

Program Handbook



18 Quarry Rd., Leola PA 17540
StepsToSuccessInc.com
(717) 656-3363



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Our mission at Steps to Success is to enable children to grow to be productive citizens.

Our vision is to partner with the community to provide resources and services to staff, children, and families to enable all to grow to be productive citizens.

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Welcome to Steps to Success, Inc

This manual will provide you, the community stakeholder, board member, parent or staff, an overview of our program. Steps to Success was incorporated in January 1995 as a not for profit educational institution by Michelle (Straw) Harbaugh and Chris Lawson. We began service to the Leola community on September 19, 1995 in the basement of the Upper Leacock War Memorial Building. Our beginning enrollment was 21 children.

After graduating from Millersville University with a BSE in Elementary Education, our founding director, Michelle Harbaugh, worked as a substitute teacher in Lancaster and then Delaware Counties. Her first full time position was at Wynnefield Academy in Philadelphia. She also worked for Associated Day Care Services on Jackson Street, Philadelphia. It was these experiences & her need for fields, trees & cows that brought her back to Lancaster County. It was her vision to offer part time fees backed by the belief that parents and families should not be penalized for having time to spend with their children. The staff can quote another driving belief in the daily operations of the center, "Every day is inspection day." We do it right every day. Michelle also believes in her staff. "Your staff makes your center a success. They have the most important jobs."

Some of our historical highlights are as follows: The founders were invited to a round table discussion about state regulations and quality improvements in child care in the Spring of 1996 by the Department of Public Welfare. In 1999, Steps to Success received a grant from Steps, Inc. to develop separate infant/toddler and preschool/school age playgrounds. On July 5, 2000, we moved our services to the Upper Leacock Township Building with 96 children enrolled. The Board of Directors, with the support of staff and families, voted to add a Christian curriculum in January 2001. During the summer of 2001, the school age children started a service project to beautify the courtyard in front of the Leola Library. This is an ongoing project. A Memorial playground was created with donations made in the memory of Anne Persons Robinson, grandmother to enrolled children, during 2006. The PA Child Care Association named Mrs. Melissa Readman, our PreK teacher, their 2007 Educator of the Year. In 2011, we received our first STAR 4 recognition from Keystone STARS. In 2012, Steps to Success formed a five year public-private partnership with Conestoga Valley School District to offer half day Pre-Kindergarten experiences to district residents. In 2018, we added an infant/toddler section to the Memorial playground in memory of two grandparents, Grace Eicher and Lee "Ruhi" Rowland. In 2021, Steps to Success was blessed with the opportunity to relocate to Zion Lutheran Church.

Steps to Success provides a safe, early learning environment for children ages six weeks through thirteen years. Our program participates in Keystone Stars, offers home cooked meals, and features award winning staff to provide a nurturing atmosphere where children succeed.

Program Description

Steps to Success offers families supplemental care and early learning for their children. We strive to be a "home away from home." We work with families with various economical, cultural, and philosophical views. Steps to Success will make all reasonable accommodations for any person with special needs. We provide care and early learning for children from six weeks of age through Pre Kindergarten. We offer school age care and educational summer programs for Kindergarteners through Sixth Graders. Steps to Success, Inc. is open from 6:00 AM. to 6:00 PM, Monday through Friday. During this temporary COVID-19 period, we are operating from 7:00 AM to 5:00 PM. Our program utilizes The Creative Curriculum, Steps to Success' School Age Curriculum, Early Childhood Environmental Rating Scales and the PA Early Learning Standards.

We are licensed to operate by the PA Office of Child Development and Early Learning. As such, we follow all Commonwealth mandates regarding protective regulations, emergency plans, and emergency drills. We also participate in Keystone Stars, a program focused on continuous quality improvements.

Drawing from the strengths of our staff, our curriculum takes an eclectic Holistic Approach to early learning. Teachers bring their training and experiences to our programs. Offering the children this variety of backgrounds opens the number of possibilities for learning experiences. Our steps to success include self-

-awareness and appreciation, building relationships, facing challenges, and recognizing the beauty around us. We offer weekly Bible lessons using the *My Great, Big God* curriculum by Gospel Light.

Steps to Success offers a safe, well defined, and nurturing environment to enhance the children's development. The classrooms are developmentally appropriate in composition, furnishing, equipment, and supplies. Steps to Success offers two playgrounds: one for infants and toddlers and one for preschool and school age children. Steps to Success enjoys the use of the gymnasium during inclement weather or for special events. Resources are available in the office for the staff to work on project/theme ideas and professional development.

As a non-profit organization, the Board of Directors creates, reviews and oversees policies and fiscal management. The Executive Director implements procedures, supports staff, provides leadership, ensures compliance, and models communication skills. The management, staff, and board members of Steps to Success, Inc. are committed to the constant and never-ending improvement of the center and its personnel. The center's goal is to improve at least 1% every day. Steps to Success welcomes the challenges that come with our lofty goals: to create and maintain a center that always looks for ways to grow, to maintain a dedicated staff, and to care for children in the healthiest, happiest learning environment available.

Curriculum Description and Program Philosophy

Steps to Success believes that to work with children is to invest in the future. To foster a well adjusted, confident individual is to create a responsible community member. By providing children with the opportunity to learn respect for their environment, take responsibility for their actions, and reach their goals, the center desires to empower children. The staff strives to model cooperation and caring interactions to build the children's sense of community. We believe that it is important to emphasize the social and emotional development of the children as well as their physical, language, and cognitive development.

Children need a consistent yet flexible schedule. By implementing an eclectic use of learning opportunities, we believe we are able to meet the needs of the children's varying backgrounds (culturally and linguistically), developmental needs, and learning styles. The progress and growth of the children are important to us.

We believe modeling community relationships with the children enables them to appreciate their part in the community. Celebrating the children's cultural uniqueness benefits the sense of community fostered in the classrooms and our holistic approach to education.

Program Goals and Objectives

The following curriculum goals and objectives cover our entire program from a holistic perspective. Specific, developmentally appropriate objectives can be found in the PA Early Learning Standards. For the children to be successful and achieve these goals, the staff and parents will work together in modeling these experiences for children.

Goal: To develop an appreciation for cultural uniqueness.

Objective: The children will understand caring for one's neighbor through learning about each others' cultures.

Goal: To support the home language of all children.

Objective: The staff will incorporate songs and rhymes, letters and numbers in the child's home language based on information shared during a parent conference.

Goal: To provide children with varied opportunities to facilitate their social and emotional development.

Objective: The children will interact in socially acceptable terms and effectively express their needs and desires.

Goal: To impart a positive self image and community view.

Objective: The children will have a positive outlook and work together.

Goal: To educate children in regard to their well being.

Objective: The children will be aware of their bodies' needs and develop safe practices such as hand washing.

Goal: To promote physical and motor development.

Objective: The children will demonstrate their large and fine motor skills on a daily basis.

Goal: To stimulate and encourage verbal and nonverbal communication.

Objective: The children will learn to “use words” to share their feelings and be aware of the body language of others.

Goal: To offer a variety of sensory stimuli to encourage early literacy.

Objective: The children will exhibit the basics of the English language from phonemes to letters.

Goal: To integrate activities with early mathematics concepts throughout the day.

Objective: The children will use one to one correspondence and basic math concepts.

Goal: To encourage sensory awareness and problem solving techniques.

Objective: The children will comment on the world around them and seek ways to solve problems.

Goal: To supply a variety of medium to facilitate creativity

and develop the appreciation of art around them (i.e. – illustrators).

Objective: The children will use their art work and dramatic play to express themselves.

For the children to be successful and achieve these goals, the staff and parents will work together in modeling these experiences.

Yearly Schedule

Steps to Success, Inc. is open 52 weeks a year, Monday through Friday. The center will be closed on: New Year's Eve, New Years Day, Good Friday, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, Black Friday, Christmas Eve, and Christmas Day.

The center is closed one day per year, Presidents Day, to focus on staff development. On these days, staff may receive required training such as first aid, CPR, fire and water safety. Fees are collected for these days to offset the cost of training. Any parents interested in participating in training should contact the Executive Director.

Steps to Success, Inc. will close for inclement weather when we feel it is unsafe to be out. We will make every effort to open the building in any weather event. The outgoing message at the center will be changed to reflect our closed status.

Please call 717-656-3363 to check on the status of the center. Our answering machine message can be changed remotely. Announcement of the building closure will be dependent upon the severity of the weather event. Thank you for your understanding.

Daily Schedule

This schedule represents our general outline for a classroom.

