.

### **Director**

The director of the Upper Perkiomen Child Care Center is the accountable administrative agent for the Center and its related operations. The function of the director is to give leadership to the entire

educational program and ministry of the Center. The director is accountable to the pastor of St. Paul's Lutheran Church and reports all of the Center's activities on a regular basis. The Center director is responsible for, but not limited to:

- Managing curriculum and educational programs
- Overseeing physical facilities
- Hiring and managing staff
- Managing overall image of the center
- Ensuring compliance with all local and federal laws governing child care
- Managing budget and finances of the Center including tuition
- Managing advertisement and marketing plans
- Managing and implementing Center wide activities/events
- Maintaining STARS standards at the Center star level
- Evaluating, managing and communicating policies and procedures

#### **Assistant Director**

The assistant director assists the Center director in overseeing the day-to-day issues and needs of the Center. The assistant director is accountable to the director. The assistant director is responsible for, but not limited to:

- Assisting the director in overseeing all Center activities and needs
- Assisting in staff scheduling/payroll
- Assistance in maintaining tuition records
- Arranging for professional development opportunities
- Maintaining staff and student records required by DHS and STARS
- Attending to all administrative functions required in keeping the Center organized and up- to- date
- Maintaining STARS standards at the Center star level

- Supervising and overseeing the Center in the absence of the director

### **School-Age Coordinator**

Assists the Center director in overseeing the day –to- day issues and needs of the school-age program and as acting head teacher. The school-age coordinator works with the staff in designing, preparing, implementing the school year activities and events, as well as, the summer camp. The school-age coordinator is accountable to the director. The school-age coordinator is responsible, but not limited to:

- Creating, preparing, and implementing a school-age program
- Assisting the director in managing the summer camp school-age staff
- Preparing and implementing the summer camp program
- Preparing for the Christmas and Summer Musical productions/programs
- Assisting in various administrative duties
- Maintaining STARS standards at the Center star level

### **STARS Coordinator**

The STARS coordinator is responsible for developing quality education curriculum that supports the learning goals of the Center. The STARS coordinator is accountable to the director. The STARS coordinator is responsible for, but not limited to:

- Working with teachers to ensure they are prepared to deliver lesson plans that meet curriculum and STARS guidelines
- Overseeing professional development plans for the Center and individual teachers
- Managing quality improvement activities
- Implementing STARS accreditation self-study
- Managing, implementing, and communicating any STARS revisions
- Staying informed and up- to- date on all of STARS
- Finding and sharing resources to help improve the Center and teachers
- Assisting in various administrative duties

- Maintaining STARS standards at the Center star level

### **UPCCC Job Descriptions**

Our staff are hired in compliance with the state requirements and qualifications as a base minimum.

Typical staff certifications are as follows:

<b>Position Title</b>	<b>Education/Certification</b>	<b>Experience</b>
Head Teacher/Group Supervisor	*Masters/Bachelor Degree in Education or Related Field  *Associate Degree in Early Childhood Education  *Child Development Associate (CDA)	1 year
Assistant Teacher/Aide	*Associate Degree/CDA/HS diploma	1 year

The Center reserves the right to revise and update the job description as deemed necessary and appropriate.

An employee may be assigned to a different program at the discretion of the director.

All employees must be able to lift up to 35 lbs from the floor to standing and have freedom of mobility in the classroom and all areas where children are cared.

#### **Head Teacher/Group Supervisor**

A head teacher/group supervisor is responsible for the following minimum duties:

- Creating lesson plans and implementing daily program activities.
- Completing and entering observations and assessments for each child.
- Maintaining STARS standards at the Center star level.



- Attending monthly staff meetings.
- Coordinating activities and responsibilities of assistant group supervisors and aides.
- Keeping up with yearly DHS and STARS trainings/professional development.
- Assisting the director with designated activities.
- Responsible for safety and supervision of children.

### **Assistant Teacher/Assistant Group Supervisor**

An assistant teacher/assistant group supervisor is responsible for the following minimum duties:

- Assisting in the implementation of daily activities and lesson plans with the guidance of the group supervisor.
- Coordinating daily activities and supervising aides in the absence of the group supervisor.
- Maintaining STARS standards at the Center star level.
- Keeping up with yearly DHS and STARS trainings/professional development.
- Attending monthly staff meetings.
- Assisting the director with designated activities.
- Responsible for safety and supervision of children.

All caregivers participate in an orientation class and ongoing professional development training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

### **Programs**

UPCCC programs are divided into two (2) sessions.

1. School Year: Starts the Monday of the week that school begins to the Friday of the week that school ends (according to the Upper Perkiomen School District calendar).

2. Summer Camp: Starts the first Monday following the last day of Upper Perkiomen School District to the Wednesday prior to the first day of the start of the following school year.

Optional reduced length programs may be offered. Registration is required a minimum of two (2) weeks prior to each session. A non-refundable registration fee, any past due fees/tuition, the Registration Agreement, an updated Emergency Contact Form, and any other forms that need updating are due at the time of registration. The Center reserves the right to deny care should any fees and forms not be received by the due date. In addition, the Center reserves the right to deny care should any fees become delinquent during the year.

The Center's hours are Monday through Friday from 6:30AM - 6:00PM. We serve children from six (6) weeks to thirteen (13) years of age.

**UPCCC adheres to the DHS staff/child ratios:**

Infants (6 weeks to approx.15 months):	1 to 4
Toddlers (15-24 months):	1 to 5
Toddlers (24-36 months):	1 to 6
Preschoolers (36 months to 5 years):	1 to 10
Kindergarten Children:	1 to 12
School-Age Children (1st-3rd grades):	1 to 12
School-Age Children (4th and up):	1 to 15

**Admission Policy**

UPCCC is an equal opportunity care provider. When the parent or legal guardian of a child identifies that a child has special needs, the Center's director and coordinators will meet with the parent or legal guardian to review the child's care requirements. UPCCC does not discriminate; the Center accepts children with special needs as long as reasonable accommodations can be made for a safe, supportive, and enriching environment for the child.

To help the Center staff better understand a child's needs, the staff will ask the parent or legal guardian of a child with special needs to complete a "Special Care Plan" in conjunction with the child's health care provider(s). The Center will attempt to accommodate children with special needs consistent with the requirements of the Americans with Disabilities Act. If the Center is unable to accommodate the child's

needs as defined by the child's health care provider(s) or the Individual Family Service Plan/Individual Education Plan, without posing any undue burden to the Center as defined by federal law, UPCCC will provide a local resource guide to the parents in an effort to help them find a suitable alternative for care.

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

### **Admissions**

Children of all abilities are accepted into Upper Perkiomen Child Care Center and families interested in having their child attend the program will be given an equal opportunity for admission. A waiting list may be maintained and children accepted from the list on a first come first serve basis, regardless of race, culture, disability or special needs. An Individualized Education Plan (IEP) is requested of all students upon enrollment.

### **Inclusion Policy**

Upper Perkiomen Child Care Center welcomes all children and is committed to providing developmentally appropriate early learning experiences that support the full access and participation of each and every child. We believe that each child is unique and we work in partnership with families and other professionals involved with the child to provide the support every child needs to reach their potential.

### **Inclusive Environment**

Early childhood educators at Upper Perkiomen Child Care Center use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines and activities are flexible and early childhood educators will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.

