

**Wilson College Child Care Center
Parent Handbook**

Table of Contents

I. WELCOME3

II. GENERAL INFORMATION.....4
 Calendar.....4
 Weather Closings.....4
 Classrooms.....4

III. ENROLLMENT POLICIES.....5
 Paperwork Updates.....5
 Waiting List.....5
 Attendance.....5-6
 Late Fees.....6
 Supervision.....6
 Tuition Policies.....6
 Transition/Starting.....7
 Withdrawal.....8

IV. HEALTH AND SAFETY POLICIES.....7
 Security.....7
 Release of Child.....7
 Illness Policy.....8
 Hand Washing.....9
 Diapers and Toilet Training.....10
 Medications.....10
 Incident/Accident Reports.....11
 Mandated Reporting.....11
 Crisis and Emergency Plan.....11

V. EDUCATIONAL PROGRAM.....11
 Curriculum.....11
 Primary Teachers/Meetings.....12
 Daily Schedule.....12
 Lesson Plans.....12
 Inclusion.....13
 Transitioning.....13
 Holidays.....13
 Birthday Celebrations.....14
 Toys from Home.....14
 Cubbies and Mailboxes.....14

Outside Play.....	14
Clothing.....	14
Nap/Rest.....	15
Family Involvement.....	15
VI. SOCIAL-EMOTIONAL DEVELOPMENT.....	15
Behavior Concerns.....	16
VII. GROUNDS FOR DISMISSAL.....	17
VIII. COMMUNITY REFERRALS.....	17
APPENDIX 1 – Community Agencies.....	18
APPENDIX 2 – List of Items to Bring.....	19
APPENDIX 3 – Non-Discrimination Policy.....	20

I. WELCOME

We welcome you and your family to the Wilson College Child Care Center. Our handbook will provide you with information about our center and explain our policies. On occasion, we may find it necessary to add or change information in this handbook. We will always provide you with a written addendum.

The mission of Wilson College Child Care Center is to nurture and support the growth and development of young children from the Wilson College and greater Chambersburg communities through high quality early childhood environments and experiences so that each child is able to learn and develop at his/her own pace in order to achieve early learning goals.

Wilson College Child Care Center is committed to providing high-quality child care to Wilson College staff and students and the Chambersburg community. The child care staff, using *The Creative Curriculum* as our foundation, focuses on four areas of development; social/emotional, physical, cognitive and language. We strive to meet the individual needs of every child in a safe nurturing group care environment.

The Center is licensed to provide child care through the PA Department of Human Services/OCDEL. The regulations for child care centers can be found here:

<http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter3270/chap3270toc.html&d=> The Center participates in the state's Keystone Stars program. This Pennsylvania program is the state's quality rating and improvement system to assess, improve, and communicate the level of quality in early learning programs. Centers achieve a STAR rating of 1 to 4 with more requirements for centers at the higher number star levels. It is the goal of Wilson College Child Care Center to achieve and maintain a STAR 4 in this system.

Quality group care benefits children in many ways. The staff work hard to provide a consistent environment, interesting activities, and adult-child interactions that will help each child develop strong social skills, a love of learning, and a solid grasp of age appropriate concepts. Planning time and training time are essential to the staff. While your child is 'napping', our teachers are writing lesson plans, gathering materials, collaborating on upcoming activities, being trained by the director, and writing notes for parents. When we close for an in-service day, the teachers are attending required professional training at a conference or workshop.

We'd love to meet with you and answer any and all of your questions. It is our desire to get to know you as well as your child. The teaching staff will be sharing their observations of your child and asking you questions in a process of "Getting to Know You". They will invite you to have a teacher-parent meeting. If you are able, this is a great way to jump start the process of teachers and parents working together in the best interests of children. If not, we'll catch you as you go in and out of the center.

Thank you for trusting your child to us. We look forward to our time with your family!

Sincerely,

Karen Zakin
Director

II. GENERAL INFORMATION

Center hours:	6:30 a.m. - 5:30 p.m. Monday through Friday (community and staff) 7:30/8:30 a.m. - 5:00 p.m. Wilson SPS students(per class schedule) night care is provided only for SPS students
Licensed by:	PA Department of Human Services – Office of Child Development and Early Learning
Wilson oversight:	Office of Student Development, Mary Beth Williams, VP
Phone Number:	717-262-2030
Director:	Karen Zakin, karen.zakin@wilson.edu

Calendar of Closings

The Center closes to provide holidays, staff training, and time for the college to do deep cleaning and maintenance. The year's calendar is available in the Center's office. It is distributed in enrollment packets and each year in January. It is posted on the bulletin board by the main entrance. The major closings for the Center are two weeks around Christmas and New Years and a week in July.