6:30-8:00 Free Play in teacher selected Centers

(Dramatic Play, Blocks Art, Fine Motor (science & math), Books, Resting, Music)

7:15-7:45 Breakfast

8:00-11:15 Morning Learning Experiences including

Large Motor Skills (Outside or Gym)

Circle, Sharing & Story Time

Art, Music and/or Fine Motor Skills

Lessons and/or Learning Centers

11:15-11:45 Lunch

11:45-12:15 Transitional Activities

12:15-2:15 Napping and Quiet Play activities

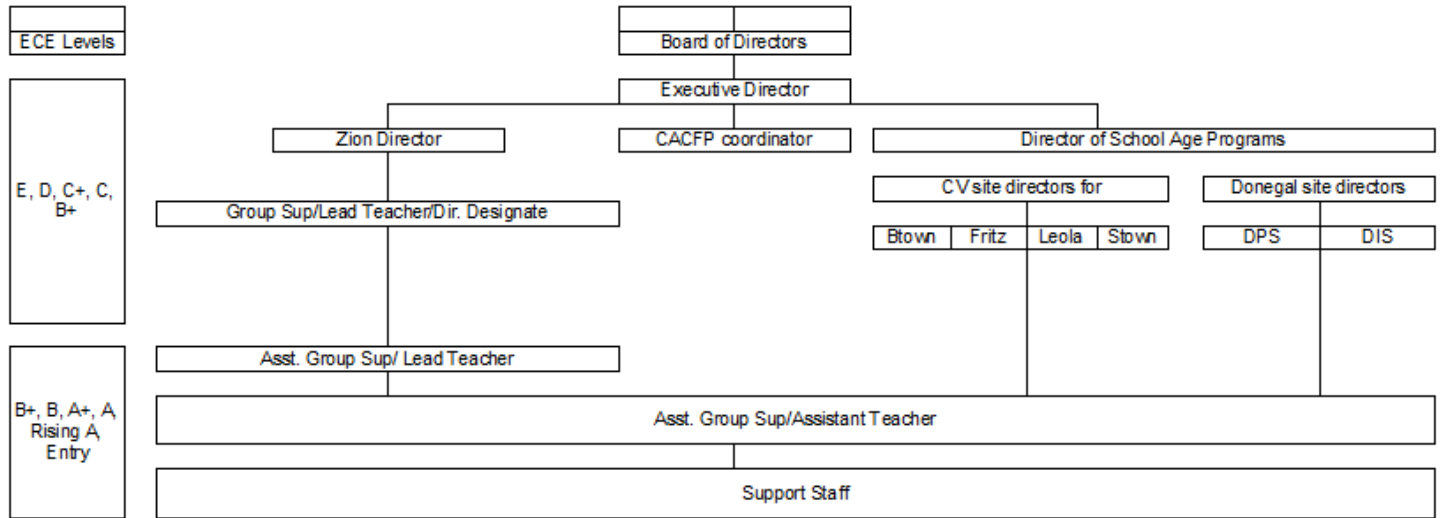
2:15-3:15 Afternoon Learning Activities

3:15-3:45 Snack

3:45-6:00 Free Play Centers

(Dramatic Play, Blocks Art, Fine Motor (science & math), Books, Resting, Music)

Please see the posted Lesson Plans for the activity objectives. The activity may be tailored to large or small group participation or individualized to the child. The activity may be part of an ongoing group project.



PA's Early Childhood Education Career Pathway Levels and Qualifying Achievements are found at www.pakeys.org

Organizational Chart of Steps to Success, Inc.

The People of Steps to Success, Inc. Job Descriptions

Board of Directors

Overview: The Board of Directors is responsible for establishing the policies and plans that govern Steps to Success, Inc.

Accountability: To the regulations of the Office of Child Development and Early Learning and the requirements of Keystone Stars.

Qualifications: A genuine interest in the development and early learning of children.

Duties:

- (1) Reviewing and establishing the policies of the organization.
- (2) Reviewing monthly financial records.
- (3) Keeping corporate minutes of all meetings.
- (4) Overseeing and supporting the Executive Director and Assistant Director.

Standard Requirements: Members must be able to articulate their thoughts regarding the practices of the center.

Salary: Unpaid, voluntary positions.

Executive Director

Overview: The Executive Director is responsible for the administration of these policies and the execution of the overall program.

Accountability: The Board of Directors.

Qualifications: An associates degree from an accredited college or university that includes 30 credit hours in early childhood education or the human services field and 4 years of experience with children.

Duties:

An Executive Director is responsible for the general management of the facility, including the following minimum duties:

- (1) Administering finances, personnel, maintenance, meal planning and preparation, and transportation.
- (2) Administering the facility's program objectives & activities,
- (3) Designating a staff person who is responsible for compliance with state regulations in the Executive

Director's absence.

(4) Coordinating & planning daily activities with the group supervisors or with the assistant group supervisor in school-age program.

(5) Overall program planning.

(6) Written evaluation of staff persons on a regular basis, a minimum of two evaluations every 12 months.

(7) Knowledge of OCDEL regulations, Early Learning Standards, and Keystone Stars requirements.

Standard Requirements: The director must be able to handle multiple scenarios at the same time. The director must meet all OCDEL and Keystone Stars training requirements.

Starting salary: based on Board approved salary schedule

Assistant Director

Overview: The Assistant Director is responsible for assisting the director with the administration of these policies and the execution of the overall program.

Accountability: The Executive Director

Qualifications: An Associate's degree from an accredited college or university that includes 30 credit hours in early childhood education or the human services field and 4 years of experience with children. *Duties:*

The Assistant Director is responsible for assisting with the general management of the facility, including the following minimum duties:

(1) Administering finances, personnel, maintenance, meal planning and preparation, and transportation.

(2) Administering the facility's program objectives & activities,

(3) Being the designated staff person who is responsible for compliance with this chapter in the Executive Director's absence.

(4) Coordinating & planning daily activities with the group supervisors or with the assistant group supervisors in the school-age program.

(5) Overall program planning.

(6) Written evaluation of staff persons on a regular basis, a minimum of two evaluations every 12 months.

(7) Knowledge of OCDEL regulations, Early Learning Standards, and Keystone Stars requirements.

Standard Requirements: The Assistant Director must be able to handle multiple scenarios at the same time.

The Assistant Director must meet all OCDEL and Keystone Stars training requirements. *Salary:* based on Board approved salary schedule

CACFP Manager and/or cook

Overview: The Child & Adult Care Food Program Manager oversees all aspects regarding the children's nutrition.

Accountability: The Executive Director

Minimum Qualifications: High School Diploma, fiscal management experience, cooking experience.

Duties:

1. Planning and cooking nutritious meals as per CACFP guidelines.

2. Maintaining a clean and healthy kitchen as per ServSafe regulations.

3. Budgeting and purchasing necessary equipment and food

4. Verifying and completing necessary paperwork.

Standard Requirements: This position requires a self-motivated, responsible individual. *Salary:* based on Board approved salary schedule

Group Supervisors (GS)

Overview: The Group Supervisor is the implementer of the program.

Accountability: The Executive Director

Minimum Qualification: An Associate's degree from an accredited college or university, including 30 hours in early childhood education or the human services field and 3 years of experience with children.

Duties:

Planning and implementing daily program activities that promote the development of skills, social competence, and self-esteem. Daily experiences shall recognize the child as an individual and give some choice of activities that respect personal privacy, lifestyle and cultural background from the opening to the closing of the center.

1. Complete attendance and meal count sheets.
2. Oversee the completion of cleaning responsibilities.
3. Complete safety inspections.
4. Student and program assessments.
5. Coordinate activities of the assistant group supervisor (AGS) and the aides.
6. All responsibilities listed for Group Supervisors in the state regulations and center responsibilities as posted in each room.
7. Designate staff persons who are responsible for compliance in the Executive Director's absence.
8. In accordance with 55 PA Code Sec. 3270.35(e), a GS is required for each group of 45 enrolled children.
- 9.

Standard Requirements: Staff Health Assessment (every 2 years), State Police Clearance, Child Abuse Clearance, FBI Clearance (every 5 years), Fire Safety Training (yearly), Water Safety Training (yearly if at tending pool field trips), Pediatric First Aid (every 2 years), Mandated Reporter Training (every 5 years), National Sex Offender Registry Clearance, and any additional required trainings.

Salary: based on Board approved salary schedule

Assistant Group Supervisors (AGS)

Overview: The Assistant Group Supervisor is the immediate caregiver in the classroom.

Accountability: The Group Supervisor or the Executive Director in the absence of a GS.

Minimum Qualifications: A high school diploma or GED and 2 years of experience with children.

Duties:

(1) Assisting in the implementation of the daily activities under the guidance of the GS or Room Supervisor.

(2) Coordinating daily activities and supervising Aides in the absence of the GS. (3) All responsibilities listed for Assistant Group Supervisors in the state regulations and center responsibilities as posted in each room.

Standard Requirements: Staff Health Assessment (every 2 years), State Police Clearance, Child Abuse Clearance, FBI Clearance (every 5 years), Fire Safety Training (yearly), Water Safety Training (yearly if at tending pool field trips), Pediatric First Aid (every 2 years), Mandated Reporter Training (every 5 years) and any additional required trainings.

Salary: based on Board approved salary schedule

AIDES

Overview: Aides play an important role as direct support staff to the GS and AGS.

Accountability: The Assistant Group Supervisor and the Group Supervisor.

Minimum Qualification: An 8th grade education, 2 years of experience with children and at least 18 years of

age.

