



KnowledgePoints[®]
Learning Academy

Family Handbook

P.O. Box 1392
Havertown, Pa. 19083

Visit us on the web: www.knowledgepointspa.com

KnowledgePoints Family Handbook
TABLE OF CONTENTS

Welcome 1

ABOUT US 2

 Mission 2

 Certification..... 2

 Hours of Operation 2

 Holidays..... 2

 Definition of Family..... 2

 Admission & Registration..... 2

 Inclusion 2

 Non-Discrimination 3

 Family Activities 3

 Confidentiality..... 3

 Staff Qualifications..... 3

 Child to Staff Ratios..... 3

 Communication & Family Partnership 4

 Open Door Policy 4

 Publicity..... 4

CURRICULA & LEARNING 5

 Learning Environment..... 5

 Outings & Field Trips..... 5

 Transition 5

 Television Time 5

 Electronic Media, Cell Phones, and Electronic Devices 5

 Multiculturalism..... 6

 Celebrations 6

GUIDANCE..... 6

 General Procedure 6

 Challenging Behavior 6

 Physical Restraint..... 6

Notification of Behavioral Issues to Families	6
TUITION AND FEES.....	7
Payment	7
Late Pick-up Fees	7
Special Activity Fees.....	7
Late Payment Charges	7
Returned Checks/Rejected Transaction Charges.....	7
ATTENDANCE & WITHDRAWAL	8
Absence.....	8
Withdrawals.....	8
Transfer of Records.....	8
Closing Due to Extreme Weather.....	8
Alternate Child Care Locations for School Based Sites	8
DROP-OFF AND PICK-UP	9
General Procedure.....	9
Adult Cell Phone Usage.....	9
Authorized & Unauthorized Pick-up	9
Right to Refuse Child Release	9
What to Bring.....	10
Backpacks.....	10
Lost & Found	10
Toys from Home.....	10
NUTRITION	10
Foods Brought from Home	10
Food Prepared for or at the Center	11
Food Allergies.....	11
Snack Time	11
HEALTH	11
Immunizations	11
Physicals.....	12
Illness	12
Allergy Prevention.....	13

Medications	13
Communicable Diseases	13
SAFETY.....	14
Clothing.....	14
Extreme Weather and Outdoor Play.....	14
Communal Water-Play.....	14
Injuries	14
Respectful Behavior	15
Smoking.....	15
Prohibited Substances	15
Dangerous Weapons.....	15
Child Custody	15
Suspected Child Abuse.....	15
EMERGENCIES.....	16
Lost or Missing Child	16
Fire Safety	16
Emergency Transportation	16
APPENDIX	i
FAMILY ACTIVITIES.....	i

Welcome

Dear Family,

Welcome to KnowledgePoints Learning Academy (KnowledgePoints for short) providing quality extended care programs for school age students. KnowledgePoints has a proven record of providing academic tutoring for students in preschool through 12th grade. We have provided after school and summer programs as well as other academic programs tailored to meet the needs of the school district and their students. Programs have been provided to students in Pennsylvania area including Chester, Delaware, Lancaster, Lehigh, Montgomery and York Counties. Our extended care programs provide the highest quality child care services.

KnowledgePoints also participates in the Pennsylvania Early Learning Keys to Quality program, Keystone STARS. Keystone STARS recognizes childcare programs who exceed state health and safety licensing requirements. Our program is dedicated to continual improvement and embraces parents, caregiver and families to contribute to and support our improvement plans.

As educators our centers strive to instill a desire to learn in children that will last them throughout their lives. A child who enjoys leaning will continue to learn. It is our job to get your children excited about the subjects they are learning. Our goals are achieved by incorporating interactive teaching methods, providing academic support and providing a positive atmosphere designed to motivate all children.

We are happy to have you and your family join us and look forward to partnering in the care of your child. Thank you for choosing **KnowledgePoints**.

Sincerely,

Keith

Keith Bocian – Senior Director
KnowledgePoints

KnowledgePoints Learning Academy
P.O. Box 1392 • Havertown, PA 19083

KnowledgePoints Learning Academy is an Equal Opportunity Care Provider (EOCP) and an Equal Opportunity Employer (EOE)

ABOUT US

Mission

Provide superior supplemental education services to benefit children, parents, educators and communities. Our Vision is “Creating Success by Changing Lives.” We strive to reach our vision through our core values; dedication, teamwork, excellence, accountability & integrity.

