



LifeSpan

Day Care You Can Trust For Children.



Quakertown
2460 John Fries Highway
Quakertown, PA 18951
215-536-4417



Allentown
1651 North Cedar Crest Blvd.
Allentown, PA 18104
610-435-7833



East Greenville
399 Washington Street
East Greenville, PA 18041
215-679-5940

www.lifespanchildcare.org



LifeSpan

Day Care You Can Trust For Children.

Parent Handbook



Welcome to LifeSpan

Thank you for your interest in LifeSpan School and Day Care. As parents you know that nothing is more important than enrolling your child in an early learning center that you can trust and that makes your child happy.

LifeSpan has been nurturing infants, toddlers, preschoolers, Kindergarteners and school age children since 1985. We strive daily to ensure your child's safety in our clean, spacious and fun learning communities. Our age appropriate classes will give your child properly focused care that inspires your child to learn and develop socially, physically, intellectually, and emotionally.

Along with learning in our licensed center, children can enjoy playtime indoors and outdoors. These areas are designed specifically to stimulate your child's imagination through exploration and the activities provided.

Our education program and activities are designed with your child's needs in mind. LifeSpan utilizes Creative Curriculum to promote healthy development. Our infants and toddlers are captivated by our sensory awareness and hands-on education approach. LifeSpan's Preschool and Kindergarten get acquainted with computer learning, science, art, music, language arts, and math through fun filled learning based curriculum.

Our Spanish, sign language, and computer curriculum are just some of the additional features offered at LifeSpan. Spark is a fitness program that includes age appropriate exercise and movement, with emphasis on development of the large muscle groups and is taught through music and stories.

LifeSpan's school age programs are open for operation Monday through Friday, including in-service days, school holidays and inclement weather days, as well as quality summer camp programs.

LifeSpan Day Care Centers are licensed by the Pennsylvania Department of Human Services and by the Department of Education for Private Academic Schools for our preschool and Kindergarten programs. LifeSpan is also a Keystone Star 4 rated provider.

Many of our teachers are certified and have degrees in early childhood or elementary education, and team-teach with trained assistants. Our professional development programs keep staff up-to-date on the latest childcare and early childhood and school-age techniques.

We look forward to a wonderful partnership in serving your family.

Nicole Fetherman, M.Ed.
Executive Director
nfetherman@lq.org

Directors, Assistant Directors, and Family Coordinators

Allentown

Director: Mike Hoffman mhoffman@lq.org
Assistant Director: Jocelyn Psitos jpsitos@lq.org

East Greenville

Director: Jen Lavin jlavin@lq.org
Assistant Director: Kiera Paris kparis@lq.org
Family Coordinator: Mayra Cruz mcruz@lq.org

Quakertown

Director: Heather Engle hengle@lq.org
Assistant Director: Katie Pursell kpursell@lq.org
Family Coordinator: Lee Hoffman lhoffman@lq.org

Quakertown School Age

Director: Miranda Grey mgrey@lq.org
Assistant Director: Nikki Bryan nbryan@lq.org

Pre-K Counts

Director: Jenny Schumacher jschumacher@lq.org
Assistant Director: Joan Gianni jgianni@lq.org

Testimonials:

Ashley is my second child that has been enrolled in the program. The program offers a variety of activities for the children. In addition, the children get exercise regularly. Time is made to do homework in a quiet setting. We are very pleased with what LifeSpan's program has to offer.

Parent/Stakeholder

What LifeSpan's program offers most is a safe environment in which children learn to interact with others, be respectful to teachers and peers, and to grow and mature. The largest testimonial to the program is that my daughter does not always want me to pick her up early so that she can stay and have fun! As a parent, it gives me comfort to know that my child is being cared for well.

Michelle, Parent/Stakeholder



Contents

- I. Mission Statement
- II. Admissions
 - A. Program Locations and Hours
 - B. Admission Policy
 - C. Enrollment
 - D. Transfer of Records
 - E. Holidays
 - F. Payment of Fees, Registration, Suspension and Withdrawal
 - G. Schedule Opt
- III. Supervision
- IV. Communication
 - A. Communication and Visitations
 - B. Reporting Absences
 - C. Conferences
 - D. Transition
 - E. Communication with Parents from Center Directors
- V. Discipline
 - A. Philosophy of Discipline
 - B. Permissible Methods of Discipline
 - C. Classroom Guidelines
 - D. Suspected Child Abuse
- VI. Care of Acutely Ill Children
 - A. Admission and Exclusion
 - B. Management of Short-Term Illness
 - C. Reporting Requirements
 - D. Obtaining Immediate Medical Help

- VII. Health Plan
 - A. Child Health Services
 - B. Health Education
 - C. Children with Special Needs
 - D. IEP's and IFSP's
 - E. Referral for Services
 - F. Health and Human Service

- VIII. Medication Policy
 - A. Medication
 - B. Allergies

- IX. Nutrition

- X. Emergency Plan
 - A. Incident / Accident
 - B. Serious Illness, Hospitalization, and Death
 - C. Emergency Plan
 - D. Closings due to Snow
 - E. After Hours of Operation

- XI. Authorized Caregivers
 - A. Documentation of Authorized Caregivers
 - B. Drop Off / Pick Up Procedures
 - C. Unauthorized Person Seeking Custody
 - D. Court Orders, Protection from Abuse (PFA) and Custody
 - E. Persons Who May Pose a Safety Risk
 - F. Smoking, Prohibited Substances and Guns
 - G. DHS Regulations

- XII. Transportation and Field Trips

- XIII. Before and After School , Kindergarten and Enrichment

- XIV. Summer Camp

Holiday Care: On scheduled closing days (in-service/holiday breaks), care is provided the same way as school closing, however, parents should sign-up in advance. By signing up for care, you are responsible for charges regardless of attendance. Drop-in care for scheduled holiday care days may incur extra drop-in charges. Richland Elementary is the location for holiday care.

