

Parent Manual

for



56 Hillcrest Ave., Leola PA 17540

StepsToSuccessInc.com

(717) 656-3363

Christian Curriculum:
My Great Big God
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Manual for Parent and Community Use

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Nondiscrimination in Services

Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age, sex or Limited English Proficiency.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically, feasible methods available. These methods include, but are not limited to, equipment redesign, the provisions of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any client/patient/student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

Steps to Success, Inc.
Attn.: Board of Directors
56 Hillcrest Ave.
Leola, PA 17540

Department of Public Welfare
Commission
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105

PA Human Relations

Harrisburg Regional Office
Riverfront Office Center
111 South Front Street, 5th Floor
Harrisburg, PA 17104

US Dept. of Health & Human Services
Office for Civil Rights
Suite 372, Public Ledger Bldg.
150 S. Independence Mall West
Philadelphia, PA 19106-911

Center Philosophy & Program Description

Steps to Success, Inc. focuses on social skills before academic achievement. We seek to provide children with the opportunity to learn respect for all living things and to take responsibility for their actions. A safe, well structured, and nurturing environment exists for both children and staff. Our primary objective is to empower children with a foundation from which they can succeed.

Operations

Steps to Success, Inc. is open from 6 a.m. to 6:00 p.m., Monday through Friday.

Steps to Success, Inc. is open 52 weeks a year. The center will be closed on: New Year's Day, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas Day. No fees will be collected for these days.

We are also **closed for two staff development day per year.** On these days the staff receive required training such as first aid, CPR, fire and water safety. The dates vary from year to year and will be posted near the time clock. Fees are collected for these days to offset the cost of training.

Steps to Success, Inc. will close for **inclement weather** only when the governor recommends avoiding travel unless absolutely necessary. The outgoing message at the center will be changed to reflect our closed status.

Preschool and Pre-Kindergarten programs from 9AM-Noon will not have class on days that Conestoga Valley School District is closed.

General Schedule

| | |
|-------------|----------------------|
| 6:00-7:30 | classroom activities |
| 7:30-8:00 | breakfast |
| 8:00-11:15 | classroom activities |
| 11:15-11:45 | lunch |
| 11:45-12:30 | classroom activities |
| 12:30-2:30 | quiet time |
| 2:45 - 3:15 | snack time |
| 3:15-6:30 | classroom activities |

Enrollment Procedures

Application process

1. Interview with Director
The Director will review all policies in this manual with parents and provide them with a copy of this manual.
2. Admission Interview
The caregivers will observe a prospective attendee during a planned visit to the center prior to being admitted for care.
3. Review Service Agreement
4. Complete Emergency Contact Form

Fee Schedule & Credit Days

Upon registration with Steps to Success, Inc., each family must pay a non-refundable registration fee. Registration is due annually in August.

Fees are calculated for a period of time from Monday through Friday. **ALL FEES ARE DUE PRIOR TO CARE.** All fees not paid on time will incur a \$35 late fee. Failure to pay in a timely fashion jeopardizes the scheduling of care for subsequent weeks.

Five credit days will be allotted per school year for each child enrolled. Unused credit days may not be rolled over into the following year. Credit days are not available to families who choose Flexible Scheduling.

Credit for **sick days** will be given only when you call Steps to Success prior to your child's starting time. This will hopefully give us enough time to review our staffing for the day. Credit will not be given to children who are sent home from Steps to Success because they have exposed other children to their illness.

Credit for **vacation days** will be given only when Steps to Success has received one-week (seven days) notice.

A non-refundable **retainer fee** is required to reserve or maintain enrollment status. A retainer fee of \$100 for children enrolled in more than 27 hours/week or \$50 for under 27 hours/week will be assessed. Retainer fees may be avoided if a weekly fee is paid or credit days are used.

Subsidized childcare is available to those who qualify through the Child Care Information Services. Be aware that qualifying individuals may have to wait for funds to become available before childcare at Steps to Success, Inc. can begin. Individuals, who are waiting, may be eligible for funds under our Scholarship program. The Director can supply interested parties with additional information.

All fees are subject to change at any time.

Flexible schedules - Steps to Success, Inc. recognizes the significance of a child

being cared for by a relative and encourages this special time by offering flexible scheduling. Scheduling will be guaranteed when your request is submitted in writing with dates and times by Thursdays for the following week. Any request that does not meet these criteria risks the chance that space will not be available.

Flexible schedule payments - Due to the high costs involved with the care of the children enrolled and fairness to all the families, payments will be calculated according to the number of hours the child is scheduled to attend. Since payroll is the main expense for Steps to Success, Inc., it is extremely important that payment is received for every time a child is expected to be in attendance. NO credit days are available.

Orientation

Each family will be given two months to acclimate themselves to the daily schedule at Steps to Success. The classroom caretakers and the director will observe the child during this time. The Director reserves the right to decide if an appropriate placement can be made at the center.

Parent Responsibilities

1. Follow center procedures and policies outlines in this manual.
2. Provide copies of child's IEP or IFSP, written plans and/or special needs assessments.
3. Provide season-appropriate nap supplies. Nap supplies are to be cleaned weekly.
4. Provide at least one season-appropriate change of clothing
5. Complete child health appraisals for every well child checkup.

Please notify your physician that your child is enrolled in a childcare facility.

6. Update emergency contact information as necessary and every February and August.
7. Parents are responsible for clocking their children in and out.
8. Check your child's mailbox to stay informed on center happenings.
9. Clearly mark all items with your child's name. We are not responsible for lost items.
10. Update state Food Applications every August.
11. Do not leave your car idling when dropping-off or picking-up your child.

Room Requirements

Happy Faces (18-preschool)

Children should...

1. Take one nap per day on a mat.
2. Walk.
3. Be eating table food.
4. Using sippy cups.

Butterflies (Preschool)

1. Be able to communicate their needs using sentences.
2. Use utensils to eat.
3. Use toilet independently.
4. Be considerate of classmates.

Looney Tunes (PreK & K)

1. Express needs and desires effectively.
2. Enjoy being part of a group.
3. Accept responsibility.

Program Policies

Accident Policy and Procedure

All accidents, which result in an injury, will be reported in written form within 30 minutes. A copy of this form will be placed in the child's record and the original will be sent home. In the case of serious injury, the parents will be notified immediately and professional care will be sought.

Steps to Success will take every precaution to ensure the well being of all children in our care. We also recognize that when children play together, accidents may occur.

Child Abuse Reports

We are required by state law to report any SUSPECTED cases of physical, emotional, or sexual child abuse.

Child Health

The childcare staff and parents learn to recognize the signs and symptoms of illness in children. *Fever (101+)* is a well-known symptom that the parent and caregivers use to identify a child who may be ill. Fever may be a symptom of a contagious or serious illness. Regardless of the presence or height of fever, it is how sick a child looks or acts that is important. Have a doctor check any child with symptoms or signs of a possible serious illness (*unusual drowsiness, fussiness, persistent or excessive crying, wheezing, uncontrolled coughing, difficulty breathing*) or who refuses to play or complains of severe pain.

Admission and Exclusion:

Exclusion will be based on whether there are adequate facilities and staff available to meet the needs of both the ill child and the other children in the group. Children will be excluded if:

- 1) *The child's illness prevents the child from participating in routine activities.*
- 2) *The illness requires more care than the childcare staff are able to provide without compromising the needs of the other children in the group.*
- 3) *Keeping the child in care poses an increased risk to the child or to other children or adults with whom the child will come in contact.*

If the child care staff are uncertain about whether the child's illness poses an increased risk to others, the child will be excluded until a physician or licensed nurse practitioner notifies the childcare program that the child may attend.

When a child exhibits symptoms of illness and discomfort, you will be notified to come and pick up the child within the hour. If after one hour you are unable to pick up your child, the emergency contact person will be notified.

Children must be fever free for 24 hours without the use of fever reducing medicine. A doctor's note must accompany your child after an absence that exceeds two days due to illness.

Discipline Policies

The caregivers at Steps to Success provide a positive and stimulating environment for all children.

Certain behaviors cannot and will not be tolerated. These actions include, but are not limited to:

1. Physically or verbally harming another person (teacher or student).
2. Destruction or damage to any property.
3. Any disruptive behavior that interferes with the daily operations of the center any of its classrooms.
4. Obscene, demeaning or threatening language of any kind.

If a child/parent/staff member neglects to follow these guidelines the following consequences will result.

1. A one-minute reminder of the rules will be given.
2. An additional reminder with the loss of a privilege.
3. Time out in the office and the parent is notified of the behavior.
Conference available upon request. Referral information available.
4. One day suspension.
5. Removal from Steps to Success, Inc.

Steps to Success, Inc. is willing to do all it can to assist parents by providing referral information. We need to consider the physical and mental well being of the children and the staff.

Dismissal Policies

Steps to Success or the parents of a child may choose to terminate the agreement of care at any point during the orientation period. Steps to Success request at least two weeks notice before withdrawing your child from care after this period. Child's records will be transferred via a written request by the parents. Steps to Success, Inc. reserves the right to collect two weeks of fees if notice is not given to the director.

Emergency Drills

Drills will occur at least every thirty days. All children will participate in drills. We will practice for fire, severe storms, lock downs & evacuations.

Emergency Plan

Our Emergency Operations Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use the following protective actions:

Immediate Evacuation- Children are evacuated to a safe area on the grounds of the facility in the event of a fire etc.

In Place Sheltering – Sudden occurrences, weather or hazardous materials related, many dictate that taking cover inside the building is the best immediate response.

Evacuation– Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a Relocation Facility such as an American Red Cross shelter.

Modified Operation – May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of winter storm or building problems that make it unsafe for children, but may be necessary in a variety of situations.

Please listen to local radio and television stations for announcements relating any of the emergency actions listed above. We ask that you not call during the emergency. This will keep the telephone free to make emergency calls and relay information. We will call you to let you know that we've taken one of these protective actions. We will also call you when we've resolved the situation and it's safe for you to pick up your child.

It is extremely important that your child's emergency form be up to date. This form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child. We specifically urge you not to attempt to make different arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties.

In order to assure the safety of your children and our staff, we ask your understanding and cooperation. Should you have additional questions regarding our emergency operating procedures, contact the director at 656-3363.

Medication Policy

Principle:

This facility will administer medication to children for whom a plan has been made and approved by the staff. Because administration of medication poses an extra burden for staff and having medication in the facility is a safety hazard, parents should check with the child's physician to see if a dose schedule can be arranged that does not involve the hours the child is in the childcare facility. Parents may come to administer medication to their own child during the childcare day.

Procedure:

Caregivers will administer medication only if the parent has provided written consent, the medication is available in an appropriate container, properly labeled, and the facility has on file the written instructions of a licensed physician to administer the specific medication.

If your child is trying a medication for the first time, s/he should be removed from care for the first 24 hours.

Nutritional Information

Please inform Steps to Success in writing of any special nutritional considerations for your child. Please be specific. We will provide a lunch and snack to those who have medically documented needs. We provide meals for every child enrolled at no extra fee. Breakfast is the responsibility of the parent. All food served is nutritious and healthful.

Outside Play Policy

Steps to Success will provide an outside activity for all children on a daily basis when the modified temperature forecast is between 25 and 90 degrees with no precipitation.

PLEASE dress your child accordingly.
We recommend winter coats, hats, boots & gloves.

We base this policy on the following law & guidelines. As licensed child care facility through the Department of Public Welfare, Commonwealth of PA, we abide by law, 3270.114, "**Weather permitting, children shall be taken out doors daily.**"

The American Academy of Pediatrics has published findings that children incur less illness when they are allotted time to play outside in the fresh air. Keystone Stars has issued the following PA Position Statement based on the AAP's findings.

"Children are expected to go outside when the forecast temperature/wind chill are above 25 degrees, the forecast temperature/heat index is less than 90 degrees and there is no current air quality alert. It is understood that given these parameters there may be portions of some days that do not meet the conditions of weather permitting since forecasts are generally targeted to a point in time in the day."

Transportation & Pick- Up Policies

Only authorized adults will be allowed to pick up children. We will ask for identification from any unknown adult before releasing a child. When transporting your child to Steps to Success please use the Hillcrest Street entrance to the parking lot to insure the safety of people walking to and from the building. Please park orderly within designated spaces. Do not leave your car idling because it is dangerous to the children entering and exiting the building. Management reserves the right to remove the keys from idling cars.

Family & Community

Parent-Teacher Conferences

The parents, teachers, or directors may initiate conferences. Conferences will be scheduled at the convenience of those involved. If a conference is requested by any teacher or director, parental refusal may constitute grounds for the child's dismissal from our care.

Custody

In accordance with the PA Code, a parent of a child in care shall be permitted free access without prior notice, throughout the center whenever children are in care, unless a court of competent jurisdiction has limited the parental right-of-access to the child and a copy of the order is on file at the facility.

Community Resources

Child Care Information Services (CCIS)

601 South Queen Street
Lancaster PA 17608-2079
Telephone: 717-393-4004
Toll Free: 1-800-937-4546
Email: ccis@caplanc.org

CHIPS Pennsylvania's Children's Health Insurance Programs

Telephone: 1-800-986-KIDS
Website: www.state.pa.us

Pennsylvania Partnerships for Children

Telephone: 717-236-5680
Toll Free: 1-800-257-2030
Email: info@partnerships.org

Please see the director for detailed information about these resources.

Staff

Qualifications

Every staff member is required to pass a state police clearance and child abuse clearance. For specific qualifications for each position, please refer to the Pennsylvania Code for Child Care Centers. A copy is available in the office.

Child Supervision Policies

Steps to Success will follow the state mandated ratios listed below.

| | |
|-------------------------------|----------------------|
| Infants (Birth - 1 year) | 1 staff: 4 children |
| Young Toddler (1-2 years) | 1 staff: 5 children |
| Older Toddler (2-3 years) | 1 staff: 6 children |
| Preschool (3 years - Grade 1) | 1 staff: 10 children |
| School Age (Grade 1 +) | 1 staff: 12 children |

Staff: Children ratios double during nap periods except for the infants.

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I have read and completely understand my rights and responsibilities as a parent/guardian of a child (ren) in care at Steps to Success, Inc. I agree to adhere to these policies and future addendum to these policies.

Signature

Date

Please keep for your records.

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I have read and completely understand my rights and responsibilities as a parent/guardian of a child (ren) in care at Steps to Success, Inc. I agree to adhere to these policies and future addendum to these policies.

Signature

Date

Please return to the office for our records.