### **Family Centered Practices**

Upper Perkiomen Child Care Center acknowledges and respects the priorities each family has for their child. Families are encouraged and supported to collaborate with staff to ensure that each child has an opportunity for optimum success. Upper Perkiomen Child Care Center communicates with each family daily and is open to meetings to discuss the child's successes and challenges.

### **Professional Development and Support Staff**

Training and support is provided to ensure that all staff are comfortable, confident and competent to meet the developmental and educational needs of all children. All staff receive an orientation on inclusion policies and complete trainings focused on effective inclusion and/or other disability topics whenever possible. The director provides additional support and resources as appropriate.

### **Dual Language Learners**

Efforts will be made to support the child's and the family's native language while providing resources and opportunities for learning English. The Center will work with the parents/guardians and children in the family to ensure proper communication. Children will not be used as translators. Staff will incorporate and encourage dual language development in all areas of the learning environment; centers, books, signs, music, etc.

### **Collaboration with Other Professionals**

Many children with disabilities or other special needs are supported by developmental and educational professionals such as therapists, teachers and others. Upper Perkiomen Child Care Center welcomes those professionals and works with them to assure the child's success. The service provider is encouraged to provide services to the child in the context of the early childhood classroom environment and the child's teacher and the service provider work collaboratively to determine the best strategies to support the child in the group setting. Upper Perkiomen Child Care Center supports the teacher's participation in Individualized Education Plan (IEP) meetings.

### ***Non-Discrimination***

At UPCCC equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital

status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

## **Enrollment**

Priority will first be given to siblings of children current in the program and then to full-time children. Part-time enrollments will be allowed on the basis of space available. The Center reserves the right to change part-time schedules as necessary to maintain optimal enrollment.

Prior to the child's attendance, a tour/visit with the parent or legal guardian and the child is required to acquaint each new family with the environment, staff, and schedule for child care. During this visit, the parent or legal guardian will meet with the director and/or coordinator(s) and have an opportunity to review the "Family Handbook" and other written materials maintained at the facility.

\*All forms and paperwork must be completed and submitted to the UPCCC office prior to the child's first day of attendance. The information in these forms will remain confidential and will be shared with staff only as required to meet the needs of the child.

## **Confidentiality:**

Confidentiality of information about the child and family will be maintained. Enrollment forms and all other information concerning the child and family, compiled by the Center, will be accessible only to the parent or legal guardian, UPCCC director, the child care coordinators, staff of UPCCC, health/social service coordinator, health consultant, person designated by the state licensing department to review records for licensing, and other professionals required for care of the child and/or Center. Unless we receive your written consent, information regarding your child will not be released, with the exception of that required by our regulatory and partnering agencies. All records concerning children at our Center are confidential.

## **Open Door Policy**

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. Conferences can always be arranged by appointment.

### **Family /Staff Communication**

UPCCC will promote communication between families and staff by using written notes as well as informal conversation. Families are encouraged to leave written notes with important information so all the staff who work with the child can share the parent's communication. Staff will write individual logs for families on a daily basis for infants and toddlers, not less than weekly for preschool and kindergarten children, and when deemed necessary for school age children. While these notes highlight the child's day, a parent is welcome to speak with his/her child's teacher directly should she/he require additional details.

### **Conferences**

Conferences are offered twice a year. A conference is offered at 45 days after initial enrollment with the Director and /or teachers. There are also two conferences offered yearly. These conferences are scheduled in the Fall and Spring and as needed.

### **Discipline**

Staff will equitably use positive guidance, redirection, planning ahead to prevent problems, encourage appropriate behavior, consistent clear rules, and involvement of children in problem solving to foster the child's own ability to become self-disciplined. When the child understands words, behavior will be explained to the child before and at the time of any disciplinary action. Staff will encourage children to respect other people, to be fair, to respect property, and to learn to be responsible for their actions.

Staff will guide children to develop self-control and orderly conduct in relationship to peers and adults. Aggressive physical behavior toward staff or children is unacceptable.

Staff will intervene immediately when a child becomes physically aggressive to protect all of the children and staff and to encourage more acceptable behavior. Staff will use discipline that is consistent, clear, and understandable to the child.

**PERMISSIBLE METHODS OF DISCIPLINE:**

For acts of aggression and fighting (e.g., biting, hitting, etc.) staff will set appropriate expectations for children and guide them in solving problems. This positive guidance will be the usual technique for managing children with challenging behaviors. In addition, staff may do the following:

- I. Separate the children involved.
- II. Immediately comfort the individual who was injured.
- III. Care for any injury suffered by the child involved in the incident.
- IV. Notify parents or legal guardians of children involved in the incident.
- V. Review the adequacy of staff supervision, appropriateness of the Center's activities, and administrative corrective action if there is a recurrence.

Physical restraint will not be used, except as necessary, to ensure a child's safety or that of others, and then in the form of holding by another person as gently as possible only for as long as it is necessary to control the situation.

Medicines or drugs that will affect behavior will not be used except as prescribed by a child's health care provider and with specific written instructions from the child's health care provider for the use of the medicine and duration.

**Expulsion Policy**

Upper Perkiomen Child Care Center seeks a solid partnership with our families as a basis for their children's success within our program. Because Upper Perkiomen Child Care Center's child-centered/family approach seeks to accommodate a wide range of individual differences, it is only on rare occasions that as a child's/family's behavior may warrant the need to find a more suitable setting for either a short term or permanent basis. We will do everything possible to work with you to avoid a child's expulsion from the Center. The following are some reasons why we would have to expel or suspend a child from this Center.

**Immediate Causes for Expulsion:**

1. Child is at risk of causing serious injury to other children, staff or himself/herself
2. Parent/Guardian or child threatens or exhibits physically or verbally abusive or intimidating actions that present potential danger toward a staff member, child or anyone else at the Center

**Parental Actions for Child's Expulsion:**

1. Failure to pay tuition/habitual lateness in payment
2. Failure to abide by Center policies or complete forms required by DHS
3. Parent/Guardian demands special services that are not provided to other children and cannot reasonably be provided by the Center

**Child's Actions for Expulsion:**

1. Child is unable to adjust to the program after a reasonable amount of time
2. Ongoing physical or verbal abuse to staff or other children
3. Ongoing uncontrollable tantrums/angry outbursts
4. Excessive biting

**Proactive Actions That Can Be Taken in order to Prevent Expulsion:**

1. Staff will try to redirect child from negative behaviors
2. Staff will reassess classroom environments, appropriateness of activities, supervision
3. Staff will use positive methods and language when disciplining children
4. Staff will praise appropriate behaviors
5. Staff will be consistent with expectations and consequences
6. Child will be given verbal warnings
7. Child will be given time to regain control
8. Child's disruptive behaviors will be documented and maintained in confidentiality
9. Parent/Guardian will be notified verbally
10. Parent/Guardian will be given written copies of the documentation of disruptive behaviors that may lead to expulsion



11. The director, classroom staff and parent/guardian will have a conference to discuss how to promote positive behaviors
12. The parent/guardian will be given literature or other resources regarding methods of improving behavior
13. Recommendation of evaluation by professional consultation on premises or through another facility
14. Recommendation of evaluation by local school district child study team

**Schedule of Expulsion:**

1. If after the remedial actions above have not worked, the child's parent/guardian will be advised verbally and in writing about the child's or parent/guardian's behavior warranting expulsion. An expulsion action is meant to be a period of time so that the parent/guardian may work on the child's behavior or come to an agreement with the Center.
2. The parent/guardian will be informed regarding the length of expulsion period.
3. The parent/guardian will be informed about the expected behavioral changes required in order for the child or parent to return to the center.
4. The parent/guardian will be given a specific expulsion date that allows the parent/guardian sufficient time to seek alternate child care (approximately one to two weeks' notice depending on risk to other children's welfare or safety). Failure of the child or parent/guardian to satisfy the terms of the plan may result in permanent expulsion from the Center.