Weather Related Delays or Closings

When severe weather causes Chambersburg School District to have a delayed opening or closing, Wilson College Child Care will open at 7:30 am rather than 6:30 am. When Wilson College is closed due to severe weather or any other emergency, the Child Care Center must also close. In rare instances Wilson College has to delay opening. In this case the Child Care Center opens one half hour prior to the start of college classes; example, if college classes begin at 10:00 am the child care center will open at 9:30 am. The College information line is 262-2020. Chambersburg school delays are announced on local radio and TV stations. The director also utilizes a text messaging alert system in which families can enroll to receive text alerts for closings, delays, and other announcements. An information sheet will be provided to you upon enrollment.

Classrooms

Wilson College Child Care Center has three classrooms which are divided by age group. All classrooms offer full week – Monday through Friday or part week care – either Tuesday/Thursday or Monday/Wednesday/Friday. Part week care is only offered based on availability.

- Toddlers – ages 20 months through 3 years enrolls no more than 10 children.
- Preschool – ages 3 to 4 years enrolls up to 18 children.
- Pre-Kindergarten – ages 4 to 5 years enrolls up to 18 children.

Children may be enrolled at the center until they are age eligible for Kindergarten. Once a child is eligible for Kindergarten, our policy, as recommended by NAEYC, is that the child should go on to Kindergarten. Keeping a child at the center past the eligible age for Kindergarten will be done at the Director's discretion after discussion with the family and consideration of the child's needs.

III. ENROLLMENT POLICIES

A non-refundable registration fee of \$35.00 is required. For a family enrolling more than one child the fee is \$50. The registration fee is paid by check to Wilson College.

Families are given a tour of the classroom prior to enrollment. At that time the schedule, curriculum and other information is discussed. If you decided to enroll your child, you will receive a packet of forms to fill out. All forms should be completed and returned to the Center prior to your child's first day of attendance. You must include your registration fee check. Please feel free to call the Center office with any questions regarding the paperwork or about the Center.

Paperwork Updates

- The Health Report must be completed and signed by a physician or CNP. The state has requirements for the ages at which health assessments must be done, and a new medical form will be requested as needed. The Center will give you a reminder at least two months prior to the expiration date. An updated physical each year is a requirement for continued enrollment.
- Emergency Contact Information must be updated every six months and whenever information changes. It is critical that we be able to reach you in the case of an emergency involving your child. The form will be put in your parent mailbox in February and again in August to be updated.
- Tuition Agreements are done upon enrollment and whenever tuition fees change due to classroom or enrollment changes. The state also requires that tuition agreements are updated every 6 months. The tuition agreement has several sections that require you to complete information. If you receive a new tuition agreement, please return it to the office promptly. At enrollment you will be provided with information about how to make tuition payments to the Wilson College Business Office.

Waiting List/Enrollment priorities

If spaces are not available in the child care center, a waiting list will be maintained.

When space opens in a classroom enrollment is made using this list of priorities:

- Currently enrolled child who is developmentally ready to move to the next room
- Child of a Wilson College student entering the Single Parent Scholars Program
- Sibling of a currently enrolled child
- Children of Wilson College faculty, staff and students
- Children of community members

Full time enrollment receives priority over part time enrollment. Tues/Thurs enrollment will be offered if an opening exists due to prior Mon/Wed/Fri enrollment.

Attendance

Each child's parent or parent designee must come into the center and sign the child in when arriving and out when leaving. Please sign in legibly and use your full name.

Children should arrive by 9:00 a.m. unless previous arrangements have been made and both the director and teachers have been informed. Please call the Center by 8:30 a.m. if your child will not be attending for the day.

If you arrive later than 9:00 a.m. and have not made previous arrangements or notified the center by 8:30 a.m. that your child would be late, we reserve the right to refuse care to your child. While this may seem harsh, it is very important for children and teachers to be able to have a continuous flow and routine to the day. Morning group times and activities begin at 9:00 a.m., and when children arrive late, it interrupts the flow of those activities for everyone. Occasionally needing to arrive late is not an issue, but please respect the start time of 9:00 a.m. to help everyone to have a great day! Morning snack is served at 8:30 and is finished at 8:45. Food will not be served after that time, until lunch, as the class will be starting the structured activities planned for the day.

Late Fees

Children must be picked up by 5:30 pm. There is a \$1/minute late fee when your child is picked up after 5:30. Please pay the late fee at the time of pick up. If not, you must pay the late fee in the office before you drop off your child the next morning. **Late fees must be paid in cash.**

Supervision Rule

Please help us maintain safety.