If you work far from your child's program and know you may run late in picking up your child in inclement weather situations, please have an alternate pick-up plan in place to insure child and employee safety.

XIV. Summer Camp

LifeSpan's Summer Camp is about one thing...children having the opportunity to explore nature, discover new talents, try new activities, increase independence, make lasting friendships and memories and, obviously HAVE SOME FUN!

Summer is a time for children to discover how to become and stay active and develop healthy habits for a lifetime. The benefits are far greater than just physical health. Whether it's gaining confidence or connecting with others, LifeSpan's Summer Camp is about building the whole child from the inside out.

We look forward to providing your child with enriching and rewarding experiences by focusing on youth development, healthy living and social responsibility. Our quality program and services integrates a design to develop the whole child—socially, emotionally, intellectually, and physically.

Each child acquires new skills, self-discipline and a sense of values under the guidance of caring, well-trained and experienced staff. Interesting and challenging activities in small and large groups enable campers to learn trust and confidence as well as building teamwork skills.

We help children develop new skills and interests, interact in positive ways, and engage in healthy lifestyles with strong adult role models. We are sure your child will enjoy his or her experience at LifeSpan's Summer Camp that meet their needs and create memories for a lifetime. At LifeSpan, you are our family. We want to exceed your expectations, so let us!

LifeSpan’s curriculum is designed around the Pennsylvania Learning Standards while creating hands-on, fun, and educational experience that allows students to expand their modes of thinking while out of the classroom and in a safe environment during before and after school hours as we design out curriculum to promote a love of lifetime learning.

School age curriculum follows the 5 Key Component Learning Areas based off of the PA Learning Standards, NAA Standards for Quality School-Age Care, and Links to Learning for grades K-5.

Our curriculum is designed so that every child will experience a special program created to develop every student’s learning skills while enjoying the excitement of expanding knowledge.

As in all programs managed by LifeSpan, students will enjoy a hands-on approach to learning in a fun-filled environment. LifeSpan’s program bolsters students’ academic achievement and fosters their social-emotional development. In addition to providing homework assistance, our programs feature learning environments in arts and crafts, outdoor physical education and team sports, indoor physical education and strategic games, sportsmanship, math, science, literacy, music, cultural diversity, social studies.

Benefits of LifeSpan’s Before and After School Program:

- The comfort of knowing your child is in a safe environment before and/or after school
- Knowing that your child has expert homework assistance
- The assurance that your child is in a structures learning program dedicated to the specified needs of youth in a year-round program that facilitates the academic achievement and social-emotional development of students in grades K-5 after school and in the summer.

LifeSpan School-Age Inclement Weather Information (QCSD/UPSD)

Delayed Opening: Children should report to individual school program. LifeSpan staff follow the schools delayed opening times. For example if QCSD reports a 2-hour delay, before school care will open at 8:30 a.m..

Early Dismissal: Children will remain at individual school programs. LifeSpan staff will report to the program at early dismissal time until closing at 6:00 p.m. Full day rates apply.

School Closings: Care options will be provided whenever possible. Program hours are 6:30 a.m. to 6:00 p.m.; lunch must be provided by families. Full day rates apply.

I. Mission Statement

The LifeSpan Day Care, Inc. Board of Directors, Administration, and Staff believe that every person has the right to independence, free choices regarding child and adult care and a living situation that fosters productivity and individuality. We are a pediatric focused social agency dedicated to providing a safe, structured environment for our clients in a respectful and compassionate manner. LifeSpan recognizes each family with respect to personal privacy, life-style and cultural background. The dynamic natures of our services allow us to work in partnership with our clients to:

- Provide quality services in a cost effective manner.
- Identify and respond to the changing needs of the pediatric population.
- Encourage independence, socialization, and a feeling of self-worth.
- Promote interaction and participation by clients and family members in sponsored activities.
- Continually improve the process by which we deliver our services.

II. Admissions

A. Program Locations and Hours

LifeSpan School & Day Care 2460 John Fries Highway Quakertown, PA 18951 215-536-4417 6:00 AM - 6:00 PM	LifeSpan School & Day Care 1651 N. Cedar Crest Boulevard Allentown, PA 18104 610-435-7833 6:00 AM - 6:00 PM
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LifeSpan School & Day Care
399 Washington Street
East Greenville, PA 18041
215-679-5940
6:00 AM - 6:00 PM

Before & After School for Quakertown Community School District

Program is offered to all elementary and middle schools.
Bus transportation to/from the program is provided.