**A Child Will Not Be Expelled Solely on Any of the Following:**

1. Making a complaint to the Office of Licensing regarding the center's alleged violations of the licensing requirements
2. Reporting abuse or neglect occurring at the Center
3. Questioning the center regarding policies and procedures

## **The Appeal Process**

A parent/guardian may appeal the Center's decision to remove a child from the Center, even when the removal is immediate. The parent/guardian should submit the appeal in writing to the Pastor of St. Paul's Evangelical Lutheran Church, in care of the Center. The appeal must be submitted within ten (10) days of the Center's notice to the family of the decision to expel. The parent/guardian should describe the basis for his/her disagreement with the decision and to provide any supporting documentation so his/her position can be fully considered.

Upon receipt of the appeal, the Pastor of St. Paul's Evangelical Lutheran Church will review the appeal and will provide a direct response or meeting with the family within thirty (30) days.

## **PROHIBITED PRACTICES (CHILD ABUSE):**

Staff will not use physical punishment or abusive language under any circumstances.

## **SUSPECTED CHILD ABUSE:**

All observations or suspicions of child abuse or neglect will be immediately reported to the child protective services agency no matter where the abuse might have occurred. The UPCCC director, along with the staff person who reports the suspected abuse, will call the Department of Human Services to report suspected abuse or neglect. The director will follow the direction of the child protective services agency regarding completion of written reports. If the parent or legal guardian of the child is suspected of abuse, the director will follow the guidance of the child protective agency regarding notification of the parent or legal guardian. Reporters of suspected child abuse will not be discharged for making the report unless it is proven that a false report was knowingly made.

Staff who are accused of child abuse may be suspended or given leave without pay pending investigation of the accusation. Such staff may also be removed from the classroom and given a job that does not require interaction with children. Parents or legal guardians of suspected abused children will be notified. Parents or legal guardians of other children in the program will be contacted by the director should there be a formal investigation of abuse by a staff so they may share any concerns they have had. However, no accusation or affirmation of guilt will be made until the investigation is complete. Staff found guilty of child abuse will be summarily dismissed and relieved of their duties. If a parent or staff suspects child abuse, she/he is to report it to the director immediately. Child Line #1800-932-0313

**SAFE PLACE POLICY:**

St. Paul's Evangelical Lutheran Church commits itself to being a safe place for all persons – children and adults. Employees of the church, volunteers, and parents of this Center are to be advocates of this safe place policy. Employees and volunteers are to be examples of trust and responsibility. This trust is fundamental to the well-being of all who participate in the life and ministries of St. Paul's.

Inappropriate behavior such as sexual harassment and/or misconduct of an employee, volunteer, parent to a child, parent or volunteer, is prohibited and will result in the immediate removal of the employee, volunteer or parent from the church facility and the appropriate authorities will be informed as required by the Commonwealth of Pennsylvania.

Individuals who are not directly associated with or cleared by the Center will not be permitted within the facilities or on the grounds without prior permission of the church or child care office. Staff members are keenly aware of their work environment and persons who have entered the facility or grounds of the Center and anyone who is not recognized will be questioned regarding the nature of his/her visit. All visitors are required to check-in at either the church or child care office.

All employees receive training for security precautions and for putting the safety of the children first. In addition to locking the doors and buzzing people in, the Center has ID procedures, an evacuation plan, and a safe place to go if needed. Any unusual incidents should be brought to the attention of the director and documented.

**Smoking, Prohibited Substances, and Guns:**

The indoor and outdoor environment, as well as the vehicles used by the program, are designated as non-smoking areas. The use of tobacco, alcohol or illegal drugs is prohibited on the facility premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

All child care providers and staff will maintain sobriety while providing child care. Staff or other adults who are inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances will be required to leave the premises immediately.

No guns or other lethal weapons are permitted in the Center or on its grounds.

*Violation of these policies will lead to the immediate termination of the child care agreement.*

## **Paid Closures**

New Year's Day	January 1
President's Day	TBA
Memorial Day	The last Monday in May
Independence Day	July 4th
In-Service Days	Thursday and Friday before UPSD starts, Friday before start of Summer Camp
Labor Day	1st Monday in September
Thanksgiving Day	Third Thursday in November
Thanksgiving Day After	Day after Thanksgiving
Christmas	December 25
Christmas Day After	1st business day after Christmas
Good Friday	Friday before Easter

**If a holiday falls on the weekend, the paid closure takes place on Friday or Monday. Payment is due for these holidays. UPCCC closes at 1:00PM on Christmas Eve and New Year's Eve. Full payment is also due in the event of an emergency closing. Emergency closings will be announced on our Facebook page and WFMZ Channel 69.**

Full payment is also due on UPCCC In-Service days as well as in the event of an emergency closing. In-Service days are President's Day and the Thursday and Friday before the first day of school according the UPSD calendar.

**School-Age (1st grade and up): The before/after school fee schedule includes early dismissals and late starts. (After school care only fee schedule does not include late starts.)**

## **Payment Policy**

### **Fiscal Year:**

Our fiscal year is January 1 to December 31. Unless otherwise indicated, any changes in policies and procedures are effective January 1 of each fiscal year.

**Registration Fees:**

A non-refundable registration fee will be required (2) weeks prior to the School Year session or whenever the child is registered. A non-refundable registration fee is due no later than two (2) weeks prior to the Summer Camp session for all children Nursery through Pre-K. A non-refundable registration fee (subject to change) per child is due no later than two (2) weeks prior to the Summer Camp session for all children Kindergarten through School Age. A late registration fee of \$25.00 or more may be applicable.

**Agreements:**

Should a parent/legal guardian need to change the registration agreement due to change in schedule, etc., the parent/legal guardian is responsible to complete a new agreement and turn it into the child care office. *Changes will not go into effect until two (2) weeks after paperwork is received by the office.*

**Discounts:**

For full-time (5 days a week)\* children: there is a 10% discount for the older child if there are two (2) children. There is a 10% discount on each child if there are three (3) or more children.

**Vacations:**

Part-time children who have attended UPCCC for at least one (1) year and who have no tuition balance, may receive one (1) week's vacation credit per year based on that child's current Registration Agreement schedule. Full-time children who have attended UPCCC for at least one year and who have no tuition balance may receive (2) week's vacation credit per year starting in January, based on that child's current Registration Agreement. These days must be taken consecutively (1 week at a time) and any unused vacation credits will be forfeited at the end of each year. All vacation requests must be submitted in writing to the office a minimum of two (2) weeks prior to the requested vacation dates.

\*Full-time = 5 days a week

**Hold Fee:**

A non-refundable tuition hold fee of one full week (5 days) of the spot in the classroom being held is due if you are holding a spot for up to 3 months. This includes a temporary withdrawal for children that are returning to the center. **This fee does not go towards tuition.**

**Financial Aid**

Families may qualify for CCIS funding. For further information or to apply, please inquire with the child care director or go to [www.compass.state.pa/us](http://www.compass.state.pa/us) for more information.