- Keep your children with you at all times. You must be able to see them when you are entering and leaving the Center.
- If you pick up when there are classes playing in the playground, please take a moment to latch and secure the gate behind you. If you cannot, then call out to a teacher and she will gladly take care of it.
- There is a “walking feet” rule inside the building.
- Please do not leave other children unattended in the car while dropping off or picking up your child. Staff are mandated reporters and would need to report any unsafe situation involving your children.

Tuition Policies

You are responsible for the amount of tuition stated on your signed agreement. This agreement is forwarded to the Wilson College Business Office, and you will be provided with a monthly statement. Payments may be made in the Child Care Center Office. A late payment fee is added to tuition balances not paid within 30 days. Failure to pay tuition promptly is grounds for dismissal from the Center.

- You do not pay for the full weeks the center is closed. All other weeks you pay the same amount. Holidays are already taken into account in setting fees.
- Tuition payments are due **WEEKLY** but can be paid further in advance.
- Please call the Business Office 717-264-2395 with all questions regarding tuition and payments.
- Tuition discounts for students are only valid as long as you are actively enrolled at Wilson.
- Tuition discounts for employees end when your employment at Wilson ends.

- You will receive the Tuition Policies and Option for Payment along with this handbook.

Payment of tuition is based on a child's enrollment not attendance, therefore, payment of the full weekly tuition is due even if you are on vacation or your child is absent. Payments for tuition may be made at the center by cash in exact amount, check, or money order may be made at the Child Care Center or check or money order may be mailed to the Business Office. Please make check or money order payable to "Wilson College" and note your tuition account number on the check.

Credit card and electronic check payments can be made through the Wilson College website - www.wilson.edu. On the top of the home page, select "Parents". On the right side of Parents page, select "Pay Your Student Account". The identification number is required when using the web payment method. You may obtain this by contacting the Business Office or it is on your monthly tuition statement. A 7 digit number is required, so you will need to use the 6 numbers on your statement with a "0" at the beginning. Questions regarding your tuition account may be addressed to the Business Office Accounts Manager – 717-264-2395.

Transition/Starting at the Center

It is best to plan ahead for a smooth transition into the Center. Bring your child with you to deliver the completed paperwork. Together you can visit the classroom again and visit your child's teachers. For many children, depending on age and prior history in child care settings, it is important to have a first day when the child does not have to nap at the Center and a second day when he/she is picked up before starting to see all the other parents arriving. Work with the Director to plan your child's transition to the Center.

Once you start a regular schedule of days these hints may be helpful:

- A short good bye ritual. Some children stand at a window and wave every morning, some children go from parent to a particular place in the classroom, some children put things in their cubby get one hug and they are ready to play.
- Arriving and picking up at the same time each day gives your child consistency which is very reassuring.
- In your travels to the Center talk to your child about the day (mention parts of the schedule, or parts of the room, or the names of friends).
- If your child is crying when you leave, do your best to show only confidence that they are in the right place and they will be fine. Call the office if you want to check up to make sure your child has settled into the day. Most children will stop crying before you get to the car! Just about everyone will be through with crying within a week or two.
- If you are going to pick up later than your usual time, give us a call and your teacher will be able to talk to your child and reassure them that although there is a change they have not been forgotten!

Withdrawal from the Center

A written two weeks' notice is required to withdraw your child from the Center. The teacher will provide you a copy of your child's portfolio at your request. If you would like us to share information about your child with another child care setting or a school district, please contact the Director so that the proper permission forms can be completed.

IV. HEALTH AND SAFETY POLICIES

Security

Our doors are locked, and a code is necessary to enter the building. Each family will receive an entrance code. Share it only with those who will be picking up or dropping off your child frequently. **Do not share it with your child and do not allow children to press numbers on the keypad.** A doorbell is located near the entrance door, so anyone who is visiting or dropping off or picking up just for the day, may ring the bell for entrance. The door on the south end of the building may not be used for entrance, but you may use it as an exit. Please follow instructions on the door so that it is kept secure.