Duties:

(1) Assisting in the implementation of the daily activities under the guidance of the GS or Room Supervisor

(2) Provide positive stimulation to children by talking with them and interacting with them. *Standard*

Requirements: Staff Health Assessment (every 2 years), State Police Clearance, Child Abuse Clearance, FBI Clearance (every 5 years), Fire Safety Training (yearly), Water Safety Training (yearly if at tending pool field trips), Pediatric First Aid (every 2 years), Mandated Reporter Training (every 5 years) and any additional required trainings.

Salary: based on Board approved salary schedule

VOLUNTEERS

Overview: Volunteers fill important and necessary positions. Without volunteers we would not have a Board of Directors, committees, or program enhancements.

Accountability: The immediate Group Supervisor and the Director.

Minimum Qualification: Must be 16 years of age and shall be directly supervised at all times. Additional qualification such as clearances may apply depending on the position. A willingness to assist classroom staff and adhere to the NAEYC Code of Ethical Conduct.

Duties: As agreed upon with the Executive Director.

Standard Requirements: State Police Clearance, Child Abuse Clearance, FBI Clearance, Sex Offender Registry, and Mandated Reporter Training.

Salary: not applicable

Job/Environment Analysis: The physical activity for volunteers will vary greatly depending on their tasks. They are likely to be exposed to communicable diseases.

STAKEHOLDERS

Community Stakeholders are those groups or individuals who are significantly impacted by the children/families who are served by a given facility or who have the potential to impact the facility. Stakeholders will be reviewed annually with parent input. This list will be shared with the Board of Directors. The Executive Director will contact each stakeholder via mail about our shared importance.

Resource List

Early Learning Resource Center

ELRC provides subsidized child care for eligible families and maintains a Resource & Referral listing of providers within the county.

601 South Queen Street

Lancaster PA 17608-2079

Telephone: 717-393-4004

Toll Free: 1-800-937-4546

[Website: https://www.compass.state.pa.us/](https://www.compass.state.pa.us/)

Childline

State hotline for reporting child abuse

Telephone: 1-800-932-0313

CHIP

Pennsylvania's Children's Health Insurance Program

Telephone: 1-800-986-KIDS

Website: www.state.pa.us

Coby's Family Services

Offers a variety of counseling support.

Telephone: 717-392-0504

Counsel of Drug & Alcohol Abuse

Assist families dealing with substance abuse issues.

Telephone: 717-299-2831

Early Intervention Program, Lancaster-Lebanon Intermediate Unit 13

IU 13 provides services for children who are developmentally delayed. These services are available at no cost to parents. Programs are funded through state and federal monies.

Telephone: 717-560-6160

Family Center

Provides comprehensive and holistic services to low-income families.

Telephone: 717-431-1027

First Call MH/MR Crisis Intervention

Offers assistance to families facing an immediate crisis.

Telephone: 717-394-2631

Food Distribution

Call to find your local food bank.

Telephone: 717-293-0187

Head Start

Provides comprehensive services to families with children ages 3-5.

601 South Queen Street

Lancaster PA 17608

Telephone: 1-800-732-0018

Health & Human Services Call Center

PA Dept. of Health provides trained specialist to answer questions.

Healthy Kids Line: 1-800-986-KIDS

Healthy Baby Line: 1-800-986-BABY

Special Kids Network: 1-800-986-4550

Adult BASIC Line: 1-800-GO-BASIC

Housing Program

Develops and manages affordable housing for low-income families.

Telephone: 717-299-7301

Lancaster State Health Center

Answers questions about immunizations for children

Telephone: 717-299-7597

Poison Control Center

Hotline number in case of accidental poisoning.

Telephone: 1-800-222-1222

Pennsylvania Partnerships for Children

Provides information to improve the well being of children and tax forgiveness programs. Telephone: 717-236-5680

Toll Free: 1-800-257-2030

Email: info@partnerships.org

Shelter for Abused Women

Assists families who are victims of domestic abuse.

Telephone: 717-299-1249

United Way LINC

LINC offers a list of resources for a variety of topics and support groups.

Telephone: 717-291-LINC

Welfare Office of Lancaster County

State agency overseeing food stamps and public assistance programs for eligible families Telephone: 717-299-7411

Women, Infants, and Children Nutrition Program

Provides pregnant and postpartum women, infants, and children, up to age 5 with vouchers for the purchase of milk, formula, and a variety of healthy foods.

Telephone: 717-299-7301
YWCA Sexual Assault Prevention and Counseling Center
Assists families who are victims of abuse.
Telephone: 717-392-7273

Please see the Executive Director for detailed information about these resources.

Family Involvement

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the programs and visit children's classrooms.

As part of the family at Steps to Success, we appreciate your input. Especially in the area of safety, your feedback is noteworthy and necessary. The Board of Directors and staff are conscientious of safety concerns. Anytime you are aware of a potential safety issue, please address it to a staff person. Opportunity shall be provided for parents to participate in the facility's program. The Executive Director shall maintain a yearly file, which documents general announcements to promote parent participation.

Parents play an important role at Steps to Success. Our **Parents In Action (PIA)** group meets once a month to plan fellowship and fundraising events. Parents are also invited to attend and provide feedback on the program and policies at the Board of Directors' meetings. We are always looking for motivated individuals to serve on the Board and/or PIA.

Daily Communications. Daily notes from center staff will keep you informed about your child's activities and experiences at the center.

Bulletin Boards. Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

Newsletters. Newsletters provide center news, events, announcements, etc. These newsletters are distributed to your child's mailbox and extras are placed near the time clock.

Facebook. We encourage you to join our Facebook page so that we may send you announcements, event invitations, newsletters and general updates.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Notification is required for the safety and protection of our children.

Family Night. Family nights are scheduled on a regular basis. These nights include snacks, drinks and fun filled age-appropriate activities for families. Family Nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families.

Conferences. Family & teacher conferences occur at least twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. The parents, teachers, and/or directors may initiate conferences. We encourage you to communicate any concerns. When needs are noticed, options for intervention will be discussed.

Steps to Success works with local early intervention agencies to provide services for children enrolled. If a family does not choose to participate in a conference, a written report will be shared. If any teacher or director requests a conference, parental refusal may constitute grounds for the child's dismissal from our care.

Minds in the Making

Self Esteem

Steps to Success's goal has been to offer your child the best care possible in your absence. Our main focus has always been his or her self-esteem. We believe that this is the basic foundation that is necessary for all future growth.

The staff is the role model for appropriate behavior. Reinforced appropriate or inappropriate behaviors are the foundation for one's self esteem. What can you do to help?

1. Please be mindful of the time spent talking with the staff. This is precious time that should be used to develop a sense of value and responsibility in the children. These values are the building blocks of self-esteem. The staff employed by STS will excuse themselves from conversation when they feel they need to return to the class. Please do not be offended. They are doing what is best for the class.

1.2. Please do not speak about your child in front of your child. This habit undermines self-esteem. If the child is present, speak to the child. This also extends to other children. Talking about a child in the child's presence can be detrimental to the child. When staff is speaking with your child about his or her day, they will be doing it for your benefit as well as your child's benefit.

Recommended Average Sleeping Hours per day

Ages Hours

8-11 8-12

6-8 9-14

3-5 10-15

Toddlers 12-16

Infants 15-18

Environmental Conditions

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.

The staff appraises the individual's strengths and needs through ongoing formal and informal assessments with sensitivity to the child's background. Steps to Success tailors the instruction to best accommodate the needs and interests of the children, based on assessment results.

The staff models healthy practices during outdoor play, developmental activities, meal times, and social interactions. The children's social skills are as important as their self-esteem.

Commitment to Program Philosophy

As employees and clients of Steps to Success, you are committed to investing in the future by fostering well adjusted, confident individuals, empowering children through experiences, and to building community by modeling cooperation.

Statement of Nondiscrimination and Inclusion

Equal Employment Opportunity

An open and equitable personnel system will be established and maintained. Personnel policies, procedures and practices will be designed to prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or gender.

Employment opportunities shall be provided for applicants with disabilities and reasonable accommodation(s) shall be made to meet the physical or mental limitations of qualified applicants or employees.

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 (including limited English proficiency), age, or gender. 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 re-design, 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 person who believes he/she has been discriminated against may file a complaint of discrimination with:

Steps to Success, Inc. US Dept. of Health & Human Services Board of Directors Office for Civil Rights
56 Hillcrest Avenue Suite 372, Public Ledger Bldg.
Leola, PA 17540 150 S. Independence Mall West Philadelphia, PA 19106-9111

Department of Human Services PA Human Relations Commission Bureau of Equal
Opportunity Harrisburg Regional Office
Room 223, Health & Welfare Building 333 Market Street, 8th Floor
PO Box 2675 Harrisburg, PA 17101
Harrisburg, PA 17105

In accordance with Federal civil rights law and the U. S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed complaint form or letter to USDA by:

- (1) Mail: US Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442
- (3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

Inclusion

The "Policy Statement on Inclusion of Children with Disabilities in Early Childhood Programs," released jointly by the Departments of Education (ED) and Health and Human Services (HHS) on September 14, 2015, states that **all young children with disabilities should have access to inclusive high-quality early childhood programs, where they are provided with individualized and appropriate support in meeting high expectations.**

Steps to Success believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs. Steps to Success works with Early Intervention (EI), Early Childhood Mental Health (ECMH) and other local organizations to support children, families and staff in providing each child the best possible learning environment.