**Late Pick-up Fee:**

There is a late pick-up fee of three-dollars (\$3.00) per child for every minute after 6:00PM then a five-dollars (\$6.00) per child per minute fee for every minute after the fourth late occurrence and for any thereafter. Charges are based on when the child exits the building and will be determined by the time clock located in the Center office. If going to be late, the Center should be called immediately to explain the delay and the parent is to project the time for arrival.

A late pick-up fee will be applied if a child is not picked up from the center within 10 hours of arrival. The Center follows a 10 hour policy that children must be picked up 10 hours from time of arrival.

The parent or legal guardian is not responsible for payment on a scheduled school closing (except for paid holidays or in-service days or snow days), when the school-age child does not attend UPCCC. However, if the child does attend, tuition will be adjusted to reflect the added hours. Please see the Fee Schedule for rates.

**Payment Schedule:**

Child care rates are determined by number of days the child is contracted to attend, and classroom to which the child is assigned (not age).

**\*Payment is based on enrollment, not attendance. Payment is due if a child is absent for any reason on a contracted day.**

**\*Make-up days are not permitted. Additional days may be added by contacting the office; however, children may not switch their contracted days.**

### **Automated Payment**

Tuition payments are automated through Tuition Express using a credit card or checking account. You may also pay tuition by credit card in the office before payment is due. If other means of payment is necessary, additional charges will apply. Payment is processed on the Friday of service.

Payment is processed on the first Friday of the week of service. There is a late fee of \$10.00 if cash/check payments are not received by Friday 9:00am. There is a \$15.00 decline fee if a payment is returned for insufficient funds, etc. If payments are two (2) weeks behind, children may be refused care until the tuition balance and late fees are paid. The director may discharge a child for non-payment of tuition and/or late fees.

Should one have a short-term financial problem, please talk with the director before the account becomes delinquent. A payment plan will be arranged whenever possible.

Payment method changes may not go into effect until 2 weeks after paperwork is received by the office unless approved by the director.

### **Withdrawal:**

Two (2) weeks written notice must be given to the director for withdrawal. Should notice not be given, the parent/legal guardian will still be responsible for two (2) weeks tuition.

### **ATTENDANCE:**

If a child is going to be absent or needs to leave child care early due to an appointment or other planned activity, the parent/legal guardian will provide a written note stating the date and time that his/her child will be absent or leaving early.

If a child will be absent due to an illness or other unplanned event, the parent/legal guardian will contact the UPCCC office to verify of the absence.

**Documentation of Authorized Caregivers:**

The assistant director will maintain in the files, written authorization by the child's parent or legal guardian of the names, addresses, and telephone numbers of individuals whom the parent or legal guardian has approved to care for the child, to pick up the child, and/or take the child out of the facility on trips.

**Sign-In/Sign-Out Procedure:**

Signing a child in and out is a requirement, and this policy will be strictly enforced. Sign In/Sign Out computers are located in the front hallway and upstairs in the School Age program. You must be registered in the system to sign your child in /out. It is the parent/legal guardian's responsibility to escort his/her child to the appropriate classroom and to sign him/her in and out. If a parent/legal guardian is not able to escort his/her child to the classroom, the parent/legal guardian must make other arrangements with the office. Children under 16-years of age or younger are not permitted to drop-off siblings and no children will be released to any person 16-years-old or younger unless that person is the child's parent/legal guardian. The parents/legal guardians must wait to be acknowledged by the staff person in charge before leaving. UPCCC cannot be responsible for children who are dropped off outside the building or left in the classroom without a staff person's knowledge.

**Transition Policy**

As your child grows and develops, he or she will transition from one class to another. We strive to make this as stress-free as possible, not only for the child but for you as well. There are many decisions involved in promoting children to the next class. Children are assessed by age, as well as, terms of their development and space available. There will be a transition period to ensure that the child feels comfortable with the change. We help and encourage parents to be involved in the process.

Children will start transitioning (but not move) to the next classroom near their birthdate or when space is available. Transitioning means that your child will begin to spend time in the classroom he/she will be moving to during activities such as; snack, centers, story time, nap or outside play. The director will give you advance notice of the date when your child will move up and start in the next classroom. This will start at 15 months old until they turn 4 years old. Your child will be in the Preschool for a minimum of 1 year. Once your child is in the Preschool classroom for a minimum of 1 year and is 4 years old, he/ she will move to the Pre-Kindergarten classroom. Pre-Kindergarten students start on the first day of the UPSD school year after your child has turned 4 years old. We follow the UPSD 201 - Admission of Beginners Policy that your child must be 5 years old by September 1st to participate in the Kindergarten Enrichment program.

Specific start dates of transitions and move ups vary due to individual circumstances and birth dates.



**Policy for Handling an Unauthorized Person Seeking Custody:**

At the time of enrollment, the parents/legal guardians must provide the Center with the name(s) of the person(s) authorized to pick up their child. It is the responsibility of the parent/legal guardian to inform the Center office in writing of any changes. Children are only released to parents with legal custody, legal guardianship or persons listed on the emergency forms. Telephone authorization to release a child to someone who does not usually pick up the child will be accepted only in concert with prior written authorization from the custodial parent or legal guardian. The staff person who receives such authorization will call the previously documented phone number of the parent to verify that the parent is activating a phone authorization for release of the child. The staff person will document this call in the child's record, as well as the time, and to whom the custodial parent or legal guardian gave telephone authorization for release of the child.

In the event an unfamiliar person who is not on the authorized pick up form tries to pick up a child, the Center will do the following:

- I. Office personnel will contact the custodial parent or legal guardian named on the Emergency Contact Form.
- II. No child will be released without the presence or permission of the custodial parent or legal guardian.
- III. Any authorized person who is not recognized by the staff will be required to provide photo identification such as a driver's license before the child is released; the information from the license will be recorded. The custodial parent or legal guardian may provide a photograph of authorized persons for pick up of the child, which will be kept in the child's record at the facility.
- IV. Office personnel will notify the police if an unauthorized person seeks custody of the child.

**Policy for Handling Persons Who May Pose a Safety Risk (Includes abusive parents or legal guardians and any adults who cannot take the child safely from the facility):**

The child will not be released to anyone who cannot safely care for the child. The office personnel will notify the police by calling 610-584-1250 to manage an adult under the apparent influence of drugs/alcohol or an individual who poses a safety risk. Office personnel will also contact the emergency contact person to make arrangements for the child's transport to a place of safety. If no one is available to care for the child, the director will contact child protective services for guidance.

## **Custody Disputes:**

In cases of custody disputes, the Center is legally bound to respect the wishes of the parent or grandparent with legal custody. A certified copy of the most recent court order must be kept in the child's file.

## **Illness Policy**

### **Exclusion Due to Illness**

- Illness that prevents the child from participating comfortably in program activities.
- Illness that results in a greater need for care than our staff can provide without compromising the health and safety of other children.
- Illness that poses a risk of spread of harmful disease to others
- Fever (100° - armpit, 101° - orally, 101° - ear) and behavior changes or other signs and symptoms, e.g., sore throat, rash, vomiting, diarrhea, lethargy, irritability, constant crying, difficulty breathing.
- Diarrhea - more watery stools or decreased form of stool that is not associated with change of diet or antibiotics. Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing "accidents". Diapered children with diarrhea will be excluded if the stool frequency exceeds 3 or more stools above normal for that child.
- Blood or mucus in the stools not explained by dietary change, medication, or hard stools, and/or uncontrolled unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting more than 2 times in the previous 24 hours unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
- Mouth sores with drooling unless the child's medical provider or local health department authority states that the child is noninfectious.
- Abdominal pain that continues for more than 2 hours or intermittent abdominal pain associated with fever, dehydration, or other signs of illness.
- Rash with fever or behavioral changes, until a physician has determined it is not a communicable disease.