Release of Child

- We can only release your child to those people that you have named in writing on the Emergency Contact Form. Anyone picking up your child should have picture identification (i.e. driver's license or state ID) and be at least 16 years of age. **Please make sure anyone between 16 and 18 years old is eligible to transport your child (per PA Driving Laws), and remember anyone who transports your child in a vehicle will need the proper child safety seat!**
- You or any of the pickup people will be asked for identification if your child is under the care of a teacher who has not met you.
- If there is a court order which states that a child's parent may not pick them up, we must have a copy of the order in the files in order to enforce it at the Center. You can change your pick up list at any time in writing. If you call to make a verbal request for someone to pick up your child who is not on the list, staff will need to complete a verbal request form. A second staff person will need to call you back to confirm the arrangements.
- **In the event that we feel a child would be placed in an unsafe situation by being released to any person (lack of car seat, driver under the influence), the center staff may refuse to release the child and/or may contact legal authorities.**
- In the rare instance that you have not arrived by closing time to pick up your child AND we have not heard from you, we will begin the process of finding someone to pick up your child.
 - First staff will call parents as listed on the Emergency Contact Form.
 - If unable to reach a parent, staff will contact other people on the Emergency Contact form until someone is reached. An arrangement will be made to have the child picked up.
 - If unable to reach parents or any emergency contact, staff will continue to try to reach these people for one hour. If after one hour staff have not been able to

reach parents or emergency contacts, local law enforcement and/or child protective services will be contacted to seek emergency care for the child.

Illness Policy

Illness policies at the center are created based on information in *Caring for Our Children: National Health and Safety Performance Standards – Guidelines for Early Care and Education Programs* as a resource. Our goal is to help keep all children healthy and able to attend child care. Our main criteria is that children must be able to actively participate in all planned activities including outside play. If your child is not feeling well or is showing signs of illness (vomiting, fever, earache, diarrhea) please do not bring him/her to the Center. We try hard to maintain a healthy environment so that illness does not affect everyone.

If your child becomes ill while at the Center, we will notify you to pick up your child. The Center follows the exclusion guidelines of the American Academy of Pediatrics. Exclusion reasons include, but are not limited to, illness resulting in a greater need for adult attention and care than can be safely provided in group care ratios, child appears to be severely ill, fever of more than 100 degrees taken under the arm, diarrhea, vomiting more than 2 times in 24 hours. If we are unable to reach you, an emergency contact person will be notified. Please be prepared with a care plan in the event your child becomes ill at the center. If your child is sent home sick your child should not return until they are able to participate fully in the program and are either free of the symptoms or you have a note from your child's doctor stating the symptoms are not contagious and the child can safely participate in group care.

If your child has a contagious illness please notify the Center so that we can take steps to prevent the spread of the disease in the Center and notify other families. Bring a note from the Doctor's office stating that the date your child is able to return to the Center and is no longer contagious.

Hand Washing

One of the best ways to prevent the spread of illness is by washing hands frequently. At the center we ask for your help in establishing hand washing routines by **taking your child to wash hands upon arrival at the center.** I would also suggest you have your child wash hands upon arrival at home for the evening. Other times that we wash hands include:

- Before meals
- After toileting
- After playing outside

We also wash hands or use hand sanitizer:

- Before and after water or sensory play
- After touching, blowing, or wiping noses
- After touching trash cans

Diapers and Toilet Training

- **Diapers and Wipes** - Parents must supply diapers and wipes. We check diapers at least every two hours and change diapers whenever they are wet or soiled. Teachers will keep notes of diapers changed and will let you know when your child needs a new supply of diapers or wipes. If the center needs to provide diapers and wipes for your child there is a \$1.00 charge for each diaper change.
- **Toilet Training** - Toilet training is typically a task that begins between ages 2 and 3 years, depending on a child's readiness and abilities. At our center children in the Preschool and Pre-Kindergarten classrooms are expected to at least be in the process of potty training, unless a developmental issue prevents potty training. When you are ready to begin the process of potty training, consult your child's teacher for more information, suggestions, and center requirements due to health standards. We will be happy to work with you on toilet training with your child, but please keep in mind that some methods you may be able to use at home will not be able to be used in a group child care setting – examples: allowing your child to go without pants and underwear or taking your child to the potty every 15 to 30 minutes.

Requirements in Preschool and Pre-Kindergarten classrooms:

- Children must be in pull ups, not diapers
- Children should have some self-help skills, such as pulling pants up and down
- Children should have some experience with using the toilet, even if not always successful
- Until child has shown a few weeks of success with toileting, child should continue to wear pull-ups or training underwear with 4 to 5 layers of fabric and rubber pants. This is because of the high potential for accidents on carpets and furniture that creates a health hazard for the rest of the children.
- Toilet trained children must wear underwear – again, this is for health reasons and containing body wastes away from common areas.

Medications

Work with your health care provider to schedule your child's needed medications so that you can administer doses around the child care schedule. You are welcome to come to the Center to administer medication. Staff can only give medications that a child needs for care for a chronic condition. In the event that medication is required to keep a child with a chronic special need safe, parents must talk to the Director. No medication can be administered until teachers have been specifically trained and this may require 2-4 weeks.