Sixth Garde Center (SGC)
349 N. Ninth St.
Quakertown, PA

6:30 AM - 9:00 AM / 3:30 PM - 6:00 PM

Holiday Care Hours are 6:30 AM - 6:00 PM

Before & After School for Upper Perk School District

Programs are held at both Heerford and Marlborough Elementary. Students are transported by the district from the 4-5 center to their home school.

6:30 AM - 9:00 AM / 3:30 PM - 6:00 PM

Holiday Care Hours are 6:30 AM - 6:00 PM at Hereford.

Pre– K counts programs are offered at Durham– Nockamixon, Richland and Neidig Elementary schools and at our main QT campus. Families must apply for this free pre –k program and be income eligible. Contact Jenny Schumacher for details at 215-622-4490.

B. Admissions Policy:

LifeSpan admits children from the ages of six weeks to 5th grade without regard to race, culture, sex, religion, national origin, ancestry, or disability. When the parent or legal guardian and the teacher of a child identifies that a child has special needs, the site Director and the parent or legal guardian will meet to review the child’s care requirements.

LifeSpan does not discriminate on the basis of special needs. The program accepts children with special needs as long as a safe, supportive environment can be provided for the child. To help the program staff better understand the child’s needs, the staff will ask the parent or legal guardian of a child with special needs to complete the “Special Care Plan” in conjunction with the child’s health care providers. The program will attempt to accommodate children with special needs consistent with the requirements of the Americans with Disabilities Act. It is the family’s responsibility to provide the center with an up to date copy of the Individual Family Service Plan/Individual Education Plan. If the program is unable to accommodate the child’s needs as defined by the child’s health care providers or the IFSP/IEP without posing an undue burden as defined by federal law, the site Director will work with the parent or legal guardian to find a suitable environment for child. Each case is individually reviewed by the Executive

At the time of registration, parents sign a general permission form authorizing walking field trips within the vicinity of the site. Field trips by bus are scheduled periodically. Parents are notified in advance of all planned field trips in which children are transported by bus. Individual permission slips must be completed by the parent in advance.

XIII. About LifeSpan Before and After School Programs

Located at Quakertown Elementary School as well as at our East Greenville and Allentown (Cedar Pointe) locations, LifeSpan’s Before and After School Programs are one of the most convenient and safe solutions for quality care for a school aged child.

The LifeSpan Before and After School Programs begin at 6:30 AM until elementary school start time. After school hours are 3:35 PM to 6:00 PM. Breakfast and afternoon snacks are provided.

At LifeSpan we understand that parents still need to get to work on inclement weather days. We offer school age care at the Quakertown campus. LifeSpan’s Before and After School Program assists the Elementary Schools and your child’s learning experience by:

- Developing a Hands-On Program
- Developing a Creative Curriculum
- Managing a Structure Program
- Assisting to Build and Strengthen Your Child’s Education Level and Needs
- Assist in Transitioning
- Develop Lesson Plans According to Child(ren’s) Needs per Observations and Assessments

LifeSpan’s Before and After School Programs serve students from: Neidig, Pfaff, Quakertown, Trumbauersville, and Richland Elementary Schools as well as at our childcare settings in East Greenville and Allentown. Each of these locations is a Keystone STARS participating and accredited facility.

All of our staff are qualified individuals with each group supervisor having a degree in an educational or related field as well as with each assistant obtaining a related degree or attending school. All of our staff are required to attend trainings on a monthly basis continuing to maintain our quality of standards.

Our programs implement curriculum that is theme related and is building on what is taught in the classroom, assisting students to understand and apply advanced principles of learning.

E. Persons Who May Pose a Safety Risk

(Includes abusive parents or legal guardians and any adults who cannot take the child safely from the facility.) The child will not be released to anyone who cannot safely care for the child. The Director will notify the police to manage an adult under the apparent influence of drugs/alcohol or an individual who poses a safety risk. The Director will contact the emergency contact person to make arrangements for the child's transport to a place of safety. If no one is available to care for the child, the Director will contact child protective services for guidance.

F. Smoking, Prohibited Substances, and Guns

The indoor and outdoor environment, and vehicles used by the program are designated as non-smoking areas. The use of tobacco of any form, alcohol, or illegal drugs is prohibited on the facility's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited. Caregivers, staff, and other adults who are inebriated, intoxicated or otherwise under the influence of mind-altering or polluting substances will be required to leave the premises immediately. For their safety, children will not be released to persons who appear impaired. No guns or other lethal weapons are permitted on the premises.

G. Department of Human Services Regulations

A hard copy of the Department of Human Services regulation is kept in the Center at the front Kiosk. You can always access the most recent copy of the regulations of the PA code 3270 on the Department of Human Services website <https://www.pacode.com/secure/data/055/chapter3270/chap3270toc.html>.

XII. Transportation and Field Trips

Transportation to and from the facility is provided by parents, legal guardians or others designated by the parents or legal guardians and must include use of age-appropriate and size-appropriate seat restraints (car seats and/or seat belts).