Supportive Steps for Inclusion

- 1) The Steps to Success teaching staff during routine observations will document a child's experiences that display any social, emotional and/or intellectual developmental delay.
- 2) When delays are documented, the teaching staff will complete an appropriate screening tool. The parents' feedback will also be collected.
- 3) A conference is held between the teaching staff, parents and administration to discuss the observations and screening tool results. An Action Plan will be created to ensure the best possible learning

environment for the child.

- 4) Action plans may include referrals for specialized services such as EI and ECMH.
- 5) Parents, specialists and staff will work together to ensure the best possible learning environment.
- 6) On the occasion when parents, specialist or staff are unable to create a constructive environment, the administration will assist the parents in finding a different placement for their child and a termination date will be set.

IEP/IFSP

In order to ensure that the needs of children with an Individualized Education Plan (IEP) or an Individualized Family Service Plan (IFSP) are met, the following procedures will be implemented.

Director will:

- Ask all families to complete a request form for a copy of a child's IEP/IFSP. This request will be placed in each child's file.
- File all copies of IEP/IFSPs in the child's file in order to be readily available to share with teaching team.
- Provide copies of IEP/IFSP goals to the child's teacher(s) and discuss strategies for meeting the goals.
- Ensure all teachers are trained on how to implement an IEP/IFSP. Training will be documented in each teacher's professional development record (PDR).
- Contact early intervention staff/consultants to schedule periodic meetings with the child's family and teacher(s) to discuss the child's progress and to increase strategies in adapting IEP/IFSP goals in classroom activities and routines.
- Request permission from families to attend any meetings with the early intervention team related to changes to the IEP/IFSP.
- Monitor teachers' work towards supporting the child in meeting IEP/IFSP goals.
- Request additional help from the early intervention team if needed.
- Ensure teachers conduct family conferences to report on progress.

Teaching Team will:

- Observe and document the child's progress towards goals weekly and use their notes to individualize lesson plans.
- Provide daily communication between home and the teachers for each child with an IEP/IFSP. ● Prepare for and conduct family conferences at least 3 times a year to share progress on IEP/IFSP goals, the child's development, and participation in the classroom.
- Meet with the family to plan for and discuss transitioning to new classrooms or programs. An individualized plan will be created as needed to ensure successful transition for the child.

Disposition & Guidance

The caregivers at Steps to Success provide a positive and stimulating environment for all children that is free from discrimination, violence, and bullying. We work to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the result of their actions.

We use Child Guidance Strategies for Nurturing Your Child's Social-Emotional Development published by Human Services Planning Systems, Inc. It is a valuable resource for dealing with challenging behaviors. The staff is happy to share the information provided in this resource. Referral for counseling does not excuse a person from steps in the Disposition Policy.

If a child neglects to follow these guidelines, the following sequential consequences may result.

- 1.1.A reminder of the rule will be given.
- 1.2.The child will be redirected to another activity.
- 1.3.An additional reminder with the loss of a privilege.

Challenging Behavior

Children are guided to treat each other and adults with self control and kindness. Each student at Steps to Success has the right to learn in a safe and friendly place, be treated with respect and receive the help and support of caring adults. When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns at any time, please report it the Executive Director. Discipline may include time in the office and a parent conference.

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

Conference Form for challenging behavior

Guardian(s) present_Staff present

Report of challenging behavior:

Action to be taken by Caregivers & Parents:

Progressive Action required, if improvement is not made:

Guardian's signature date Staff's signature date

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety and/or the safety of others and we may restrain a child by gently holding her or him as long as necessary for control of the situation.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to or not in the best interest of the child as determined by a medical, psychological or social service personnel.
- Undue burden on program resources and finances for the child's accommodations for success and participation.

If an (non-employee) adult neglects to follow these guidelines, the following consequences will result: 1. A verbal reminder of appropriate behavior is given.

2. The adult is asked to leave the building.
3. The adult is removed from the pick-up list and asked not to return to the center.
4. Police are notified.

Referrals

As early childhood professionals, the staff at Steps to Success has the best interest of your child's development at heart. During the process of observations, screenings, and assessments, staff may have concerns about a child's development. The staff will bring these concerns based on their observations to the attention of the Executive Director. The Executive Director may offer some suggestions for the staff and/or request a conference with the parents. At a conference, the Executive Director will share the concerns with the parents, discuss options and provide appropriate referral information for social, mental health, educational, wellness, and medical services.

Transitions

Your child's transition to Steps to Success should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a visit from a local elementary school personnel, reading social stories, creative expressions of special friends and special times at Steps will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school. Steps to Success works closely with Conestoga Valley School District. We attend CVSD transitional meetings to keep abreast of the current academic and social skills recommended. With parental consent, we will supply the school with necessary observations and reports collected during the child's development at Steps to Success. We also assist new Kindergartners and parents through the CVSD Orientation process.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner. All enrollment forms must be completed and on file with the center in order to be eligible for this service.

Substance Abuse Policy

The use or misuse of controlled substances is inconsistent with the behavior expected at Steps to Success. It subjects all employees, children, visitors, and the public at large to unacceptable safety risks and undermines our ability to meet our mission and goals.

We believe that it is the responsibility of the management to provide a safe work environment for all employees and clients, free of the effects of substance abuse or abusers. The abuse of drugs or alcohol will be subject to disciplinary action up to and including termination.

Confidentiality

PA Code Title 55, Chapter 3270, sections 183 & 193 protect confidentiality of all records. All records are confidential. A facility person may not disclose information concerning anyone, except in the course of inspections and/or investigations.

As such all information obtained while at the center is also considered confidential and cannot be revealed to other families. We appreciate your consideration of others privacy as we appreciate yours

Grievance Procedures

Many uncomfortable situations can be resolved through discussion. However, if you feel that, after talking with the person involved, no progress has been made, and you have a concern, it is necessary to follow the Grievance Procedures in their written order:

NOTE: Communication must take place between involved parties before the Grievance Steps are started.

Step #1 Discuss the situation with your group supervisor. If you are not satisfied with this discussion you

should move to Step #2 of the Grievance Procedures.

Step #2 Request a meeting with the Assistant Director. Discuss the situation with this person. The facts will be reviewed and an investigation will follow. Results of the investigation will be given to you within 3 working days.

Step #3 If you feel the situation still has not been resolved, you may bring your concerns to the Executive Director. Again, the facts will be reviewed, investigated, and you will receive the results of the investigation within 3 working days.

Step #4 If you are STILL not satisfied with your concerns, you may contact the Board President. Be assured that your grievance WILL be addressed and a decision will be made by the Board in a timely fashion.

*If the physical/emotional safety of any children or staff present at STS, following the procedural steps may not be in the best interest of those involved.

*If your concern is with a person in a leadership role, speak to that person. If you are not satisfied with this discussion, move to the next appropriate step in the procedure.

*There are occasional instances where the STS Board needs to be aware of the situation regardless of the Procedural Steps.

Health Appraisals

Since 2004, Steps to Success has been mandated to report the immunization records of enrolled children to the Department of Health. It is extremely important that we receive a completed Child Health Report (CD-51) after each well child checkup. Forms can be found outside the Jungle Friends' room at the Parent Information center. The forms must be completed at your physician's office and contain an authorized signature.

We are mandated to terminate child care services for any child that does not maintain current health records. All staff members are required to submit a health appraisal every two years.

Immunizations

Students and staff are required by law to have immunizations up to date. Exceptions to this law for medical reasons or religious beliefs must be documented. Low cost immunizations can be obtained at the PA State Health Center at 1661 Old Philadelphia Pike, Lancaster (717-299-7597). Also, Lancaster General Hospital's Child Protect Program (717-544-3138) offers immunizations for eligible persons.

Medication Policy

Principle:

This facility will administer medication to children for whom a plan has been made. 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 on the medication log, the medication is available in the original container, properly labeled, and the facility has on file the written instructions of a licensed physician to administer the specific medication. Medication will be kept in an area that is locked and out of the reach of children.

If children are trying medication for the first time, the children should be removed from care for the first 24 hours.

Communicable Diseases

In accordance with PA Code §3270.119, a staff member who observes an enrolled child with symptoms of a communicable disease or infection that can be transmitted directly or indirectly, and which may threaten the health of children in care, shall exclude the child from attendance until we receive notification from a

physician or a CRNP that the child is no longer considered a threat to the health of others. The notification shall be retained in the child's file.

Just as parents, the staff members 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. Steps to Success staff will notify parents immediately in cases of fever, head injury, or wheezing.

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 is 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.