Any medication that staff will give to children must meet the following conditions:

- The medication must be provided in the original container with the pharmacy label and instructions for giving the medication on the container. Over the counter medications must have a doctor's note with dosage instructions provided.
- Parent must fill out a medication form for each medication.
- No medications given to children may be expired or out of date.

- Staff will complete the medication log each time that your child is given medication.
- Parents will communicate with staff when a child's last dose of medication was given if the medication may not be given within a certain time period.

Children cannot have any medication in their possession or in their cubbies (lotions, lip balms, cough drops, etc). **Also, please remember that you should NEVER put medication into a child's drink in a sippy cup and send it into the center!** This is not a safe way to give medication to a child because there is no way to know if a child gets the entire dose. Additionally, if another child would get the sippy cup by mistake, it would be dangerous. Please be serious and careful about giving medications to your child.

Incident/Accident Reports

If your child is injured through the day, the teachers will complete a report for you to sign. After all the necessary signatures are on the report, the teachers will make copies for the file, and you will receive the original. Please let us know if your child gets a medical assessment of any injury that happens at the Center.

Mandated Reporting

Please be aware that per state regulations, all employees in the child care center are mandated reporters for suspected child abuse and/or neglect. If we suspect any type of abuse or neglect to a child, we are required to report it to the state hotline. Please understand that if this situation arises, we are acting in the best interests of keeping children safe and performing our required duties.

Crisis and Emergency Plan

In the event that we must evacuate this building, staff and children go to the yard and wait for emergency personnel to assess the threat in the building. We return only when we are told that it is safe. In the event that we cannot return to our building, staff will walk the children to the Lenfest building where we will shelter and be directed by campus security personnel. If staff and children need to "shelter in place" within our building, we have areas designated to take children for safety.

Teachers carry parent emergency phone numbers any time they leave the Center and you would be contacted as soon as is possible if there was any reason to come and pick up your child. A copy of the crisis response plan is available for review by parents.

V. EDUCATIONAL PROGRAM

Curriculum

Our center uses the *Creative Curriculum* as the foundation for our early learning experiences. Research has shown that young children learn best through hands-on, active exploration of the environment and materials. Each classroom arranges its environment into key interest areas in which children can develop different cognitive skills, as well as grow socially and emotionally. These interest areas include: blocks, dramatic play, science, art, sensory/water, manipulatives/table activities, reading/literacy, music, and math.

Teachers in this environment plan experiences and activities that are interesting, fun, and challenging for children. The role of the teacher is to help each child develop individually through modeling and extending children's play activities. Planned experiences are based on Pennsylvania Early Learning Standards and are designed to help children develop in all areas. Additionally, teachers keep portfolios which contain observations, work samples, and learning goals for each child. Child assessments are completed at three intervals during the year and conferences are offered twice a year.

If you have questions or concerns about your child at any time, please feel free to speak with one of the child's teachers or the Director. Our goal is to work with you to meet your child's needs and to help him/her be successful in the future.

Primary Teachers/Parent-Teacher Meetings

Each of our classrooms in the center has two full-time teaching staff who are assigned specifically to one classroom. Other than limited periods of time early in the morning and at the end of the day, your child will be in his assigned classroom with the same teachers each day. We believe this consistency is important to establish continuity of care for your child and develop relationships between children and teachers. One of the Center's teachers will be identified as your child's primary teacher. This means that she will observe your child, complete a developmental checklist and assure that activities are planned that meet your child's interests and needs. Feel free to raise concerns with any teacher, or with the Director, when you drop off or pick up your child. Your child's primary care teacher will invite you to meet in the first few weeks of enrollment. At this meeting information about the *Ages and Stages Questionnaire*, a developmental screening, will be shared with you, and teachers will be able to provide referral information if any developmental concerns are noted. Teachers are continually making observations of the children and utilize the online Teaching Strategies Gold assessment system which aligns with the *Creative Curriculum* used by the center. This information will be shared at you during at least two conferences offered throughout the year. Teachers will also maintain a portfolio which will follow your child through the Center. You are welcome to look at it at any time.

Daily Schedules

Each classroom will have a posted daily schedule of activities. A routine helps children to understand the flow of the day and begin to understand what happens next each day. Most planned learning activities take place during the morning after circle time, so it is important for you to have your child here on time to participate. While the teachers do follow the daily schedule, they will be flexible to take advantage of opportunities that happen throughout the day, such as an unexpected snowfall.