Certification

Each child care program operated by KnowledgePoints® receives a separate Certificate of Compliance and is licensed by Pennsylvania Department of Human Services. As documented in the Commonwealth of Pennsylvania, Pennsylvania Code Title 55. Public Welfare, Chapter 32.

Hours of Operation

The hours of operation will vary for each site according to the start and end times of the school day. School-based sites will have services available before and after school, Monday through Friday. Typical hours available are (7:30 AM – 9:00 AM) and (3:00 PM – 6:00 PM)

Holidays

Each school based location will follow the calendar for the school in regards to holidays and school closings.

Definition of Family

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

Admission & Registration

All admission and registration forms must be completed and the registration fee paid prior to your child’s first day of attendance. All forms are updated every 6 months.

A registration fee of \$50.00 for a single student or \$75.00 for a family is due at the time of enrollment. This fee is non-refundable. Separate applications must be turned in for each student enrolling.

Based on the availability and openings, our locations admit school age children from Kindergarten to 8th grade (serving up to age 15).

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

If your child has an identified special need, a special care plan will be developed to meet your child's needs.

Inclusion

KnowledgePoints® 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.

Non-Discrimination

At KnowledgePoints® equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Family Activities

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 program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Confidentiality

All records and information regarding your child will be confidential. Student records required by our regulatory and partnering agencies are released as mandated. No information will be released to individuals without written authorization from the family. KnowledgePoints strives to improve the individual academic tutoring we provide. As such, KnowledgePoints seeks to establish secure communication with each child's school teachers to share the most up-to-date and accurate information available. KnowledgePoints has each family complete a written waiver to disclose information covered by the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232(g) which governs student records. This waiver is required in order for KnowledgePoints staff and a student's school to exchange student records.

Staff Qualifications

KnowledgePoints® staff are hired in compliance with the state requirements and qualifications. All staff have completed health and safety screenings, including state and federal background checks.

KnowledgePoints® staff participates in an orientation class and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. - babysitting). Any arrangement between families and our staff caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by KnowledgePoints®.

Child to Staff Ratios

Children are supervised at all times.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
6-12 year old	12 to 1	24

Source: Pennsylvania American Academy of Pediatrics [PAAAP] and Healthy Child Care Pennsylvania.

Communication & Family Partnership

Daily Communications. Email is the most convenient way to receive daily updates on student behavior, topics and themes covered, and other important information. Daily notes or tidbits from center staff will keep you informed about your child's activities and experiences at the center. Text messaging will also be utilized. Notes will be sent home with your child at the end of the day for families without email.

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

Newsletters. Periodically newsletters are emailed to provide center news, events, announcements, etc. Copies of these newsletters are available from your teacher or director.

Email. We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

Parent Resources. Parent resource for ELRC, CHIP, and WIC are provided to all parents with their initial parent application packet. Additional resources are available on site upon request.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or observe the fun activities our students engage in. Signing in is required for the safety and protection of our children.

Family Activities. Check the schedule and announcements for family activities. Family events 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 may occur 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. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program during regular program hours.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

KnowledgePoints occasionally photographs or takes video recordings of activities, lessons, games, and tutoring for use with staff training, newsletters, school communications, and special events postings at the center and on our website. No child's image and name will be used without a signed photographic and video release form on file.

CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in our program. We have a flexible day routine that allows children to advance at their own pace. Learning and exploring are hands-on and are facilitated through interest areas and enrichment activities. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others. Copies of daily schedules are posted in each classroom.

Outings & Field Trips

Weather permitting; we may conduct supervised walking trips around the neighborhood. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

Transition

Your child's transition in child care 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. 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.

Television Time

Our normal daily routine does not include television watching, but from time-to-time, we may record a television show without advertisements as a teaching aid and discussion stimulator. Television consumption will not be longer than one hour and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world.

Electronic Media, Cell Phones, and Electronic Devices

KnowledgePoints will adhere to school policies for all school based sites in regards to the use and possession of cell phones and other electronic devices. Cell phones and electronic devices should be left at home. Should a student need a cell phone for emergency use, the device should be given over to the care of the site director while a student is in attendance. Cell phones should only be used under KnowledgePoints supervision for the direct purpose of contacting the family or in the event of an emergency. All other use of electronic devices is prohibited while children are being supervised by KnowledgePoints staff. KnowledgePoints is not responsible for any items, including cell phones and electronic devices such as tablets or laptops that may be stolen, lost, or misplaced. Computer centers are not part of the

KnowledgePoints experience and no students will be provided with direct access to the internet or any other electronic media.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

GUIDANCE

General Procedure

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 results of their actions.