Infection Control

We take infection control very seriously. Sanitizing the toys and equipment not only assists in keeping your child healthy but also our staff. The staff clean the toys weekly using an appropriate bleach solution that is freshly mixed every morning. The staff is also responsible for the cleaning and sanitizing of the classrooms. In rooms where toys are frequently in the children's mouths, the staff sanitizes more frequently. Please refer to the Communicable Diseases section for more policies.

Hand Washing

At Steps to Success, we take infection control seriously. All staff and children entering a classroom will wash their hands. This habit slows the spread of germs from other sources into the room. Hand washing will also occur after outdoor play, changing diapers, using bathrooms, using tissues, any messy activities, and before meals. We strongly encourage families to wash their children's hands before leaving the classroom to help combat the spread of disease to the home. Staff will follow Department of Health recommended procedures.

Diaper Procedures

In accordance with state regulation § 3270.135(e) A staff person shall check a child's diaper at least every 2 hours and whenever the child indicates discomfort or exhibits behavior that suggests a soiled diaper. A staff person shall change a child's diaper when the diaper is soiled.

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 when the weather is cold.

We base this policy on the following law & guidelines. As a 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 outdoors 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.”

Sunscreen

Steps to Success supplies a 45 SPF UVA/UVB water resistant sun screen for use in all the rooms. Parents must sign a sunscreen log to permit its use. Sunscreen is applied on sunny days in the spring and fall and every day during the summer.

Dress Code

The purpose of the dress code is to provide a safe environment for all children. Our policy reflects the dress code previously developed by Conestoga Valley School District.

- Hats and sunglasses may not be worn indoors.
- Jewelry shall be limited if it constitutes a health or safety hazard.
- Any article of clothing with a printed message may not contain obscenity or violence. • Parents will provide appropriate footwear for their children in order for them to participate in the daily activities of the center. Parents assume the responsibility for the potential injury if inadequate footwear is provided.
- Children should come dressed for class activities.

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 when the weather gets cold.

First Aid Kits

In accordance with state regulation § 3270.75, a first-aid kit must be in a child care space. A first-aid kit must be inaccessible to children. A first-aid kit must contain the following: soap, an assortment of adhesive bandages, sterile gauze pads, tweezers, tape, scissors and disposable, nonporous gloves. One first-aid kit per child care group must accompany children and facility persons on excursions from the facility. Each first aid kit taken on an excursion must contain a bottle of water in addition to the other required items.

Nutritional Information & Food Policies

We provide meals for every child enrolled at no extra fee. Our meals are served at specific times to ensure the food maintains proper temperatures. Breakfast is available from 7:15-7:45, Lunch from 11:15-11:45 and Snack from 3:15-3:45. Water is always available to the children.

Food Allergies/Medical Considerations We are required to supply a food equivalent for any food that may place a child in medical jeopardy. It is necessary to have the medical condition documented by a licensed physician and on file at the center.

Outside Food Food from home is not creditable and therefore places the entire CACFP at Steps to Success in jeopardy. We understand that some mornings your family may be running late and your child has missed breakfast but we cannot allow outside food in the classrooms.

Special Events/Birthday Treats - Birthday treats will not be served or eaten in the classroom. They need to be individually packaged to go home with the children at the end of the day. Non-food items are suggested as an alternative treat (example: pencils, stickers, novelties)

Menus The weekly menus are posted on the Parent Communication Wall. Breakfast components are Milk, Bread, and Fruit or Vegetable. Lunch components are Milk, Bread, Meat, and two servings of Fruit and/or Vegetable. Snack is any two components from Milk, Bread, Meat, and Fruit or Vegetable. Details about items that qualify in these component categories and the related serving sizes are available upon request. The children are required to have each component on his/her plate at each meal.

“In accordance with Federal law and the U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. (Not all prohibited bases apply to all programs).”

“To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, room 326-W, Whitten

Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202)720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.”

Meals for infants

In accordance with PA Code §3270.166, meals for infants shall be provided in accordance with the following requirements:

1. A written statement giving formula and feeding schedule shall be obtained from the parent.
2. New foods shall be introduced only after consultation with the child's parent.
3. Parents MUST provide bottles
4. All bottles, nipple rings and caps MUST be labeled with the child's name or initials
5. An infant 6 months of age or younger shall be held while being bottle fed.
6. Neither an infant nor a toddler is permitted to sleep with a bottle in his mouth.
7. Bottled formula may not be heated in a microwave oven.

Infant sleep position

In accordance with PA Code §3270.119, infants shall be placed in the sleeping position on the child's back as recommended by the American Academy of Pediatrics, unless there is a medical reason an infant should not sleep in this position. The medical reason shall be documented in a statement signed by a physician, physician's assistant or CRNP and placed in the child's record at the facility.

Preventing and Identifying Shaken Baby Syndrome/ Abusive Head Trauma

Child Maltreatment (including shaken baby syndrome and abusive head trauma)

Child maltreatment includes all types of abuse and neglect of a child under the age of 18 by a parent, caregiver, or another person in a custodial role that results in harm, potential for harm, or threat of harm to a child. There are four common types of child maltreatment:

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

Abusive head trauma (AHT), which includes shaken baby syndrome, is a preventable and severe form of physical child abuse that results in an injury to the brain of a child. AHT often happens when a parent or caregiver becomes angry or frustrated because of a child's crying. It is caused by violent shaking and/or with blunt impact. The brain of the young child may bounce inside of the skull, resulting in brain damage, hemorrhaging, blindness, or other serious injuries or death.

Shaken Baby Syndrome/Abusive Head Trauma (SBS) is the name given to physical child abuse that can occur when a young child is severely or violently shaken. The shaking may only last a few seconds, but the effects last a lifetime. Young children, especially babies, have very weak neck muscles and do not yet have full control of their head movements. When they are shaken, the head whips back and forth slamming their fragile brain tissue against the hard skull, causing bruising, bleeding, and swelling inside the brain. Shaking combined with throwing, dropping, or slamming the baby can be deadly.

Steps to Success provides staff with annual training in identifying and creating strategies to assist in the prevention of maltreatment as well as an understanding of brain vulnerabilities.

All staff are mandated by the PA Child Protective Services Law and Pa Code §3270.19 to report any suspected cases of maltreatment or child abuse immediately. Our role is limited to reporting an incident and cooperating with the investigation. When a staff member suspects any form of abuse, he or she must report to ChildLine at 800-932-0313. Within 48 hours, Child Protective Services must investigate the allegation.

Identifying Maltreatment

Symptoms vary and are caused by generalized brain swelling secondary to trauma.

Victims of shaken baby syndrome/abusive head trauma may exhibit one or more of the following symptoms:

- Irritability
- Trouble staying awake
- Trouble breathing
- Vomiting
- Unable to be woken up
- Vision problems
- Developmental delays
- Physical disabilities
- Hearing loss
- Coma
- Convulsions or seizures
- Death

Physical Abuse Indicators

- Unexplained bruises, welts, burns, fractures, lacerations, abrasions, or retinal hemorrhages

Physical Neglect

- Consistent hunger, poor hygiene, fatigue, Unattended physical problems, or medical needs

Sexual abuse

- difficulty walking or sitting, torn/stained underclothing, pain, itching, bruising bleeding in genital area

Emotional Maltreatment

- habit or conduct disorders, neurotic traits, psychoneurotic reactions

The prognosis for victims of shaken baby syndrome varies with the severity of injury but generally is poor. Many cases are fatal or lead to severe neurological deficits.

Prevention through Guidance

Shaken baby syndrome is completely preventable. It is important to remember that it is never acceptable to shake, throw, or hit a baby or child. Guidance is how we help children know what it means to be a member of our community. It is how we help children learn the expectations for behavior in a variety of settings. Guidance means helping children learn from their mistakes to make positive choices.

Adults care for young children who may be fussy or constantly crying. Strategies for coping with a crying, fussing, or distraught child.

- Take a deep breath.
- Try calming a crying baby by rocking gently, swaddling in a blanket, offering a pacifier, holding your baby against your bare skin, singing, or talking softly, taking a walk with a stroller, or going for a drive in the car.
- If the baby won't stop crying, check for signs of illness and call the doctor if you think the child is sick.
- If you are getting upset, focus on calming yourself down. Put the baby in a safe place and walk away to calm down, checking on the baby every 5 to 10 minutes.
- Be aware of new parents in your family and community who may need help or support.
- Offer to give a parent or caregiver a break when needed.
- Let the parent know that dealing with a crying baby can be very frustrating, but infant crying is normal, and it will get better.
- Be sensitive and supportive in situations when parents are dealing with a crying baby.

Positive Guidance Techniques for children over one year old:

- Appropriate expectations for children's behavior
- Managing space, time, and energy
- Experiences that engage the whole child
- Maximizing relationships
- Expressing feelings
- Notice and recognize positive behaviors
- Provide short, clear directions
- Provide choices
- Redirect children to appropriate behaviors
- Use gestures, pictures, or other cues to help children understand
- Facilitate social problem-solving

Facility Layout

The physical layout of facilities will be arranged so that there is a high level of visibility in the inside and outside areas as well as diapering areas and toileting areas used by children. All areas will be in view of at least one adult in addition to the caregiver. Such an arrangement reduces the risk of child abuse or neglect.