Lesson Plans

Teachers in each classroom will post the weekly lesson plans. Usually teachers select a theme for lessons and plan activities and lessons to go along with the theme. Teachers are guided in planning by the Pennsylvania Early Learning Standards (ELS). The ELS are objectives that will help children to be prepared for Kindergarten, and our teachers use them in planning so that

we are meeting Kindergarten readiness recommendations. The Standards are developed by the Pennsylvania Department of Education, and a copy is available in the center office for parent review.

Inclusion

Our goal at Wilson College Child Care Center is to help each child reach his potential. In order for us to best meet your child's needs, we need you to share information with us regarding any developmental needs your child may have. If your child has an IFSP or IEP, please provide us with a copy upon enrollment so that we know the skills your child is working on and can support any services your child is receiving. The center will accommodate recommended modifications and supports as listed in your child's IEP or IFSP. We would also welcome the opportunity to be included in any IFSP or IEP meetings held regarding your child. Additionally, if you have any concerns about your child's development please feel free to discuss them with your child's teacher or the director. We would be happy to provide you with information on child development and help with referrals for developmental assessment and evaluation if needed. Many children receive services prior to going to Kindergarten which helps them to have a more successful school experience.

We also want to support children whose first language is not English. Our goal is to help your child to learn English while also maintaining his native language. Our teachers will do their best to communicate with you and your child and find resources to help your child in the classroom. Some of these resources may include using sign language, incorporating labels and information into the classroom in your home language, or using an interpreter. Please let us know about any concerns or questions about your child's language development.

Transitioning

Whenever your child is old enough to proceed into the next classroom, we will evaluate his/her readiness by considering social, cognitive, physical and emotional skills. If your child is ready to move on to the next class, we will talk with you and your child. The teachers will plan a few half day visits to the new class to include some morning and afternoon experiences. We do not always have openings in the next class when your child is ready to proceed, so she/he may have to wait for an opening. Center staff will also assist children with the transition to Kindergarten. Registration information for different school districts will be provided and posted so families may register children for Kindergarten. It is the center's policy that children who meet the age requirements for Kindergarten in their home school district begin Kindergarten at the start of the school year. Children should only remain at the center if there is a documented special need and recommendation that the child continue in Pre-K rather than move on to Kindergarten. Kindergarten classrooms are equipped and prepared to meet children with a wide range of abilities, so children should move on to Kindergarten when they meet age requirements of the school.

Holidays

The Center talks about and recognizes holidays from a variety of cultures. We feel that the benefits of incorporating holidays include:

- respects diversity
- demonstrates respect for a variety of cultures and beliefs
- provides an opportunity for teachers and families to get to know each other as we plan appropriate activities

We invite families to join with us in our celebrations or to come in and talk about your own traditions.

Birthday Celebrations

You are welcome to send in special snacks for your child's birthday. Please let the Teachers know a couple days in advance and check with them regarding any food allergies to consider. Invitations to birthday parties and events that are not Center based should be placed in parent mailboxes. Parents and children are asked to refrain from opening the envelopes until outside of the Center to avoid hurt feelings.

Toys from Home

The equipment and play materials at the Center are chosen carefully. With this in mind, we ask that you leave your child's personal toys at home for the following reasons:

- In group care, sharing is promoted when the toys are all common property. Toys owned by individuals require a different set of understandings which can create tension or feelings of jealousy.
- Staff must assess the safety of all toys that are in the classroom.
- The Center cannot be responsible for broken, lost or stolen items that have come from home.
- Staff cannot safely monitor children if their attention is needed to oversee special toys.

Cubbies and Mailboxes

Each child has her own cubby and hook, and each family has a mailbox in your child's classroom. Please place your child's belongings in his/her space and make sure to clean out your child's cubby daily. **Do not leave any medications, lotions, hand sanitizer, chapstick, etc. in your child's cubby!** Also check your parent mailbox daily for artwork, newsletters, and other important papers that need your attention.

Outside Play

We go outside to play everyday weather permitting, which means 25° or above with wind chill in the winter and 90° or below with heat index in the summer with no air quality warning. Please provide appropriate coats, boots, and snow pants in cold and/or snowy weather. You may also send in a hat for warm weather to protect your child from the sun, and you will be asked to provide sunscreen that the staff can apply to protect your child's skin.

Clothing

Please dress your child in clothing that is appropriate for the daily activities at the center such as active outside play, art, and sensory activities. Dressing children in layers in different seasons is also helpful as temperatures inside can vary. It is preferred that children do not wear flip

flops, especially for outside play. Extra shoes for the playground can be kept in a child's cubby for muddy days or to wear instead of flip flops on the playground.