Challenging Behavior

Children are guided to treat each other and adults with self control and kindness. When a child becomes 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.

Physical Restraint

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

Notification of Behavioral Issues to Families

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.

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 our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due as outlined in the *Enrollment Agreement*.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$15.00 for each 15 minute increment will be assessed beginning at 6 PM and will be due upon arrival.

Special Activity Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

Late Payment Charges

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of \$25 will be added to the amount due. If your account has not been paid in full within 5 business days, your child may be discharged from the program.

If payment is more than 10 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$30 or up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on "cash only" status.

Credits for Student Absences

KnowledgePoints does not offer refunds or credits toward a student account for student absences. All attendance and billing procedures will follow the policies outlined in the *Enrollment Agreement*. Some examples of student absences that are non-refundable are as follows:

- **Sick Days** – There are no credits or refunds provided in the event of student absence for sick days or other absences. Sick days are considered in determining tuition and are **not** refundable.
- **Inclement Weather** - There are no credits or refunds provided in the event that we do

not open due to inclement weather on a day that your child is scheduled to attend.

- **Emergency Closings-** There are no credits or refunds provided in the event that we close due to an emergency on a day your child is scheduled to attend or is attendance.

School based locations will follow the inclement weather and emergency closing procedures for the school building. All decisions to remain open and closed will be determined by the school district.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent please call us. We will be concerned about your child if we do not hear from you and may call for verification of absence.

Withdrawals

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify may result in the application of a 2 week tuition fee. Families who withdraw and later re-enroll will be charged a re-enrollment fee.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be provided through telephone and email notifications.

For school based locations, decisions to close the school, open late, or close early will be made by the school administrators. Parents are encouraged to follow the school policies for obtaining information on these closings. Specific directions are included as part of the initial parent application. This may include checking the local news stations, checking the school website, or receiving a school initiated phone call. KnowledgePoints will also attempt to notify all parents through a phone call as soon as we are made aware of the details.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange. Pick-up is expected within one hour of notification.

Alternate Child Care Locations for School Based Sites

KnowledgePoints will follow school decisions to open or close school based sites due to holidays, half days, and inclement weather. No child care will be available at school locations on days where school is not open. On half days, or days where early dismissal from school is

necessary, only Before Care will be provided.

KnowledgePoints may have additional community based locations available for parents who wish to utilize our day care program when school is closed or when school is not operating with a full day. Parents should make arrangements with the director. Community based sites will be enrolled on a first come, first serve basis until capacity is reached. Parents will be responsible for transporting their children to and from the site. Additional costs may apply and are outlined in the parent application packet

DROP-OFF AND PICK-UP

General Procedure

We open at 7 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and sign them in.

We close at 6 PM. Please allow enough time to arrive, sign your child out, and leave by closing time. *All children must be signed out by an adult authorized for student pick-up.*

Adult Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at anytime while visiting the center.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance. Your child will not be released without prior authorization. Notification may be taken over the phone generating a "Verbal Release Form" which is completed by staff at the time of request. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

- **Preschoolers:** backpack, at least one change of clothes, socks and shoes.
- **Kindergarteners:** backpack, at least one change of clothes, socks and shoes.
- **After School Care Children:** backpack, books for homework.

Please label all items brought from home with your child's name (i.e., clothes, backpacks, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

Backpacks

Each child should report to KnowledgePoints with a backpack (marked with the child's name) containing necessary Personal Belongings (see *Personal Belongings- What to Bring*). Backpacks will be used to send home all written communication, notifications, and announcements.

Lost & Found

All sites will have a Lost & Found. School based sites will place all lost items in the school's official Lost & Found, usually located in the main office. For independent sites, a designated area will be clearly labeled. Please consult with the director if you are concerned about items that may have been lost during a child's attendance at KnowledgePoints. Please note that we are not responsible for lost personal property.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity. Please note that we are not responsible for lost, stolen or damaged toys.

NUTRITION

Foods Brought from Home

Due to the prevalence of food allergies, particularly with nuts, KnowledgePoints advises families not to encourage students to share food with other students.