If the parent or legal guardian does not provide appropriate seat restraints or resists using them for their children, staff will remind them about the risk involved and any applicable laws that require use of restraints for transport of children. Staff may arrange for education to be provided to families and staff by local public safety and emergency personnel with specialized training. Children should not be released to anyone without the proper car seats. It may be reported to the local police authorities and/or Children & Youth.

Director to determine the centers ability to meet the child's needs. We do have a health consultant but no nurse on site.

C. Enrollment:

Prior to the child's attendance, a conference with the parent or legal guardian and the child is required to acquaint each new family with the environment, staff, and schedule for child care. During this visit, the parent or legal guardian will have a personal interview with the classroom teachers and an opportunity to review the Parent Handbook and other written materials maintained at the facility. Each child is invited and encouraged to visit the program with a parent or legal guardian before remaining in care without a family member. Health Service, will be excluded from the child care facility until properly immunized. See Health Plan, Child Health Services regarding children who are not immunized due to religious or medical reasons.

The following forms will be completed and submitted to the family coordinator prior to the child's first day of attendance. The information in these forms will remain confidential and will be shared with other caregivers only as required to meet the needs of the child:

- Child Care Agreement
- Emergency Contact/Parental Consent
- Child Health Report
- Tuition Express
- Getting to Know You Packet
- Photo Permission
- Emergency Plan
- Food Program Enrollment
- Nondiscrimination in Services
- Allergy Posting
- Custody Orders (if applicable)

All incomplete forms will be returned to the parent or legal guardian for completion prior to the child's first day of attendance. If upon review of a child's health record it is determined that a significant health service (e.g., vision, hearing, or immunization) has not been done, the Family Coordinator will notify the parent or legal guardian.

Health care referrals will be provided when requested or needed. The parent or legal guardian will be given 30 days to obtain the required health services before the child is considered for exclusion from the program. When an outbreak of a vaccine-preventable disease occurs in the childcare facility, the parent or legal guardian may be asked to obtain special immunizations. In the event of an outbreak, all children whose immunizations are not up to date with the current recommended schedule of the American Academy of Pediatrics and the U.S. Public Health Service, will be excluded from the child care facility until properly immunized. See Health Plan, Child Health Services regarding children who are not immunized due to religious or medical reasons.

D. Transfer of Records

Confidentiality of information about the child and family will be maintained. Enrollment forms and all other information concerning the child and family, compiled by the child care facility, will be accessible only to the parent or legal guardian.

Information concerning the child will not be made available to anyone or institution without the expressed written consent of the parent or legal guardian. The parent or guardian must submit a written request to distribute information.

E. Holidays

LifeSpan will be closed on the following six holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

In the event that the holiday falls on a weekend, LifeSpan will close either the Friday before or the Monday after the holiday. Payment is expected for scheduled days regardless of holiday closings. Tuition credit will not be given for the above holidays. Four staff in-service days are scheduled throughout the school year (late August, January MLK day, Pres. Day and Good Friday. Centers are closed for care , please plan accordingly.

F. Payment of Fees, Registration and Suspension

Registration fees are non-refundable. A one-week deposit is due for all enrollments prior to the start date. Your deposit will be refunded or used for your child's last week at LifeSpan unless it is needed in the event your tuition is not paid.

- Telephone authorization to release child to someone who does not usually pick up the child will be accepted only with prior written authorization from the custodial parent or legal guardian for such an exceptional release. The staff person who accepts such authorization will call the previously documented phone number of the parent to verify that the parent is activating a phone authorization for release of child. The staff person will document the results of this call in the child's record, as well as the time and to whom the custodial parent or legal guardian gave telephone authorization for release of the child.
- No child will be released without the presence or permission of the custodial parent or legal guardian.
- Any authorized person who is not recognized by the staff will be required to provide photo identification such as a driver's license, work ID, or school ID before the child is released. The custodial parent or legal guardian may provide a photograph of authorized persons for the pick up of the child, which will be kept in the child's record at the facility.
- The Director will notify the police if an unauthorized person seeks custody of the child.
- You must notify the center if you have a court order or custody agreement. Please provide a copy for our files so we can best serve your family.

D. Court Orders, Protection from Abuse (PFA) and Custody

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), LifeSpan must be provided with a Certified Copy of the most recent order and all amendments thereto.

The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for liberal interpretation of the order.

In the absence of a court order on file with LifeSpan, both parents shall be afforded equal access to their child as stipulated by law. LifeSpan cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, LifeSpan suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. LifeSpan's staff will contact the local police should a conflict arise.

We will rely on the telephone and email as the primary means of notification and communication. Please make sure to update your emergency contact sheet when changes occur. Refer to each site's individual Emergency Plan.

D. Closing Due to Snow or Storm

In the event of severe weather and possible delays or closures, please check one of the following for updated information: our website at www.lifespanchildcare.org; our Facebook fan page; call the main LifeSpan phone number for an updated voice message; or check Channel 69 WFMZ-TV Storm Center. If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the site supervisor will care for the child until the parent or legal guardian can safely reclaim the child. Alternate arrangements must be made to have your child picked up.

E. After Hours of Operation

For children who have not been picked up in a reasonable amount of time after closing, the proper authorities will be notified.