- Hand, Foot and Mouth Disease until the blisters have dried out and the child is fever free for 24 hours.
- Purulent conjunctivitis (known as pink eye with a white or yellow eye discharge) until on antibiotics for 24 hours.
- Impetigo until 24 hours after treatment has been started.
- Strep throat (or other streptococcal infection) until 24 hours after treatment has been started.
- Head lice until treatment and all nits are removed.
- Any child determined by the local health department to be contributing to the transmission of illness during an outbreak.

\*\*\*Infants less than 4 months of age will be excluded if they have a fever of 100° -armpit or 100.4° - ear and should receive medical attention as soon as possible.

We ask that for your child's comfort and to reduce the risk of contagion, children should be picked up within 1.5 hours of notification. Until then, your child will be kept comfortable and will continue to be observed for symptoms.

Children need to remain home for at least 24 hours without symptoms before returning to the program, i.e., the child needs to remain out of the center for the remainder of the day he/she is sent home and the following day (if a child is sent home on Friday, he/she may return on Monday), unless the center receives a note from the child's medical provider stating that the child is not contagious and may return to the center. In the case of a (suspected) contagious disease, rash or continuing symptoms, a doctor's note will be required before returning. This is at the discretion of the director.

### **Required Conditions for a Child to Return to the Center**

Children who have been excluded may return when:

- They are free of fever, vomiting, and diarrhea for a full 24 hours.
- Readmission after diarrhea can occur when diapered children have their stool contained by the diaper (even if the stools remain loose) and when toilet-trained children do not have toileting accidents.

- They have been treated with an antibiotic for a full 24 hours.
- They have been treated for lice and all nits are removed.
- They are able to participate comfortably in all usual program activities, including outdoor time.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  1. The child's health-care provider signs a note stating that the child's condition is not contagious, and;
  2. The involved areas can be covered by a bandage without seepage or drainage through the bandage.

If a child has been out of the Center due to any reasons above or any other reason deemed necessary by the child's medical provider, please let the center know. It may be beneficial to share this information with families in the center. If so, your family information will remain confidential; however, this will help staff and families observe the other children for symptoms and could assist their medical provider in making diagnosis.

If a child is excluded because of a reportable communicable disease, a doctor's note stating that the child is no longer contagious and may return to the Center is required.

Tuition cannot be waived due to absence from illness. Tuition is based on contracted days, not on attendance.

### **Dietary Modifications**

Any children identified with special health care needs for dietary modification or special feeding techniques, written instructions from the child's parent's/guardian and the child's primary care provider must be provided. Written instructions must identify:

- a. The child's full name and date of instructions
- b. The child's special needs
- c. Any dietary restrictions based on the special needs
- d. Any special feeding or eating utensils
- e. Any foods to be omitted from the diet and any foods to be substituted
- f. Any other pertinent special needs information
- g. What, if anything, needs to be done if the child is exposed to restricted foods

As a safety and health precaution, the staff should know in advance whether a child has food allergies, inborn errors of metabolism, diabetes, celiac disease, tongue thrust, or special health care needs related to feeding.

A completed plan will be on file and accessible to the staff and available to parents/guardians upon request.

## **Allergies**

When children with food and/or other allergies are identified at enrollment we ask the parent/guardian's to fill out the Anaphylaxis Emergency Action Plan. The child's health provider should provide this for the child care center:

1. Written instructions will be given regarding the food or allergens to which the child is allergic and steps that need to be taken to avoid that food or allergens
2. A detailed treatment plan will be implemented in the event of an allergic reaction, including the names, doses, and methods of administration of any medications that the child should receive in the event of a reaction.
3. Based on the child's care plan, the child's teachers will implement measures for preventing exposure of specific food or allergens to the child, recognizing the symptoms of an allergic reaction and treating the allergic reaction.
4. Parents/guardians are responsible for providing necessary medication to the child care center. Medications will be properly stored at the Center.
5. Parents/guardians will be notified immediately of any suspected allergic reactions, the ingestion of the problem food, or contact with the problem food or allergen, even if a reaction did not occur.
6. The Center will contact the emergency medical system immediately whenever epinephrine has been administered. Parent/guardians will be called following EMS.
7. Parents/guardians of all children in the child's class will be advised to avoid any known allergens in special treats or special foods brought into the class.
8. The child's allergies will be posted prominently in the classroom where staff can view.
9. The written Anaphylaxis Emergency Action Plan, a mobile phone, and the proper medications for appropriate treatment will be carried on field trips or any events out of the child care facility.

## **Child Health Services**

Immunizations will be required according to the current schedule recommended by the U.S. Public Health Service and the American Academy of Pediatrics ([www.aap.org](http://www.aap.org)).

Every January, the assistant director will check with the public health department or the American Academy of Pediatrics for the recommended current immunization schedule and for updates of the schedule for routine preventative health services.

DHS regulations regarding attendance of children who are not immunized due to religious or medical reasons will be followed. Children not immunized will be excluded during outbreaks of vaccine preventable illness as directed by the state health department.

Routine preventative health services will be required according to the current recommendations of the American Academy of Pediatrics. (see [www.aap.org](http://www.aap.org)) Documentation of an age-appropriate health assessment should be obtained before, but is required before the child starts receiving care. Parents or legal guardians are responsible for assuring that their children are kept up-to-date and that a copy of the results of the child's health assessment is given to the Center. Children will not be excluded for failure to be immunized if they have an appointment for immunizations as needed. A child whose immunizations are not kept up-to-date will be dismissed after three written reminders to the parent or legal guardian over a three (3) month period. UPCCC's assistant director will check the facility's records to be sure each child's immunization and other routine preventative health services are current monthly. The assistant director will remind parents and legal guardians to provide documentation of health assessments. Health assessment forms may be found on our website or in our office.

A visit to the doctor for a special health assessment or new documentation is not required for admission if documentation of an age-appropriate health assessment is provided. Questions raised about the child's health will be directed to the family or (with permission of the parent or legal guardian) to the child's health care provider for explanation and implications for child care.

## **REFERRING FAMILIES TO THE APPROPRIATE MENTAL HEALTH, EDUCATIONAL, SOCIAL, WELLNESS, OR MEDICAL SERVICES**

Through observations, documentation, assessments, and interactions teachers will continually monitor children's progress and development. During the time that a child is enrolled at the Upper Perkiomen Child Care Center, we realize that there may be occasions in which we need to assist families in finding additional services for social, educational, mental health, wellness, and medical purposes. The following information describes the procedures of how The Upper Perkiomen Child Care Center will assist families in finding these services.

- 1) A complete resource guide for Montgomery County will be distributed to new families upon enrollment to our center. This guide provides information on many service agencies in Montgomery County that families can independently contact for medical, social, educational, wellness, or mental health purposes.
- 2) Within 45 days of entry into our Nursery through Kindergarten programs a child will be observed using the Ages & Stages Questionnaire - Third Edition (ASQ - 3). This is an observation tool that teachers can use to help identify developmental delays.
  - a) If the ASQ should indicate that further screenings are recommended, a letter will be sent home requesting a conference with the parent/guardian. At this conference, ASQ results will be discussed, concerns will be shared, and information can be exchanged between family and caregivers. Information regarding appropriate agencies to contact for further screenings/information will be given to the parent/guardian. Parents who do not receive a letter may request an appointment to discuss the ASQ findings.
  - b) The same procedure will be followed for School-Age children, however a running record observation will be used in place of the ASQ, and the observation will be completed within 90 days of enrollment.