Food brought from home is permitted under the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package.
- Baked goods may be made at home if they are fully cooked, do not require refrigeration and were made with freshly purchased ingredients. A list of ingredients is required, and there must be enough food for all children.
- Foods should be labeled with the child's name, date, and type of food.
- Children will not be allowed to share food provided by the child's family unless the food is intended for sharing with all of the children. Food must be shared by the staff who are able to monitor health and safety standards as well as abiding by student allergy information.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially-wrapped package that was never opened.

Healthy Suggestions for a Balanced, Nutritional Snack	
½ turkey sandwich Celery sticks Raisins Water or 100% juice	Veggie Chips Orange slices Dry cereal Water or 100% juice
Peanut butter on graham crackers Apple slices Carrot sticks Water or 100% juice	Yogurt Crackers Sugar snap peas Water or 100% juice

Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Snack Time

At snack time the children are given their healthy snacks. Children sit together. Good table manners are modeled and encouraged. Families may send their own prepared snacks for their child to eat. Please make sure all food is properly packaged and can be *safely stored at room temperature*- refrigeration and cooking appliances are not available.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every March, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child's physical should be received before but must be received no later than 6 weeks after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program. Families that do not submit an annual physical on or before the anniversary date may be subject to suspension of services.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children, you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever of 100.4°F or above or other signs of illness.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.

Children who have been ill may return when:

- They are free of fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) **AND** other symptoms have improved (for example, when your cough or shortness of breath have improved) **AND** at least 10 days have passed since your symptoms first appeared.
- They are free of vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

All medications should be handed to a staff member with specific instructions for administration. Medications should never be left in the child's backpack or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

- **Prescription medications** require the medication log be signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication. Staff is responsible for administering medications in correct dose and on time. All administered dosages are documented with date, time and result.
- **Non-prescription medications** require the medication log be signed by the family. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- **Non-prescription topical ointments** (ie: diaper cream) require the medication log be signed by the family specifying frequency and dosage to be administered.
- During the summer months families must provide sunscreen for their child. The medication log must be signed by the family permitting the use of the sunscreen.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Severe Acute Respiratory Syndrome (SARS/COVID)
- Any cluster/outbreak of illness

Reporting and Tracking Illness

Injury and Illnesses are tracked through individual student's health assessments. Should two or more children in the same room be symptomatic of the same illness we shall notify families of the suspected or diagnosed illness.

Injury Reporting

Should a child require minor first aid, the family will receive a boo-boo report stating the injury, how it occurred and the medical attention received. The classroom teacher may notify parents if they feel the circumstances warrant or if further explanation is needed. If a parent is contacted or if additional aide must be rendered the family may receive an incident report documenting the injury.

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. School based sites may use the gym or outdoor playground as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature or heat index is greater than 90°F or less than 25°F degrees. Additionally, outdoor play will be canceled if the air quality rating is rated dangerous for those with breathing issues.

Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions such as the washing of hands before play are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (ie: scraped knee). You will receive an injury report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately and may receive an incident report. The center is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 10 minutes, the family and the police will be notified.

Fire Safety

Our independent centers are fully equipped for fire prevention including alarms, lights and extinguishers. School based sites are maintained by the school to meet state standards including fire alarms, detectors, sprinkler systems, and portable fire extinguishers.

Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

CENTER POLICIES

Our center policies not included in this handbook are reviewed yearly and updated as needed. They are available for review upon request to the center director.

APPENDIX

FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Advisory Roles:

- **Annual Meeting** – Provides an opportunity for families to participate in a discussion of program goals and provide input into our plan for the program. This meeting is usually conducted at the Back-to-School Night event.
- **Parent Advisory Committee** – meets 2 times a year to review progress toward annual goals.
- **Classroom Representative** – serves as a liaison between classroom parents and teacher
- **Home and School Committee** – School based organization that meets monthly to plan family events and fundraisers that benefit the school students.

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Back to School Night
- Holiday Gathering
- Mother's Day Tea
- Donuts for Dad

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Welcome new families
- Family Teacher conferences

Family/Parent Workshops: KnowledgePoints hosts family workshops offering informational presentations for families and parents of school age children. Families are also invited to join our staff at trainings. Trainings require registration. A schedule of training and registration guidance may be obtained from the Director.