XI. Authorized Caregivers

A. Documentation of Authorized Caregivers:

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

B. Drop Off/Pick Up Procedure:

All children must be escorted in to and out of the building and to the child's classroom by a parent or guardian. Children must be signed in and out either by using the KIOSK, or the parent sign in/our book at the school age programs.

C. Unauthorized Person Seeking Custody

- The Director will contact the custodial parent or legal guardian named on the Emergency Contact form.

Payments are due Monday or the first day attended for the week prior to service. Payment is expected for all days contracted regardless of absence due to illness, vacation, holiday or weather conditions. One week vacation, not to exceed five days, is granted per year. Payments are securely processed electronically through Tuition Express. All families are encouraged to use Tuition Express as their payment method in order to participate in any LifeSpan programs. Tuition Express offers the following methods of payment:

- Weekly or monthly withdrawal from a checking or savings account.
- Weekly or monthly withdrawal from a credit or debit card.
- Online payments.

Monthly payment discounts are available. Inquire with our Billing Department.

Any payments that are returned due to insufficient funds will be charged a \$25.00 NSF fee. Payment for the missed week's tuition, the NSF fee and the following week's tuition will be automatically withdrawn the following week. If a tuition payment is missed, the parent will be notified by email, phone messages and on the check-in kiosk. If not resolved by Wednesday of that week, the child will not be permitted to attend child care until the payment is received.

Leave of Absence

A leave of absence will be granted for 2 consecutive weeks or more by notifying the Family Coordinator in advance by written letter. Children remain active for 6 months from the leave date. A registration fee will be charged for re-enrollment.

Withdrawal from the Program.

If a child needs to be withdrawn from any LifeSpan Program you must give a two-week written notice to the Director. Failure to submit proper written notice will result in a two-week charge after your child's last day of attendance.

Property Damage

The parent/guardian is financially responsible for all damages caused by the child while in the care of LifeSpan. This includes property damage and personal injuries.

Suspension

LifeSpan Day Care reserves the right to dismiss or suspend any child or family member at anytime if it is for the betterment of the child or school. Please refer to classroom guidelines for more details (page 13-14). Care may be suspended for non-payment.

Late Pick Up Policy

LifeSpan will charge a late fee of \$1.00 per minute for any child remaining after program hours. Chronic lateness could result in more late fees and possible suspension of childcare services.

Financial Assistance

LifeSpan accepts subsidized child care through the Early Learning Resource Center (ELRC) of local counties and the Department of Human Services.

G. Schedule Options

Full Time Agreement - A signed agreement between the parent and Director when scheduling 4 to 5 days a week regardless of absenteeism, holiday, or vacation.

Part Time Agreement - A signed agreement between the parent and Director when scheduling is 2 to 3 specific days a week regardless of absenteeism, holiday, or vacation. School age programs can schedule for 2 to 3 days per week. Payment is expected for contracted days, excluding days that school is closed.

Drop in Rate Agreement - Available for enrolled children only on an as needed basis. Payment is due at time of service.

You may not change your scheduled days unless you first change your agreement with the Director or billing manager. Any changes to your child's schedule needs must remain in effect for a minimum of one month, or at the discretion of the Director.

III. Supervision of Children

No child will be left unsupervised while attending the program. At least two staff will always be available in the building at all times. Child to staff ratios followed by this program will always comply with the following requirements according to State regulations:

<u>Age</u>	<u>Child:Staff</u>
Infants	4:1
One Year Olds	5:1
Two Year Olds	6:1
Preschool	10:1
Young School age	12:1
Older School age	15:1

X. Emergency Plan

A. Incidents / Accidents

For minor injuries, cuts, and scrapes, an incident report will be completed and reviewed with outlining what, when, and how the incident happened. The first aid given and by who will also be included. You will be asked to sign the report and will be given the original for your records. The other copy will be kept in you child's file.. If an incident occurs involving injury to the teeth, head, mouth, eyes, or if a wound is bleeding severely, or severe bruising or swelling occur, you will be contacted immediately. In the event of a more serious accident, your child will be accompanied by a LifeSpan staff member and taken to the hospital via ambulance. LifeSpan staff will not transfer your child by car at any time.

B. Serious Illness, Hospitalization, and Death:

Administration will immediately notify the Department of Human Services of a serious illness, hospitalization, or death of a child or staff member that occurs during the childcare day. Administration will plan and carry out communication with staff, families, children, and the community as appropriate.

C. Emergency Plan

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

Immediate Evacuation: Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.

In-Place Sheltering/Lockdown: Sudden occurrences due to weather, hazardous related materials, local dangerous or criminal 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 danger in the area. In this case, children will be taken to a relocation facility as stated in the emergency plan information contained in your enrollment packet.

plan is completed by a licensed physician or nurse practitioner. AM and PM snacks are provided daily and served with milk or juice. Lunch is provided (excluding school age programs) and served with milk. You may also provide lunch or snacks for your children whenever you wish. Please label any food brought from home and make your child's teacher aware of proper storage. Birthday parties/special occasions--we enjoy celebrating with a simple party. Please feel free to bring in a special snack for your child's classroom and come join the celebration. Water is available throughout the day and during all meals.