Accident Management

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.

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 accordance with state regulation § 3270.132 and written consent as noted on your child's emergency contact form, if emergency medical care is needed for a child, the parent shall be contacted as soon as practical in the best interest of the child. If the parent cannot be reached, the operator shall record in writing the reason emergency care was required and the attempts made to inform the parent. A staff person shall accompany a child to a source of emergency care and shall remain with the child until the parent assumes responsibility for the child's care. The director shall document the manner in which emergency treatment was sought and obtained.

Implementing Safety Practices Emergency Plan for 18 Quarry Rd.

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 case of inclement weather, we may then proceed indoors at a Relocation Facility.

In Place Sheltering: Sudden occurrences, weather, hazardous materials, or intruder related activity, may 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.

Emergency Relocation Facility: Bareville Fire Station

Leola Elementary:

Emergency Relocation Facility: information will be posted by first day of care-revised 08/21/20

Smoketown Elementary:

Emergency Relocation Facility: information will be posted by first day of care-revised 08/21/20

Fritz Elementary:

Emergency Relocation Facility: information will be posted by first day of care-revised 08/21/20

Brownstown Elementary:

Emergency Relocation Facility: Ebenezer Evangelical Congregational Church

If it ever becomes necessary to relocate, a sign will be posted on the door. **If you are not sure how to get there, please ask for directions before there is an emergency.** The facility director may provide an alternate phone number to call in an emergency event.

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

Please listen to WGAL for announcements relating to any of the emergency actions listed above. We ask that you not call during the emergency. This will keep the main telephone free to make emergency calls and relay information.

We will call or text you to let you know if we relocate. We will also call or text 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 for your understanding and cooperation.

Emergency Drills

All children in attendance will participate in drills. We will practice in-place sheltering (severe weather and intruder) & immediate evacuations (fire) alternatively every month. Center-wide evacuations are practiced once a year on a staff-training day.

Legal Implications

Custody

In accordance with the PA Code §3270.23, 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.

Child Abuse Reports

We are mandated by the PA Child Protective Services Law and Pa Code §3270.19 to report any suspected cases of physical, emotional, or sexual child abuse. Our role is limited to reporting an incident and co-operating with the investigation. When a staff member suspects any form of abuse, he or she must report to

ChildLine at 800-932-0313 and communicate their concern with the Executive Director. Within 48 hours, Child Protective Services must investigate the allegation.

Suitability of persons in the facility

In accordance with PA Code §3270.32, Steps to Success shall comply with the CPSL and with Chapter 3490 (relating to protective services). Questions relating to the requirements of the CPSL shall be directed to the appropriate regional child day care office. We will not allow an individual to enter the facility if we know that the individual has been convicted or is awaiting trial on charges involving a crime of child abuse, child neglect, physical violence or moral corruptness.

Child Supervision Policies

In accordance with PA Code §3270.113, children on the facility premises and on facility excursions off the premises shall be supervised by a staff person at all times. Outdoor play space used by the facility is considered part of the facility premises. Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in her assigned group. The staff person shall be physically present with the children in her group on the facility premises and on facility excursions off the facility premises. The requirement for supervision on and off the facility premises includes compliance with the staff: child ratio requirements. A facility person may not use any form of physical punishment, including spanking a child. A facility person may not single out a child for ridicule, threaten harm to the child or the child's family and may not specifically aim to degrade the child or the child's family. A facility person may not use harsh, demeaning or abusive language in the presence of children. A facility person may not restrain a child by using bonds, ties or straps to restrict a child's movement or by enclosing the child in a confined space, closet, or locked room. The prohibition against restraining a child does not apply to the use of adaptive equipment prescribed for a child with special needs.

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 yrs–5 years) 1 staff: 10 children
- Young School Age (K-3) 1 staff: 12 children
- Older School Age (4-6) 1 staff: 15 children

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

Application process

1. Getting to Know You Meeting

A key staff member will review important policies with parents and provide them with a copy of this manual. During this meeting parents will share important information about their children. 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 and other required enrollment forms.

Orientation

Each family will be given two months to acclimate themselves to the daily schedule at Steps to Success. The classroom caretakers, the Director or Assistant 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.

Enrollment Forms

Student Applications for the Child and Adult Care Food Program

The three-page application must be completed in its entirety at the time of enrollment and every February. Parent signatures and last 4 numbers of the social security number are required as evidence that the center is not providing fictitious information. A student that enrolls in July must complete a new application in August.

Income Parents may omit their monthly income only if they fall outside the income guidelines noted on the application.

Food Stamps # This is a nine digit number that contains a two digit county number and a seven digit record number. Access card numbers are not acceptable. You can find your food stamp # on your application for the Access card or by contacting your caseworker at the welfare office.

Client Fee Policy

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

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.

A non-refundable **retainer fee** is required to reserve or maintain enrollment status. A retainer fee of 50% of your contracted rate will be assessed.

Subsidized child care is available to those who qualify through the Early Learning Resource Center. 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.

Parent Responsibilities Overview

1. Follow center procedures and policies outlined in this manual.
2. Conduct a daily symptom evaluation prior to attending.
3. Provide copies of child's IEP or IFSP, written plans and/or special needs assessments.

We request that the teachers be part of the IFSP/IEP team.

4. Provide season-appropriate nap supplies. Nap supplies are to be cleaned weekly.
5. Provide at least one season-appropriate change of clothing
6. Complete child health appraisals for every well child checkup.

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

7. Update emergency contact information as necessary and every February and August.

8. Use the time clock outside room #1 to record drop off and pick up times.
9. Check your child's mailbox to stay informed on center happenings.
10. Clearly mark all items/toys with your child's name.

We are not responsible for lost items.

11. Update state Food Program Applications every February.
12. Do not leave your car idling when dropping-off or picking-up your child.
13. Supply diapers and wipes as needed.
14. Participate in trimester progress reviews.

Arrival & Departure

Only authorized adults as noted on the Emergency Contact form will be allowed to pick up children. We will ask for identification from any unknown adult before releasing a child. Please use the time clock located inside of the front door to record drop off and pick up times. 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. We strongly discourage parents leaving children unattended in vehicles. Additional unscheduled full time child care may incur an additional fee of \$40. Late pick up past the child's scheduled time will accrue a \$10 per 15 minute fee.

Departure Policy

Steps to Success requests at least two weeks written notice before withdrawing your child from care after the orientation period. Child's records will be transferred with a written request, which notes a receiving address. Steps to Success, Inc. reserves the right to collect two weeks of fees if notice is not given to the director prior to withdrawal. If time permits, an exit interview will be conducted. Each family will be given an exit survey to complete and return.

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, 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.

Payments are due prior to services being rendered. Steps to Success will terminate care if payments for services or payment arrangements are not received. We are also mandated to keep current records for all children enrolled. Services may be terminated if files are incomplete.

Exit Survey

It is our policy to conduct an exit interview with each family upon separation. We would appreciate your honest opinions about your experience with our company. Your objective feedback can help us improve conditions. Thank you for your valued opinion.

Name _____

Date of Separation from Steps to Success, Inc. _____

Please describe your feelings about the following aspects of your experience as: 5 (*very satisfied*), 4 (*satisfied*), 3 (*neutral*), 2 (*dissatisfied*), 1 (*very dissatisfied*). Thank you.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Hours of Operation 5 4 3 2 1

Orientation Period 5 4 3 2 1

Parent Manual 5 4 3 2 1

Comprehensive Cost 5 4 3 2 1

Curriculum 5 4 3 2 1

Food Service 5 4 3 2 1

Staff Professionalism 5 4 3 2 1

Confidentiality of Records 5 4 3 2 1

Communication with Parents 5 4 3 2 1

Atmosphere within the Facility 5 4 3 2 1

Company Management 5 4 3 2 1

Overall Experience 5 4 3 2 1

The main reason for leaving this facility is:

Would you recommend this facility: Why or why not?

Family Signature _____ Date _____

Thank you for taking the time to complete this survey. Please address it to Steps to Success, Board of Directors, 18 Quarry Rd, Leola, PA 17540.

Continuity of Care

The program seeks to minimize changes of teachers and caregivers during the school year so that children and families can enjoy the comfort and security of a familiar face and consistent learning environment. If a change in staff is necessary, the program will prepare children and families and ease the transition by following the procedure below. The transition process is a team effort which involves everyone at the center, regardless of organizational position.

Responsibility & Accountability

The Executive Director is responsible for enforcing policy by ensuring that staff understand the policy and follow the procedure. The departing staff member, replacement staff member, and staff assigned to fill positions temporarily are accountable for executing the policy and procedure.