### **Additionally**

- Any time a teacher is concerned or is struggling with a behavior related issue, or has concerns about the social/emotional development of a child, or if a parent expresses such concerns about his/her own child, the teacher and administrative team will first meet to discuss the challenges/concerns.
- Next, a conference will be requested so that the teacher and administrators can share the concerns with the parent/guardian, or document parental concerns.
- With parental permission we will contact the Regional Key to request on-site support from an Early Childhood Mental Health (ECMH) professional to work with the caregivers and the family. We will recommend services such as Early Intervention and Intermediate Unit. We will use resources and information received from the ECMH to link and bridge systems and services on behalf of the child, family, and program.

### **SPECIAL CARE PLANS**

Children with special needs will be accepted into our program under the guidelines of the American Disabilities Act (ADA). All families will be treated with dignity and respect for their individual needs and/or differences. The Upper Perkiomen Child Care Center will be responsible for ensuring that confidentiality about special needs is maintained for all families and staff in the program. We will

ensure when a child with a special need is identified at enrollment, the family is given a Special Health Care Plan for Children with Special Needs form to be filled out by the family and health care provider collaboratively with a member of the child care program staff. Children with special health care needs will be given the opportunity to participate in the program to the fullest extent possible. To accomplish this, child care program may consult with agencies/organizations as needed, provided parental permission is granted. Inclusion of program staff on IFSP and IEP case conferences is desired to ensure the child care program provides the most supportive environment possible.

The Care Plan should be updated after every hospitalization or significant change in health status of the child.

## **MEDICATION POLICY:**

### **Principle:**

The Center will administer medication to children with written approval of the parent/legal guardian and a written order from a health provider. This includes ALL over the counter and prescription medications. Because administration of medication poses an extra burden for staff, and having medication in the Center is a safety hazard, medication administration at UPCCC will be limited to situations where an agreement to give medicine outside child care hours cannot be made. Whenever possible, the first dose of medication should be given at home to see if the child has any type of reaction. Parents or legal guardians may administer medication to their own child during the child care day.

### **Procedure:**

The director, coordinators, and assistant director will administer medication only if the parent or legal guardian has provided written consent, the prescribing physician's written instructions, and the medication is available in an original labeled prescription or manufacturer's container that meets the safety check requirements. The facility must have on file the written or telephone instructions of a licensed clinician to administer the specific medication.

- 1) For prescription medications, parents or legal guardians will provide the staff with the medication in the original, child-resistant container that is labeled by a pharmacist with the child's name, the name and strength of the medication; the date the prescription was filled; the name of the health care provider who wrote the prescription; the medication's expiration date; and administration, storage and disposal instructions.



- 2) For over-the-counter medications, parents or legal guardians will provide the medication in a child-resistant container. The medication will be labeled with the child's first and last names, specific legible instructions for administration and storage supplied by the manufacturer, and the child's physician who recommended the medication for the child.
- 3) It is the parent or legal guardian's obligation to instruct the director, coordinator(s), and assistant director on the proper administration of medication or any form of special health care needed for a child.
- 4) Instructions for the dose, time, method to be used, and duration of administration will be provided to the child care staff in writing (by a signed note or a prescription label). This requirement applies both to prescription and over-the-counter medications.
- 5) A physician may state that a certain medication may be given for a recurring problem, emergency situation, or chronic condition. The instructions should include the child's name; the name of the medication; the dose of the medication; how often the medication may be given; the conditions for use; and any precautions to follow. A child may only receive medication with the permission of the child's parent or legal guardian.
- 6) Medications will be kept at the temperature recommended for that type of medication, in a sturdy, child-resistant, closed container that is inaccessible to children and prevents spillage.
- 7) Medication will not be used beyond the date of expiration on the container or beyond any expiration of the instructions provided by the physician or other person legally permitted to prescribe medication. Instructions that state that the medication may be used whenever needed will be renewed by the physician at least annually.
- 8) A medication log will be maintained by the facility staff to record the instructions for giving the medication, consent and instructions obtained from the parent or legal guardian, amount, the time of administration, and the person who administered each dose of medication. Spills, reactions, and refusal to take medication will be noted on this log.
- 9) Medication errors will be controlled by having at least two (2) people present when medication is administered and by checking the following five (5) items each time medication is given:
  - I. Right child
  - II. Right medicine
  - III. Right dose
  - IV. Right time
  - V. Right route of administration

When a medication error occurs, the Regional Poison Control Center and the child's parents will be contacted immediately. The incident will be documented in the child's record at the facility.

### **Emergency**

**First-Aid Kits:**

First-aid kits are located in each classroom, inaccessible to children, and will be restocked following use to maintain the supply of items. Additionally, the kit will contain an emergency dose of medication for any child in the group who may require such medication (e.g. Epipen®, metered-dose inhaler for asthma, and an antihistamine for allergic reaction). An appropriately supplied first aid kit will be taken on trips (walking or vehicular) to and from the Center. The staff will check the contents of the first-aid kits and replace missing or expired items monthly and as needed.

**Emergency Phone Numbers:**

All staff will have immediate access to a device that allows them to summon help in an emergency.

The telephone numbers of the Fire Department, Police Department, and Poison Control will be posted by each phone with an outside line. Emergency contact information for each child will be kept readily available. Telephone numbers for contractors who provide specific types of building repairs for this facility are kept in the office. These contractors can be called by the pastor, director, staff, and assistant director for problems with electricity, heating, plumbing, snow removal, trash removal, and general maintenance. The list of emergency telephone numbers, and copies of emergency contact information and authorization for emergency transport will be taken along anytime children leave the facility in the care of the Center's staff.

Emergency phone numbers will be updated at least every six (6) months. Emergency phone numbers will be verified by calling the numbers to make sure a responsive, designated person is available.

**Lost or Missing Children:**

To prevent lost or missing children, staff will count children frequently while on a field trip. A staff person will be responsible for performing a "sweep" of the area or vehicle the children are leaving to be sure that no child is overlooked. Staff will identify and implement specific systems for speedy recovery of missing children, such as brightly colored T-shirts, accessible identification and contact information for the children, and instructions to older children about what to do if they separate from the group. Staff will not make the child's name visible to a stranger.

If it is determined that a child is missing or lost, the staff will immediately notify the local police or sheriff, the Center director, the parents or legal guardian, and other authorities as required by state regulation. If on a field trip, the staff will notify the facility management to assist in the search for the child.

**Injuries or Illnesses Requiring Medical Care:**

The staff who is with the child and who has had pediatric first-aid training will provide first-aid.

The staff will also activate the Emergency Medical Services (EMS) system by dialing 911 when immediate medical help is required. Office personnel will contact a parent or legal guardian or, if the parent or legal guardian cannot be reached, the alternate emergency contact person. The emergency facility used by the Center is Grand View Hospital. Prior to a specific medical emergency the office personnel will contact the emergency facility to find out what procedures are followed for emergency treatment of children not accompanied by a parent or legal guardian.

A staff member will accompany the child and remain with the child until the parent or legal guardian assumes responsibility for the child. Child: staff ratios will be maintained at all times for the children remaining in the Center. Office personnel or another staff will substitute for the missing staff in such emergencies.