USDA Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:** U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** Program.Intake@usda.gov

This institution is an equal opportunity provider. Updated Dec 2023

IV. Communication

A. Communication and Visitation

Parent communication is encouraged between families and staff. We understand that due to our extended hours it may be impossible for you to see your child's primary teacher at drop off or pickup. Parents can drop off notes or messages or call throughout the day. Staff will follow up with the concerns that need to be addressed. We also communicate with parents via email. Please make sure the center has your current email address on file. We hope you enjoy using our parent engagement tool, Hi Mama and Facebook to keep informed.

Parent information boards have been established in each of our classrooms. In addition to the daily schedule and monthly calendars, there will be posted named activities that occur throughout the day. When you get a chance, take advantage of the opportunity to discuss the day's events with your children. Since the activities in our infant program fluctuate due to the individual needs of each child, individual activities will be written on the daily papers. Individual information from the Director or program staff will be dispersed by staff to families or through your child's folder located in their classroom.

Parents and caregivers are encouraged to communicate with the LifeSpan staff and share information and express concerns with us. Children and family surveys are conducted throughout the year to share your input about the program and the policies of LifeSpan.

Parents are invited to visit the program at anytime. Parent participation within the classroom is encouraged. Parents should express interest with their child's teacher and/or the Director to be involved with the classroom and the center.

B. Reporting Absences

LifeSpan is committed to providing quality care. For the safety of your children and to avoid unnecessary staff worry, parents must call the Family Coordinator to report daily absences. The site tracks all illnesses for children and staff. This will help us to look for trends and patterns to help eliminate the spread of illnesses.

C. Conferences

Daycare: Progress reports and conferences occur in October, February and May for each child. Parents are offered the opportunity to conference with staff at these times or any point during the school year as needed. Parents and/or guardians are to contact your child's teacher or the Director to schedule a conference. Ages and Stages, Ounce and Work Sampling are the child screening and assessment tools we use to support each child's individualized developmental progress.

The conference agenda will include:

- The purpose and protocol of conference
- Positive comments
- Review of observations, assessments and evaluation
- Discuss parent and child concerns
- Issues of concern
- Suggestions from parents
- Transition information
- Distribution of health and human services information
- Schedule of upcoming conference

School Age: Conferences are offered 45 days from enrollment, as well as January and June after assessments are completed. Parent(s)/guardian(s) are offered the opportunity to conference with program staff at these times or at any point during the school year as needed. Parent(s)/guardian(s) are to contact your child's teacher or the director to schedule a conference outside the normal conference times..

D. Transition Statement

Transition from one room to the next room will be a gradual process. We will notify you by a letter stating what classroom your child will be transitioning to. Within this letter you will receive the new teacher's name and the date your child will officially move to the next room. Within your packet you will receive: a new tuition agreement to reflect your new classroom, getting to know you form, an offer for a transition meeting with the new teacher, and any new welcome letters that would pertain to your child's new classroom.

B. Allergies

It is imperative that all allergies of children be posted in a visible area in the classroom, in their file and in the emergency book. In order to post medical and/or allergy information about children, staff must obtain written permission from the parent or legal guardian. **We are not a peanut free facility.**

When children with food allergies attend the childcare facility, the following shall occur: each child with a food allergy shall have a special care plan prepared for the facility by the child's health care provider to include written instructions regarding the food to which the child is allergic, the steps that need to be taken to avoid that food, and a detailed treatment plan to be implemented in the event of an allergic reaction, including the names, doses, and methods of administration of any medications that the child should receive in the event of a reaction. The plan should include specific symptoms that would indicate the need to administer one or more medications.

The facility shall notify the parents of any suspected allergic reactions, the ingestion of the problem food, or contact with the problem food, even if reaction does not occur. The facility shall contact 911 immediately upon administration of epinephrine.

IX. Nutrition

LifeSpan participates in the Child and Adult Care Food Program in partnership with the PA Dept. of Education. Each family will be required to complete the enrollment application on an annual basis. All meals and snacks provided meet the Meal Guidelines as outlined by the USDA Food and Nutrition Service.

Breakfast and lunches are provided through a catering company and approved by a consulting dietician. All menus are posted on our website and posted in all classrooms. Please notify our Family Coordinator if your child has food allergies or special dietary restrictions.

LifeSpan believes that a good healthy breakfast is the start of a happier and healthier day. All children eating table food will be provided breakfast, lunch and snacks. Infant meals and schedules vary and will be addressed with each family individually. Breakfast alternates between hot and cold breakfast and is served with milk. If your child requires a special diet, meal substitutions for medical or other special dietary reasons can be provided if the medical care

VIII. Medication Policy

A. Medication

This facility will administer medication to children with written approval of the parent and an order from a health care provider for a specific child or a specific condition for any child in the facility for which a plan has been made and approved by administration. Medication administered in child care will be limited to situations when medication cannot be given at home. Whenever possible, the first dose of medication should be given at home to see if the child has any type of reaction. The administrative team completes specific training to be certified to administer medications.

Administration will administer medication only if the parent or legal guardian has provided written consent, and the medication is available in its original labeled prescription or a manufacturer's container that meets the safety check requirements.