Nap/Rest

Each classroom does have a quiet time set aside each day for resting and napping. Please provide a blanket and if you have a crib sized sheet available, it's the perfect size for the cot or mat to make it more comfortable for resting. Bedding will be sent home weekly to be laundered and returned to the center.

Family Involvement

We believe that you are your child's first and most important teacher! Our goal is to partner with you and work together to meet your child's needs and support your child's growth and development in all areas. Please feel free to let us know the best way to communicate with you to share information or discuss ideas.

VI. SOCIAL-EMOTIONAL DEVELOPMENT

One of the most important areas of development in young children is the area of social-emotional development. Children are learning about getting along with friends, following directions, being a good classroom citizen, and how to make good behavior choices. These skills take time for children to develop because they require self-regulation and impulse control. The teachers use a variety of techniques to help children learn and practice these skills. Our goal is to help children learn self-regulation and to promote confidence and self-esteem. Children will be more successful in school if they have learned to make positive choices with behavior and interact well with peers. We believe that young children are learning these skills and make mistakes with their behavior. Our role is to help them learn effective ways of making better choices in the future. Because all children develop differently, the teachers strive to be consistent, positive and understanding of individual needs.

We will use the following techniques:

- Role modeling
- Redirection
- Recognition of positive behavior verbally or with a gesture
- Helping children to express themselves in nonviolent ways
- Talking with children about emotions and other children's perspectives
- Coaching through a situation
- Teaching acceptable solutions to a problem such as talking, seeking the help of a teacher, walking away, or compromise
- Cool down time where children have a supervised place to themselves. The child can calm down, talk to a teacher, and return to the group.
- Social stories – stories about situations which show children how to behave in positive ways

Behavior Concerns

Sometimes children have difficulty with their behavior even when teachers are working with them and trying all of the strategies they can to help them be successful. Our goal is to meet the needs of all children under our supervision. Our focus must remain with the safety and well-being of all children. Frequent and persistent behaviors that are a safety concern for your child, other children in the group, or center staff will need to be addressed.

The following steps will be taken in the event of behavior concerns:

- A Behavior Report will be completed and teachers will notify the director immediately. Behavior reports help teachers begin the process of tracking behavior to find patterns, common factors, or other information that may help to resolve the issue.
- Director observes in the classroom and makes recommendations to the teachers. The teachers will speak with parent(s) about behaviors and strategize consistency between home and school.
- If the situation does not improve the Director and primary teacher will schedule a meeting with parent(s) to decide upon further actions to be taken. These may include adjustments in the classroom, adjustments at home, changes in schedule, gathering information from other sources or seeking advice from other professionals. The date of the meeting, action steps agreed upon, and a follow up meeting date (within two weeks) should be recorded and copies shared with all participants.
- If, in the follow up meeting, all agree that the problem has resolved then steps will be agreed upon to keep the successful changes in place for the child.
- If, in the follow up meeting, there are safety concerns in the group care setting the Director will determine what is needed to assure safety to the group. In group care, staff cannot provide one on one attention to one child for large parts of the day. Options for problem solving may include, but are not limited to, a consultation with the pediatrician, having a developmental assessment or thorough evaluation with a psychologist or early childhood specialist, an observation of the classroom, teachers, and child by Keystone STARS Early Childhood Mental Health consultant. Parents may call the CONNECT Helpline at 1-800-692-7288 for help connecting to early intervention services in the state. Parent permissions and participation will be required to work in the best interests of the child. We are interested in helping your family. When we request additional support from other sources, it can only add to our understanding of your child. The meeting will be documented, action steps agreed upon, and a timeline for action steps will be decided.
- Director and teachers will continue to document your child's behavior while we are working through a plan, and we will communicate with you. It is expected that parents or guardians will follow through with action steps and seeking services for your child.
- Our goal through this process will be to work with you and your child to help improve behavior and create a safe classroom environment. We will monitor progress and do everything we can to help things improve. If, however, the situation does not improve, parents fail to cooperate with the agreed upon action steps, or the child's behavior continues to be very dangerous (examples - attempting to run away inside or outside,

behavior that causes injury to other children or staff), the Director, as a last resort may need to take action to end child care service for your child. If a decision is made to end your child care service, we will do our best to work with you to find another setting for your child.