The director will complete an injury report form as soon after the incident as possible. The form will be signed by the parent or legal guardian. Copies will be distributed to the parent or legal guardian, the child's record at the facility, and the facility's Injury Log.

**Serious Illness, Hospitalization, and Death:**

The director will immediately notify the Department of Human Services of a serious illness, hospitalization, or death of a child or staff member that occurs related to child care or during the child care day. The director and/or Pastor will plan and carry out communication with staff, families, children, and the community as appropriate.

**Media Inquiries:**

All media inquiries are referred to the director. The media is denied access to the facility during a crisis situation; the media will be given a prearranged time when the staff and families have been informed and when such contact will cause the least amount of disruption to the program.

## **SECURITY AND EVACUATION PLANS, DRILLS, AND CLOSINGS:**

### **Security Plan:**

Entrances will be protected from unauthorized access by keeping all doors into the Center locked (from the outside).

In the event of an admission of an individual who subsequently demonstrates threatening behavior, office personnel will call the police and will inform all staff to avoid the area where the threatening individual is located.

### **Evacuation Procedure:**

1)Child: staff ratios will be maintained and the children will be evacuated to the Pavilion.

Children who cannot walk out of the building on their own will be evacuated as planned in consultation with a fire safety professional:

-Method for infants and toddlers: Office personnel and other staff members will assist in the evacuation of these children.

·Method used for children with disabilities: Office personnel and other staff members will assist in the evacuation of these children.

1)Staff will count the children in each group being evacuated and count the children again when they reach the evacuation destination.

2)Staff will give children clear, simple instruction about exiting the facility. Children will stop their activities immediately at the sound of the alarm and proceed to the exit door.

3)The staff will carry attendance sheets, and the assistant director will carry emergency contact information from the facility to the Pavilion and compare attendance at the Pavilion to the attendance sheet to be sure no children or staff has been left behind.

4)To assure complete evacuation has occurred, the last person to leave each part of the facility will conduct a final, thorough “sweep” of all areas accessible to children (whether or not children are allowed in those areas). The Center will post a list of all areas to be checked as part of the “sweep” in each part of the facility. The last person to leave will use the list of accessible areas to be sure each area is checked then take the list to the Pavilion. If a child who should have been evacuated with the group is located as a result of a final “sweep” during an evacuation drill, the director will investigate the

circumstances that led to the failure to evacuate that child and plan how to avoid such problems in the future.

5)If reentry into the building is not possible, children will be evacuated to the Red Hill Fire Department. Staff should remain calm and speak to the children in a reassuring manner.

6)The temporary shelter will be stocked with supplies and materials necessary for the program to take care of children until parents, legal guardians or designated persons can take the children home.

7)Families will be notified by telephone, e-mail, Facebook page, and/or radio/television broadcast on Channel 69. The radio station/television stations call letters are WFMZ.

8)Evacuation procedures are posted in the facility hallway bulletin board.

9)Evacuation drills will be practiced bimonthly. The timing of the drills will be varied to include early morning, mealtimes, and nap times. Children will be appropriately prepared and reassured during drills. The coordinator(s) will complete the Evacuation Drill Log at the end of each drill.

10)A representative of the Fire Department or equivalent emergency or disaster planning personnel will observe at least one (1) drill per year.

11)All new staff will receive pre-service training on the evacuation plan.

### **Fire or Risk of Explosion**

1)Anyone who discovers smoke, fire or risk of explosion will pull the fire alarm located at the main exits then notify the proper authorities from a safe location after being sure that evacuation of the building has taken place.

2)Staff will follow the posted Evacuation Procedures.

3)All staff have received fire safety training and are authorized to use the fire extinguishers where necessary and safe.

4)The director will report a fire or explosion to the child care licensing agency within 24 hours.

## **Power Failures**

- 1) Staff will comfort the children, explain the situation, and model for the children how to remain calm.
- 2) The director, coordinator(s), or assistant director will discover if the power outage is confined to the Center or includes the neighborhood or surrounding areas.
- 3) The Center has a back-up emergency lighting system. The director will check that the battery-operated system has been automatically activated. Flashlights are stored in each classroom.
- 4) Unless the power failure is accompanied by an emergency situation requiring evacuation (e.g., fire, flood, etc.), children will be kept inside. Should it be necessary to leave the building, staff will follow emergency evacuation procedures. Staff will look for and avoid any downed power lines.
- 5) The office personnel will call the local power facility, explain the situation, and request assistance.

If weather conditions do not permit the maintenance of safe temperatures within the facility, families will be notified by telephone, e-mail, UPCCC Facebook page or television broadcast on channel 69 WFMZ

## **Closing Due to Snow/Storm**

- 1) UPCCC will make every effort to remain open, but the safety of our families and our staff is first priority.
- 2) If the director decides prior to opening hours not to open the facility, families will be notified by social media UPCCC Facebook page, television broadcast on channel 69 WFMZ or text alerts through 69 WFMZ.
- 3) If the facility must close during operating hours because of snow or storm, the office personnel will notify families by telephone, Facebook Page, or television broadcast on channel 69 WFMZ.
- 4) If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the director will care for the child (maintaining proper child: staff ratios) until such time as the parent or legal guardian can safely reclaim the child. If the parent, legal guardian, or emergency contact person cannot reclaim a child and the child must remain at the child care facility, the director will use a three-day supply of emergency food, water, clothes, blankets, flashlights, diapers, and other necessary articles at the Center to care for such children.

5)UPCCC reserves the right to close any of its programs for cause.

6)*Full payment is due in the event of an emergency closing.*

### **Floods, Tornadoes, Hurricanes, Earthquakes, Blizzards or Other Catastrophes**

1)The director is responsible for contacting local Emergency Preparedness Authorities and obtaining written instructions for what to do in the event of emergency that may occur in the region.

2)Anyone who learns about a significant health or safety hazard will notify the office personnel by calling 215-679-0221 ext.114 so appropriate action can be taken.

3)Staff will follow the appropriate, posted Emergency Procedures for the catastrophe and wait for authorities to arrive.

### **SAFETY SURVEILLANCE:**

#### **Hazard Identification and Correction:**

The director will conduct monthly inspections of the facility for hazards. The results of the site inspection will be reviewed by the pastor to arrange for correction of hazardous conditions identified. Written reports of the inspection and corrections will be kept in the Center's files.

1)Escape Hazards: The director will maintain and review with the staff annually a list of potential high-risk locations/situations where a child might escape unnoticed from the group. Staff will use this list to plan for increased supervision in these high-risk locations and situations. If such a high-risk escape hazard is identified between annual reviews, staff will take action immediately.

2)Evacuation Hazards: The director will be responsible for establishing and updating a checklist of locations to be assessed during evacuation to assure complete surveillance of the building before an evacuation is declared complete. The checklist will identify usual and likely-to-be-forgotten locations such as: under a crib, behind a chair, in a closet, or bathroom.

**Review of Injury Reports:**

Whenever an injury occurs, an Injury Report must be filled out by the staff and signed by the parent/guardian of the injured child. A signed copy of a completed Injury Report Form will be logged and filed in the Injury Report Log and an additional copy will be given to the assistant director to be filed in the child's records. The original copy is given to the parent/guardian. The Injury Log will be reviewed by the director at least every three (3) months to identify hazards for corrective action.