- For prescription medications, parents or legal guardians will provide caregivers with the medication in the original, child-resistant container that is labeled by a pharmacist with the child's name, the name and strength of the medication; the date the prescription was filled; the name of the healthcare provider who wrote the prescription; the medication's expiration date; and administration, storage and disposal instructions.
- For over the counter medications, parents or legal guardians will provide the medication in a child resistant container. The medication will be labeled with the child's first and last names; specific, legible instructions for administration and storage supplied by the manufacturer; and a detailed note with instructions for when and how to administer medication, including proper dosage.
- **A doctor's note is required with all medications.** Instructions will be documented in the medication log with the dose, time, method to be used, and duration of administration will be provided to the childcare staff in writing (by a signed note or prescription label) or dictated over the telephone by a physician or other person legally authorized to prescribe medication. This requirement applies both to prescription and over the counter medications.

During the transition process, there will be a total of three weeks during your child's transition time. The first week will consist of spending an hour or two within the classroom in the morning as well as the afternoon. The second week of transition will be spent in the new classroom from the morning time until after PM snack. The third week each child will get to spend the whole day within their new classroom. We understand that each child is unique and that we may need to extend your child's transition process so they feel comfortable in their new room. We are willing to work with each family on an individual basis if needed. Please see your child's site Director.

E. Communication with Parents from Center Directors

The LifeSpan Directors and Assistant Directors are responsible to be in contact with parents of children enrolled in the center. All issues directly related to their child will be immediately communicated in writing or by direct contact. The Privacy Act and Confidentiality as dictated by the Department of Human Services will be respected in all communications.

V. Discipline

A. Philosophy of Discipline

Caregivers will equitably use positive guidance, redirection, planning ahead to prevent problems, encouragement of appropriate behavior, consistent clear rules, and involving children in problem solving to foster the child's own ability to become self-disciplined. When the child understands words, discipline will be explained to the child before and at the time of any disciplinary action.

Caregivers will encourage children to respect other people, to be fair, respect property, and learn to be responsible for their actions.

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

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

B. Permissible Methods of Discipline

For acts of aggression staff will set appropriate expectations for children and guide them in problem solving. This positive guidance will be the technique for managing children with challenging behaviors rather than punishing them for having problems they have not yet learned to solve. In addition, staff may:

- Separate the children involved
- Immediately comfort the individual who was injured
- Care for any injury suffered by the victim involved in the incident
- Notify parents or legal guardians of children involved in the incident
- Review the environment prior to occurrence

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

C. Classroom Guidelines

Ground rules are needed in the classroom to help establish a peaceful, organized working group of children. Well-established, well-understood and well-implemented ground rules will reflect in joyful learning for the children.

- No child will hurt another in any way.
- Children will return materials to the place where they belong upon completion of their work with materials.
- A child in the classroom should have the right to select an activity, work with it until completed, and return the work to its place of origin.
- In 2015 we began our adoption of Positive Behavior Intervention and Supports (PBIS). Our school wide expectations are:

Be Safe
Be Respectful
Be Cooperative
Be Responsible

- Children should not interrupt a presentation, group lesson or collective lesson. The right to learn and the right to work should be assured to all children in the classroom.
- Running and shouting in the classroom constitutes as interference with the rights of the working, learning children.

C. Children with Special Needs

The Administration shall make reasonable accommodation to include a child with special needs in accordance with the Americans with Disabilities Act of 1990. Directors will meet with the parents to develop special care plan (see page 6).

D. IEP's and IFSP's

LifeSpan will make reasonable accommodations to comply with IEP's, as provided. We believe that it is important to be a part of your child's IEP team in partnership with you so we can help your child be successful here. We have the facilities to accommodate IEP meetings for your convenience. Please see your site Director for more details. We partner with outside services, including but not limited to, the intermediate units, behavioral health, early childhood mental health to be able to offer early intervention services during your child's school day.

E. Referral for Services

If a staff member has observed inappropriate behavior, delayed development level of the child, or concerns for the welfare of a child in the classroom, the staff will report this information to the Director.

The Director will conduct observations of the child's interactions with other children and the staff. The Director will notify parents and legal guardians of sensitive topic areas. A care plan meeting will be set up with staff, the Director, and the parents or guardian. The Teacher and Director will inform and assist the parent and/or guardian in making the referral to the appropriate agencies. Administration will help coordinate on-site services during program hours for the benefit of the child.

F. Health and Human Service Information

Local health and human services information is given to parents and/or guardian at registration, the annual open house, during conferences, and at the request of the family. This information is provided at registration and is available in the office. Please see the Director for additional information.

statement from the child's physician. For all elementary school children a child must have had at least one dose of specific vaccinations or risk exclusion in accordance with the PA Dept. of Health. If a child does not have all the doses required, the child must receive that dose within the first **five** days of school or risk exclusion.

Children will not be excluded for failure to be immunized if they have an appointment for immunizations and have their immunizations initiated within one month. A child whose immunizations are not kept up to date will be dismissed after three written reminders to the parent or legal guardian over a three-month period. Administration will check the facility's records to be sure each child's immunizations and other routine preventive health services are updated every six months. Administration will remind parents and legal guardians to provide documentation of health assessments including screenings for vision and hearing.