1. A letter will be sent home to the affected children's families to inform them of the upcoming change in staff.
2. The new teacher will arrange to meet the children and families and promote familiarity and recognition.
3. The new teacher will visit the classroom to observe the daily routine and interactions between the teacher and children.
4. The new teacher will be given a clear overview of each child's development and progress.
5. The departing staff member will talk with the children about his/her departure. There will be a "goodbye activity" (such as a special snack) and the children will have the opportunity to make cards, pictures, etc.
6. If possible, the departing teacher will periodically visit his/her first classroom during the first two weeks following his/her departure.
7. If there are two teachers in the room and one teacher leaves the program, the second teacher will help the children cope with the change.
8. When possible, job openings will be filled with qualified substitutes and part-time personnel who are already familiar with the children.

Staff Observations & Evaluations

Annually, at least two classroom/group observations are conducted and feedback is provided to the teaching teams regarding job performance based on these observations. Staff complete self-assessments annually.

The executive director will facilitate the assessment of the staff biannually. New employees will also receive an additional formal evaluation one week prior to the completion of their probationary period. The management team will utilize data collected from formal and informal observations and first hand experiences to complete the evaluation.

The executive director will arrange a time to conference with each employee to review the evaluation, discuss ongoing training, and listen to any concerns.

Personnel Benefits

Staff Status

Full Time - an employee who is scheduled to work 30 hours weekly.

Part Time - an employee who is scheduled less than 30 hours weekly.

Volunteers - Although volunteers are not employees of Steps to Success, Inc., all volunteers must abide by all Steps to Success policies as described in this manual.

Wages

The Board of Directors approves all wages and compensations. The Board will make every effort to accommodate the staff as long as it does not interfere with the operations of the center. Annual pay increases are given at the discretion of the Board upon completion of required training and paperwork.

Increases may be given for increased job responsibilities, legally mandated minimum wage increases, or other special circumstances. Teachers and assistant teachers are provided at least four hours per month of

paid curriculum and lesson planning/preparation time away from children.

Paychecks are issued twice per month on the 12th and 27th days. Pay periods also end on the 12th and 27th days.

Paid Time Off

The Paid Time Off period ends on the anniversary of your date of employment. Every effort will be made to grant employees their requested dates, but approval is contingent upon determination that services will not be adversely affected by the employee's absence. Employees should submit written requests for regularly scheduled vacation to the executive director at least two weeks prior to the vacation date desired.

	Full Time Employees	Part Time Employees
First -Third Years	10 days	5 days
Fourth & Fifth Years	15 days	7 days
Sixth and more Years	20 days	10 days

A staff member may accrue unused PTO leave up to 20 days, which may be carried into the subsequent calendar year. PTO will accrue at a maximum of three days per year. No payments are made for any accrued, unused PTO days at the end of each anniversary year. No payment is made for any unused PTO days in the event of termination. Steps to Success will require written verification of illness or injury from a physician after an absence of two days. PTO calculations are at the discretion of the Executive Director.

Holidays

Employees who are scheduled to work on a holiday that Steps to Success is closed, will be paid for their normally scheduled hours.

Family/Medical Leave

Steps to Success is not mandated to follow the federal guidelines of the Family & Medical Leave Act. All requests for leave are approved at the discretion of the Board of Directors.

Bereavement Leave

In the event of an immediate family member's death, an employee may take up to three paid days of leave during the term immediately following the death. Immediate family is defined as spouse, parents, children, brothers, sisters, and stepchildren. Any exceptions or partial leaves will be at the discretion of the executive director.

Medical Benefits

We do not offer medical benefits at this time. You may submit your bill from your health assessment for reimbursement up to the current Board-approved amount.

Child Care Benefit

The child care benefit amount will not be less than 10% of the current tuition.

Continued Education

Steps to Success encourages the staff to pursue further training and education. The executive director will work with employees to find funding for college credits or CDA programs.

Meals

Since employees eat meals with the children and are modeling appropriate eating behaviors, all meals are free to employees during their scheduled hours. Staff members are asked to encourage children to have healthy eating habits. Children may only consume food approved by the food program coordinator. Staff are encouraged to eat non-Steps food on their breaks or while children are sleeping. We understand that medical/religious conditions may require staff to eat non-Steps food during the center's meal times.

Professional Membership

Steps to Success is a center member of the Pennsylvania Child Care Association. All employees are eligible members under the center.

Breaks/Lunch for Hourly Staff

Steps to Success does not have a defined break policy in which operations stop for a specified period of time. It is recognized, however, that occasional pauses for rest are beneficial. Because of the need to maintain staff child ratios at all times, such breaks will be scheduled at the discretion of the supervisor. Non-exempt staff do not have to "sign out" for breaks, providing the break is no longer than 15-minutes in length.

All hourly employees who work more than 5 consecutive hours will have the option of at least a 30-minute unpaid lunch or break period. Working through break/lunch period must be authorized by a supervisor and if approved, an employee will be paid for all hours worked.

Staff Responsibilities and Conduct

Arrival/Departure

Regular attendance and punctuality contribute to the efficient and smooth operation of the organization. Developing good work habits, which indicates dependability, will add to an employee's desirability. Continued tardiness and/or absenteeism cannot be tolerated and will result in an employee's dismissal. Similarly, it is the responsibility of employees to maintain personal health so they are physically and mentally capable of performing in the workplace.

Due to the nature of the service we provide, hours of work may vary depending on enrollment or daily attendance. Please be conscientious of child ratios before leaving for the day.

Confidentiality

In the course of job duties, employees have access to personal information about other employees or families. PA Code Title 55, Chapter 3270, sections 183 & 193 protect confidentiality of all records. All records are confidential. A facility person may not disclose information concerning anyone, except in the course of inspections and investigations. With written consent, there may be times when information is shared with other professionals.

Dress Code

How we present ourselves is important as professional providers in the community in which we serve. The success of our agency is determined in part by establishing and maintaining a proper professional atmosphere, which is determined by the image we project, as well as the manner in which services and business is conducted. You are expected to dress in a manner consistent with the nature of work performed. Torn/tattered or provocative clothing and bare feet are unacceptable. The ultimate decision on professional dress will be left to the executive director.

Policies & Procedures for Keystone Stars enrollment criteria

The executive director is responsible for completing the Keystone Stars Enrollment Calculation Tool for one full week during the designated time frame. This tool is necessary to ensure that Steps to Success is meeting enrollment criteria and to calculate the center's eligibility level.

1. The Director will choose the eligibility week based on enrollments and withdrawals.
2. The Director will complete the Tool for each classroom by referencing the CACFP meal count sheet and ELRC attendance & payment summaries.
3. The Director will total the Tool. These totals will determine the center's eligibility level and ELRC enrollment criteria.

Procedures for Sharing Information about Keystone Stars, Continuous Quality Improvement, and Professional Development

All Staff receive information regarding Keystone Stars, Continuous Quality Improvement, and Professional Development during their first ninety days of employment. Staff will complete their Big Ideas Framework and Individual Professional Development Plan on the PA Keys website at www.pakeys.org. during this period.

The executive director will keep the staff updated about Keystone Stars, Continuous Quality Improvements, and Professional Development at monthly staff meetings. Staff members are encouraged to

sign up for Professional Development at www.pakeys.org.

Professional Disposition

Communication

All staff are responsible for checking their mailboxes at the beginning and end of their work day. Important communications will be placed in mailboxes regarding children, families, program, Keystone Stars, and staffing. Examples of communication will be personal notes, payroll letters, staff meeting minutes, and newsletters. The executive director will share information regarding center policies and procedures and Keystone Stars at the point of hire and will review key points at monthly staff meetings.

Public Relations

Steps to Success is accountable to the community and the consumers it serves. Staff will frequently find themselves in the public eye. Thus, each individual and the staff as a whole have a responsibility for public relations. All STS personnel must be sure their specific actions always support the philosophy of the organization. All media inquiries should be directed to the executive director.

Personal Communication Policy

The use of personal communication devices during work hours causes a distraction in the workplace. Therefore, the use of personal electronic communication devices, including but not limited to: iPods, laptop computers, cellular telephones, and Smart phones, are prohibited during work hours. This includes texting, wearing iPods, Bluetooth technology, or similar devices is prohibited for personal use while on duty. Personal telephone calls while working should be for cases of emergencies, should be on the rare occasion, and for a short duration of time. Cell phones and electronic devices are permitted during staff breaks. Personal communication should not take place in the presence of children. Abuse of this policy will result in disciplinary action.

Employee/Sexual Harassment

Employee Harassment - Steps to Success, Inc. is committed to providing a work environment free from employee harassment. Employee harassment includes behavior that is not welcomed, that is personally offensive, and that fails to respect the rights of others. It is strictly prohibited under our policies. Confrontations are to be taken to the office.

Sexual Harassment - This includes unwelcome sexual advances of a physical nature or verbal conduct of a sexual nature when:

- a. allowing such sexual conduct is made a condition of employment;
- b. allowing or not allowing such sexual conduct by an employee is used as a basis for employment decisions affecting the employee; this sexual conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating a hostile, intimidating or offensive work environment.

If at any time you feel you have experienced any job-related harassment or believe you have been treated in a discriminatory manner, promptly report the incident to the executive director. A complete and confidential investigation will be done and the executive director will share the final written report for review and prompt disposition.