**TRANSPORTATION AND FIELD TRIPS:**

Daily Transport to and from the Center:

All motor vehicle transportation provided by parents, legal guardians, or others designated by parents or legal guardians will include use of age-appropriate and size-appropriate seat restraints (car seats and/or seat belts). If the parent or legal guardian does not provide appropriate seat restraints or resists, the staff will remind them about the risk involved and any applicable laws that require use of restraints for transport of children. All parents, legal guardians, and staff are to enter the parking lot and park in one of the provided parking spaces. All cars are to be turned off when the parent/guardian is not in the car. Please do NOT park in front of the entrance to the Center.

**Route Planning and Trip Safety:**

- 1)The staff will map out all routes in advance, provide this information to the drivers, parents, legal guardians and accompanying staff. The Center will ensure adequate insurance coverage.
- 2)The location of rest rooms, sources of water and telephones will be determined in advance. Children may only use a public rest room if they are accompanied by a staff member
- 3)All trip participants will wear identifying information that, for children, gives the program's name and phone number.
- 4)A parent or legal guardian will sign a consent form for trips for each child before each trip. If a parent or legal guardian does not give consent for a trip, it is that parent's or legal guardian's responsibility to make other care arrangements for his/her child during the trip as staff will not be available at the Center.
- 5)A first-aid kit and emergency contact information will be taken on all trips.
- 6)Children will be counted every fifteen (15) minutes while on a field trip.



#### 7) Walking trips:

- The children will learn pedestrian safety by staff role-modeling and verbal reinforcement. Staff will teach children to cross only at the corner, when traffic signals indicate it is safe to cross, and only after looking left, right, and left again.

- Staff will keep younger children together through use of a travel rope (a knotted rope which is stretched between two staff and which the children hold onto while they walk), by having an adult hold each child's hand, or by another means that keeps the child physically connected to an adult at all times. A designated adult will supervise the children at the front and another adult will supervise at the back of each group.

#### · 8) Motor Vehicle trips:

- The vehicle used will be insured and licensed according to state law and will be checked by the driver using the safety checklist prior to each trip.

- Drivers will hold a current state CDL that authorizes them to operate the vehicle.

- Drivers will not have used alcohol for at least twelve (12) hours prior to transporting children and they will not take any medications that will impair their ability to drive.

- Before every trip in the bus, staff will instruct children and all adults using the bus about the ten (10) foot danger zone around the vehicle where the driver cannot see.

- Staff will interact with children who are awake while traveling by telling stories, singing songs, playing games, or talking about what the children see.

- Staff will be responsible for assuring all the children are accounted for before the vehicle leaves the facility, when the children disembark at the destination, when the children reenter the vehicle at the trip location, and again when the children disembark from the vehicle upon returning to the Center. Staff will conduct a "sweep" of the vehicle each time the vehicle is parked to be sure that no child is left in the vehicle.

- The same child: staff ratios required at the facility will be maintained during transportation.

- Each child will be assigned to an adult for every part of the trip.

- Children will never be left alone in a vehicle or unsupervised by an adult.

- For children who have special needs for transportation, the facility will make every reasonable effort to use a plan based on a functional assessment of the child's needs related to transportation that is filled out by the child's physician. This plan will address special equipment, staffing, and care in the vehicle during transport.

## **MARKETING:**

The Upper Perkiomen Child Care Center uses various tools to market the Center. UPCCC has a Facebook page (<https://www.facebook.com/Upper-Perkiomen-Child-Care-Center-at-St-Pauls-Lutheran-Church-824369511010272/>) and a website ([www.upperperkchildcare.com](http://www.upperperkchildcare.com)). It can also be found at PA COMPASS/PELICAN. Informational fliers are distributed regularly to enrolled families, as well as, to the Upper Perkiomen School District and St. Paul's Lutheran Church Congregation and various local stores and community organizations.

## **BABYSITTING:**

Employees of UPCCC are not allowed to provide private babysitting services for families whose children have been, or currently are, enrolled in its program(s).

## **EMPLOYEE DATING:**

Center direct care employees and office personnel are prohibited from dating one another or the parents of the children served. The purpose of this policy is to avoid possible problems between parent and employees that may have an adverse effect on employee performance and positive parent/staff relationships.

## **SOCIAL NETWORKING POLICY**

### **Purpose**

The purpose of this policy is to provide Center employees, volunteers and families the requirements for participation in social media, both Center hosted and Non-Center hosted, in which the participating individual's affiliation with the Center is known, defined, or presumed. The Center respects his/her right to communicate in the public arena, but reminds the employee of the need to always act in a responsible and professional manner. "Associates" as referred to in this policy refers to employees, volunteers, and families of the Center.

### **Procedure**

There are a number of Center policies which relate to our professional communication regarding children, families, and employees, and the expectations about professional behavior. All policies and procedures that apply to other Center communications and professional conduct apply to

communications on social networking sites, journals, blogs, and the like. These include, but are not limited to: Facebook, Flickr, Instagram, Tumblr, Twitter, and Shutterfly, and Youtube.

Centered Hosted Sites: Individuals, classrooms or departments who wish to host a social networking site from the Center must obtain approval from the director and pastor. Administrative access to these sites are to be available to the Center's office.

If the employee participates in communication online via any online blogs, journals, or use any other social networking tools, this policy applies if his/her identity as a Center Associate is known, defined or presumed. The policy applies regardless of whether the access to the online tool takes place at work or outside of work.

Participating individuals are expected to adhere to Center policies and procedures, including but not limited to those listed in point one, above, when using or participating in social media activities. Participants may not post any comments or material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive or embarrassing to another person or organization.

Participants may not post content or conduct any activity that fails to conform to any and all state and federal laws applicable to the Center. Copyright laws must be adhered to, ensuring users have permission to use or reproduce any copyrighted material owned by others.

Any posting that contains information that has the potential to identify a Center child or family on a personal blog is a violation of the Center's privacy policy. Employees may not use or disclose any identifiable information of any kind, including photographs, on any social media site without the written permission of the child's family and the Center. Written permissions consist of a standard release of information, which will become a part of the child's record.

Employee's comments are a reflection of the Center to anyone reading his/her on-line postings. It is up to each employee to choose the attitude he/she brings to his/her job, and that carries over into how employees represent the Center to the community, in person, or via the internet. Associates must not say or suggest that the views and opinions they express related to the Center represent the official views of the Center.

Messages or posting that describes or makes light of, in any level of detail, specific information of our children, families or employee will be considered a violation of the Center's Code of Conduct.

Any Associates who violate the Center's Code of Conduct, existing policies, or Federal law using a social networking site will face disciplinary action through appropriate channels up to and including termination.

## REVIEW AND REVISION OF POLICIES, PLANS, AND PROCEDURES:

The pastor, director, assistant director, and coordinator, will make policies, plans, and procedures available to families, staff, and consultants on an annual basis and whenever the policies are changed. Copies of standing policies will always be available for family or staff review during the facility's hours of operation. When a child is enrolled into the facility, parents or legal guardians will sign that they have read, have understood, and have agreed to abide by the content of the policies. When new staff members (paid or volunteer) are assigned to work in the Center, they will sign that they have read, have understood, and here agreed to abide by the content of the policies.

### For Administrators and Consultants:

_____	_____
Policies Approved By (Pastor)	Date
_____	_____
Policies Approved By Child Care Committee (Chair)	Date
_____	_____
Policies Approved By (Director)	Date
_____	_____
Policies Approved By (Assistant Director)	Date

### For Staff and Parents or Legal Guardians:

_____	_____
Policies Reviewed, Understood, and Agreed By (parent/legal guardian)	Date

Child's Name \_\_\_\_\_