B. Health Education:

Health education will be a part of the curriculum for staff, families and children. Topic areas for staff and families may include: nutrition, stress management, exercise, child development, prenatal care, management of chronic disease, substance abuse, safety, first aid, control of infectious disease, and other topic areas based on community needs and interests.

Speakers and materials may be obtained from community hospitals, children's hospitals, voluntary health organizations, public health departments, health consultants, drug and alcohol programs, medical, oral health, nursing, mental health providers and organizations, health agencies, and local colleges and universities.

All health education activities and materials for children will be developmentally appropriate. Health practices will be integrated into daily routines and focused on topic areas such as Child Passenger Safety Week, Heart Month, Week of the Young Child, and Fire Prevention Month. Topic areas for children include: physical health, oral health, social health, emotional health, medication and substance abuse, safety, first aid, and preventing infectious disease.

Programs will notify parents and legal guardians if sensitive topic areas are included in the health education plan. Parents or legal guardians must notify the staff of the facility if they do not want their child to be involved in activities related to a specific topic.

- Children will carry and handle materials in an appropriate manner as demonstrated and re-enforced by the teacher.
- The school operates on the assumption that everyone in the school will take good care of every person.
- All efforts are made with the goal of including all children and reducing the need for suspension and exclusion.

Should a problem or misunderstanding arise, there is a clear method of procedure which is as follows:

1. The teacher will present and discuss the problem with the Director.
2. The parents will be called for a special conference with the Teacher and the Director.
3. The conference will serve the purpose of exchanging ideas to help the child. A probationary period of one to four weeks may be suggested if the child cannot function happily at school.
4. At the end of the probationary period, the parent and the Director will hold a personal conference to make the decision as to what further action should be taken to best meet the needs of the child.

If aggressive, disruptive, destructive or disrespectful behavior occurs to a staff member or to another child the following disciplinary action will be taken:

First Offense - Verbal warning to the child. The parent will be notified. Behavior incident report (BIR) will be provided.

Second Offense - Verbal and written warning to the child and the parent. Removal from activity, loss of privileges.

Third Offense - Verbal and written warning to the child and the parent. Removal from classroom and parent meeting.

If the behavior continues, LifeSpan has the option to suspend the child from the program and/or make the appropriate referral. All incidents will be documented.

D. Suspected Child Abuse

All observations or suspicions of child abuse or neglect will be immediately reported to the child protective services agency no matter where the abuse might have occurred. All childcare providers are mandated reporters and receive training in this area.

VI. Care of Acutely Ill Children

A. Admission and Exclusion:

The childcare provider, not the child's family, makes the final determination about whether the acutely ill child can receive care in the childcare program. The childcare facility follows the policies recommended by the American Academy of Pediatrics. Children will be excluded if:

- The child's illness prevents the child from participating comfortably in activities that the facility routinely offers for well children or mildly ill child.
- The illness requires more care than the childcare staff is able to provide without compromising the needs of the other children in the group.
- 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 as defined in Preparing for Illness.

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

B. Management of Short Term Illness:

If the child becomes ill during the time the child is in care:

- The caregiver will notify the Family Coordinator and complete the symptom record.
- Administration will determine if the child may remain in the program or is too ill to stay in childcare.
- The Family Coordinator will call the parent or legal guardian.
- The child's symptoms will be treated as agreed upon with the parent or legal guardian. The treatment will be written on the symptom record. The caregiver will reassure the child.
- The symptom record will be given to the parent or legal guardian so that the parent or legal guardian has the information needed to continue the child's care.
- If the child is too ill to stay in child care, the parents must make arrangements for the child to be picked up and cared for at home.
- Children must be fever, diarrhea, vomiting free for 24 hours without medication before they can return to care.
- For childhood illnesses that are highly contagious, a doctor's note is required for readmission.

C. Reporting Requirements:

Some communicable diseases must be reported to public health authorities so that control measures can be used. Administration will obtain an updated list of reportable diseases from the local or state health authorities annually. Families and staff are to notify site Directors within 24 hours after the child or staff has developed a known or suspected communicable disease. The center must also be informed if any member of their immediate household has a reportable communicable disease. While respecting the legal boundaries of confidentiality of medical information, administration will notify the appropriate health department authority about any suspected or confirmed reportable disease between the children, staff, or family members of the child and staff.

Families of children who may have been exposed to a child with a communicable disease or reportable condition will be informed about the exposure according to the recommendations of the local health department.

D. Obtaining Immediate Medical Care

At any time we believe a child's life may be at risk or there is a risk of permanent injury, immediate medical treatment will be obtained. 911 will be called and if deemed necessary the child will be escorted to the hospital by ambulance accompanied by a staff member or Director. The parent will be called immediately.

VII. Health Plan

A. Child Health Services:

Parents or legal guardians are responsible for assuring that their children are kept up to date and that a copy of the results of the child's health assessment is given to the program.

The facility requires parents to provide updated written verification from a physician of ongoing vaccines administered in accordance with the schedule recommended by the AAP. Per state regulations exemptions from immunizations must be documented as follows: exemption from immunization for religious belief or strong personal objection should be documented by a written, signed, and dated statement from the child's parent or legal guardian, and kept in the child's record. Exemption from immunization for medical reasons must be documented by a written, signed, and dated