VII. GROUNDS FOR DISMISSAL

Parents must conform to all Wilson Child Care policies. If policies are not complied with, the center reserves the right to terminate child care services. The following are examples of possible termination circumstances:

1. Tuition is not paid in a timely fashion.
2. Parents are verbally or physically abusive with teachers, children, or other parents. It is expected at all times that parents will refrain from loud tones of voice or harsh words with their own child or any other child or adult in the center.
3. Failure to provide the center with updated child health assessments as requested.
4. Failure to update emergency contact forms or tuition agreements as required.
5. Behavior concerns as noted above.
6. Differences between the center and family that cannot be resolved.
7. If a child is not in attendance for two weeks without prior notice and Center staff are not able to contact parents with phone numbers on the Emergency Contact Form.

VIII. Community Referrals

Our center is provided with information regarding many services within the Chambersburg community. These services may be useful for your family in various ways. If we are aware of a service that may benefit your family, we will provide you with information about the agency or program. It is your choice whether or not to participate in any services that may be suggested. Also, please feel free to ask the Director if you are seeking a service within the community, and she will help you as much as possible. On the next page is a list of some common services that are helpful for families.

Franklin County Resources for Families

Early Learning Resource Center - Franklin County Office

717-263-6549

800-682-5702

Administers the child care subsidy program to county residents. Has a resource library available to families. Maintains a list of registered providers.

CONNECT Helpline

800-692-7288

Provides information about your child's development and connecting to Early Intervention services in PA.

Penn Cares Early Intervention

717-267-2672

Services for infants and toddlers at risk of developmental delays in cognitive, adaptive, motor, communication and social skills.

Parent to Parent of Pennsylvania

888-727-2706

Website - www.parenttoparent.org

Links families of children with special needs on a one to one basis according to condition or concern (such as physical disabilities, developmental disabilities, foster care or adoption, educational issues)

Chambersburg Food Pantry 533 S. Main St.

717-263-5060

Waynesboro Food Pantry 117 S Church St

717-263-5060

Women in Need

717-264-3056

Hotline 717-264-4444

Serves victims, survivors and significant others of individuals who have experienced domestic violence and sexual assault.

Children's Health Insurance Program (CHIP)

800-986-5437

Website – www.chipcoverspakids.com

Free or low cost health insurance for children

Traffic Injury Prevention Project

Website – www.pakidstravelsafe.org

Provides information on car seat recalls, loan program, and local places that will check for proper car seat installation

Women, Infants, and Children (WIC)

800-942-9467

Provides nutrition services, breastfeeding support, referrals, and healthy foods

Weatherization Assistance Program

717-334-7634, ext. 134

800-451-9869

Assistance in reducing energy costs for low-income families by making homes more energy efficient.

List of Items to Bring

Below is the list of items that families are required to provide for their children while in the care of Wilson College Child Care Center. Please make sure to label all blankets, lunch boxes, boots, etc. with your child's name in case of duplicates and for sanitary purposes.

1. Blanket and small pillow for rest time. Please do not send very large stuffed animals or pillows as our storage space is limited.
2. At least one complete extra set of clothing including top, pants or shorts, underwear, socks, and shoes (if potty training).
3. Lunch each day – Please make sure your child's lunch bag or box is labeled, and also label any containers inside the lunch box. (We often get duplicates.) Also remember **DO NOT SEND ANY ITEMS WITH PEANUTS!**
4. Diapers or pull ups and wipes must be provided for any child who is not full potty-trained. Staff will let you know when you need to bring more.
5. Sunscreen to be kept at the center and applied by staff. Please send in a Ziploc bag with your child's name and fill out permission slip provided.
6. Any special dietary needs your child may have due to dairy allergy, etc.

Please DO NOT Bring

1. Toys from home should not be brought to the center unless for a show and share day or special event.
2. Make sure your child does not have any coins or small objects in their pockets.
3. Do not keep medication, hand sanitizer, or chapstick in your child's backpack. These are violations of our licensing regulations.
4. Any items that would prevent a safety hazard. You never know what kids can get into, so check backpacks, diaper bags, and pockets!

Wilson College Child Care Center
1015 Philadelphia Avenue
Chambersburg, PA 17201
717-262-2030

Nondiscrimination Policy Statement
Provision of Services

To: Families
From: Center Director

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

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

Any individual who believes they have been discriminated against may file a complaint of discrimination with:

Mary Beth Williams, VP of Student Affairs
Wilson College
1015 Philadelphia Avenue
Chambersburg, PA 17201

U.S. Dept. of Health & Human Services
Office for Civil Rights
Suite 372, Public Ledger Bldg.
150 South Independence Mall West
Philadelphia, PA 19106-9111

Department of Human Services
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105

PA Human Relations Commission
Harrisburg Regional Office
333 Market Street – 8th Floor
Harrisburg, PA 17101