If, after the investigation, the allegation is confirmed, appropriate disciplinary action will be promptly taken against the offending employee. All information is treated as confidential. The "Complaint Resolution" procedures are available to any employee feeling the decision is unfair or unwarranted based on the reported facts of the case. Complaints made or information given during an investigation by an employee (and is proven to be false) may result in that employee receiving disciplinary action.

Progressive Counseling and Coaching

Our policy is that all employees are expected to follow the standards of behavior and performance and any noncompliance with these standards must be remedied and is subject to progressive counseling and coaching.

A progressive program initiated by the Executive Director or Assistant Director will be followed to assure employees are well informed of their unacceptable performance and to assist them in correcting it.

This procedure is as follows:

(1) Counseling - Goal: To improve performance by resolving problematic beliefs, behaviors or responses.

At the first incident of an employee failing to meet center standards of behavior or performance a member of the management team will

- a. meet with the employee to discuss the incident
- b. inform the employee of the related regulations and procedures
- c. discuss actions needed to correct behavior
- d. complete a memorandum of record indicating the meeting's date and material reviewed

including the mutually agreed upon plan

- e. During a new staff's 90 day orientation period, counseling is necessary on a daily basis and does not require documentation.

(2) Coaching - Goal: To increase performance through SMART goals

Upon subsequent events of an employee failing to meet center standards of behavior or performance a member of the management team will

- a. meet with the employee to define the continued issue objectively
- b. review previous counseling
- c. brainstorm possible training options
- d. create a SMART goal (specific, measurable, attainable, relevant, time-oriented) based on one option
- d. complete a memorandum of record indicating the meeting's date and material reviewed

including the mutually agreed upon goal

- e. set meeting to review progress and assess need for another goal.
- f. If a second SMART goal is required for the same issue, the Executive Director & Assistant Director must be involved in the coaching.

(3) Unpaid Suspension or Probation

This step is used at the Executive Director's discretion.

(4) Separation of Employment

There are sometimes valid reasons for discontinuing employment. Steps to Success desires to make the discontinuation process as smooth as possible.

Resignations - in order to resign in good standing, we ask that employees provide us with a letter of resignation two weeks prior to the effective date. We cannot overemphasize the importance of providing continued service. The executive director may accept the resignation effective immediately.

Mutual Agreement - both employer and employee determine it is mutually beneficial to end employment and a date is determined by both parties.

Termination - This is the final step in the disciplinary procedure taken to correct unwarranted behavior violations. All efforts to this point have failed.

a. The Executive Director needs to approve the decision for termination and will write a letter of termination.

b. The Executive Director will inform the employee of the decision for termination.

c. The Executive Director will place a copy of the termination letter in the employee's personnel file.

Nothing in this disciplinary process alters the fact that Steps to Success, Inc. is an at-will employer and that employees can be terminated at any time for any reason not restricted by law or regulations.

Other

Steps to Success maintains it's right to discharge an employee without prior notice at any time. Certain behavior, conduct and/or violations may result in immediate termination. Examples of such behaviors may

include, but are not limited to:

- * Falsification of employment records.
- * Violating the policy on discrimination.
- * Soliciting gratuities from consumers.
- * Fighting or using obscene, abusive, or threatening language.
- * Reporting to work intoxicated or under the influence of drugs.
- * Theft of property from co-workers, clients, or STS.
- * Gambling.
- * Sleeping or other abuse of time during working hours.
- * Excessive absenteeism or tardiness.
- * Insubordination.
- * Disregarding safety rules and policies as stated in this manual and posted in classrooms
- * Refusal to submit to, or failure to pass, a drug test.
- * Absence from work without proper notice.
- * Failure to call in or report to work.
- * Refusal to work with persons afflicted with certain diseases.
- * Leaving during your shift without proper authorization from your supervisor.
- * Failure to follow established quality and operational standards resulting in placing the children in jeopardy or placing licensing requirements in question.

Transfers and Promotions

Any employee interested in transferring to another position within the organization should provide written notification to the executive director. The executive director will inform all employees when a position becomes available. The director will consider current employees before advertising the position. The executive director may transfer staff based on the needs and best interest of the children and center.

All employees are encouraged to continue their professional development. Promotions are available regardless of openings as employees move up the Keystone Stars Career Lattice.

Upon a promotion within STS, the employee will return to orientation status for the purpose of evaluation but the employee does not forfeit benefits, seniority or have greater termination exposure.

Probation Employment

Orientation Period

All Steps to Success employees will be conditionally employed for an initial orientation period of ninety (90) days. The employee will receive formal and hands-on training and feedback from his or her immediate supervisor during this time. New employees will also receive a formal evaluation at ninety days from the Executive Director using the Staff Evaluation form. A copy of the form is available in the Staff Evaluation section. The executive director will utilize data collected from formal and informal observations and first hand experiences to complete the evaluation. Upon satisfactory completion of the 90 days as reviewed with the executive director, the employee will become eligible for available benefits.

Employee Progressive Counseling

There are times when employees are reminded of established quality and operational standards. When the executive director deems it necessary, an employee may reenter a probationary status. The length of the period will be ninety (90) days. All paid time off is suspended during this period; however, other benefits will remain in effect. A review will occur prior to the end of the probation to determine the next step in the progressive counseling.

Professional Development Plan

Initial Employment

New staff members must complete required hours of New Staff Orientation training, Fire Safety training, Emergency Preparedness training and Mandated Reporter training within their orientation period. Any staff person accompanying children to the pool in the summer must complete Water Safety training each year. New Staff Orientation is a training program created by Penn State's Better Kid Care to assist you in acquiring a basic knowledge of the seven core knowledge areas. All staff will complete their Individual Professional

Development Plan during this period.

Continued Employment

Two days annually, the center is closed for the staff to complete recommended training. The fall semester date will include training regarding fire safety. The spring semester date will include emergency plan review, and water safety. Attendance is mandatory for all staff.

Steps to Success pays employees for time spent in training required by Keystone Stars. The executive director will assist each employee to develop an annual professional development plan. Individuals interested in continued growth and development may find additional funding through a variety of resources.

Program Evaluation

Steps to Success is reviewed annually by the Office of Child Development & Early Learning (OCDEL) to maintain our operating license. Representatives inspect our classrooms for health and safety issues as well as child and staff files for required paperwork. Results of these inspections are posted on the Parent Information Board.

Steps to Success participates in Keystone Stars. The staff use Environmental Rating Scales designed for specific age groups to assess their classrooms. Keystone Stars reviews the center in the areas of Staff Development, Early Learning Standards, Health & Safety, Family Involvement, Business Practices and Community Participation.

Program Evaluation – Staff

The staff participates in a biannual program evaluation in December and May. The survey is distributed with the first paycheck of the month and returned to the office drop box by the second paycheck of the month. The information is correlated and published by the executive director. The Board of Directors will consider policy changes based on the information collected. The results will be shared with all staff members.

Steps to Success, Inc.– Biannual Staff Survey

It is the goal of Steps to Success, Inc. to provide the best care possible for the children. Please take a moment to fill out the following survey and return it to the office drop box by the end of the month.

Please rate the following areas GREAT FAIR POOR

- Our learning environment. 5 4 3 2 1
- Our curriculum. 5 4 3 2 1
- Employee-parent interactions. 5 4 3 2 1
- Employee-administration interactions. 5 4 3 2 1
- Employee benefits. 5 4 3 2 1
(Vacation days, personal health, holidays, meals, etc.)
- Employee wages. 5 4 3 2 1
- Staff Professionalism. 5 4 3 2 1
- Professional Development opportunities. 5 4 3 2 1
- Leadership of the Executive Director 5 4 3 2 1
- Leadership of the Assistant Director 5 4 3 2 1
- Center Communications. 5 4 3 2 1

Please list any concerns:

Please list any compliments:

Name (optional):

Program Evaluation – Clients

The clients participate in a biannual program evaluation in December and May. The survey is distributed with the newsletter and returned to the office drop box within the month. The information is

correlated and published by the executive director. The Board of Directors will consider policy changes based on the information collected. The results will be shared with everyone in the next newsletter.

An exit survey is used when a family leaves the center. For more information, please refer to Departure Policies.

Steps to Success, Inc. – Biannual Client Survey

It is the goal of Steps to Success, Inc. to provide the best care possible for your child. Please take a moment to fill out the following survey and return it to the office drop box.

Please rate the following areas GREAT FAIR POOR

Our learning environment. 5 4 3 2 1

Our curriculum. 5 4 3 2 1

Staff-parent interactions. 5 4 3 2 1

Client-administration interactions. 5 4 3 2 1

Meals 5 4 3 2 1

Client benefits. 5 4 3 2 1

(Vacation days, personal health, holidays)

Child care rates. 5 4 3 2 1

Staff Professionalism. 5 4 3 2 1

Hours of operation. 5 4 3 2 1

Performance of the Executive Director 5 4 3 2 1

Performance of the Assistant Director 5 4 3 2 1

Center communications. 5 4 3 2 1

Policies 5 4 3 2 1

Please list any concerns:

Please list any compliments: