



Parent Handbook

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Table of Contents

	Page
Introduction	3
Mission Statement	3
History	3
Non-Discriminatory Policy	3
Location	3
Class Names and Age Groups	4
Calendar	4
Enrollment	4
Waiting List	4
Policies	5 - 9
Attendance	5
Arrival	5
Departure	5
Safety	5
Smoking	5
Personal Belongings	5
Rough Play, Fantasy Violence and Toy Weapons	5
Weapons Policy	5 - 6
Child Abuse Reporting	6
Health	6
Sick Policy	6 - 7
Medications	7
Sunscreen/Diaper Cream/Insect Repellent	7
Clothing	7 - 8
Shoe Covers Policy	8
Children's Footwear	8
Nutrition	8
Visitor's Policy	8
Babysitting Policy	8
Weather	9
Transfer of Records	9
Confidentiality	9
Dismissal from CFC	9
Financial Information	9 - 12
Registration	9
Fees	9
Tuition Payments (Weekly, Monthly, or Subsidized Care)	10
Short-Term Withdrawal	10 - 11
Non-Sufficient Funds	11
Drop-In Care	11
After-School Care	11
Tuition Rates (** in current Parental Contract**)	11
Late Fees	11
Vacations/Flexible Days	12
Credits- New Enrollments Referred by Current CFC Parents	12
Parent Association	12
Board of Directors	12

Introduction

We are happy to welcome you and your child(ren) to Children's Family Center (CFC). The purpose of Children's Family Center is to support the family, by providing a quality childcare, serving infants through pre-Kindergarten. Because each child is unique, we believe in meeting individual needs and encouraging the child to develop in a safe and stimulating environment.

Our staff has training and experience in child development, ranging from two years of childcare to a four-year degree in Early Childhood Education or the Human Services Field. The teachers plan activities that will enhance the child's development, in all areas, and will help to increase their self-esteem through active participation.

Children's Family Center participates in the Keystone STARS. Keystone STARS is a voluntary program that recognizes Department of Human Services (DHS) regulated child care providers that exceed state health and safety licensing requirements.

We offer an Intergenerational Program through the active participation of many senior residents from local retirement communities. The seniors spend time with the children in experiences, such as exercise classes, lunches, crafts, cooking, strolls or just rocking and singing to our infants. The exchange between the children and the seniors is very special, and benefits the seniors as well as the children.

Mission Statement

Children's Family Center will provide family-oriented care for children by promoting physical, emotional, and social development. Children's Family Center will also foster Intergenerational linkages between children and seniors, for their mutual benefit.

History

Children's Family Center opened in September of 1978, within Messiah Village, a multi-care retirement center. Its purpose is to provide high-quality childcare and early childhood education, in an Intergenerational setting. Today, the center is licensed for 119 children, including infants (6 weeks through 12 months), toddlers (12-36 months) and preschoolers, ages three to five years. In June 2011, Children's Family Center relocated to our current address.

Children's Family Center is a 501(c)(3) nonprofit corporation and is governed by a Board of Directors.

Non-Discriminatory Policy

Children's Family Center will not discriminate on the grounds of race, color, religion, gender, age, citizenship, veteran status, national origin, disability, sexual orientation or any other characteristic protected by law, pursuant to Presidential Executive Orders 11246 and 11375, as amended, the Pennsylvania Human Relations Act, Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. The non-discriminatory policy of this facility applies to children, volunteers and employees.

Location

Office: 4909 Louise Drive, Suite 108, Mechanicsburg, PA 17055

Phone - (717) 697-5126

Email – info@childrensfamilycenterchildcare.org

Website – <http://childrensfamilycenterchildcare.org>

Class Names and Age Groups

Cubs:	6 weeks – 9 months
Koala Bears:	9 – 15 months
Panda Bears:	15 – 24 months
Sun Bears:	2 – 3 years
Teddy Bears:	3 – 4 years (Preschool)
Polar Bears:	4 – 5 years (Pre-Kindergarten)

Move-ups take place based on availability of space in the classroom, as well as the developmental needs of the child. Due to lack of availability, it may be necessary to curtail move-ups for as much as an additional six months.

Parents will be asked to sign a new contract when their child is moved to a new classroom.

Calendar

Children’s Family Center is open year round, from 6:30 a.m. to 6:00 p.m., Monday through Friday, except for the ten holidays listed below. Parents are required to pay tuition even when the Center is closed for holidays.

- * New Year’s Day
- * Presidents Day (observed)
- * Spring Break (Good Friday)
- * Memorial Day
- * Independence Day
- * Labor Day
- * Thanksgiving Day and the day after.
- * Christmas Day and the day before or after.

Two in-service days, with CFC closing at 2:45:

- * Martin Luther King Day
- * Columbus Day

Enrollment

Children’s Family Center provides full-time and part-time care. Full-time care consists of a five-day week, Monday through Friday (full days). Part-time care consists of a two-day (Tuesday, Thursday, full days) or a three-day (Monday, Wednesday, Friday, full days) week. A limited number of part-time positions are available in each classroom, at the discretion of the Director or the Assistant Director.

In addition, Children’s Family Center offers after-school care, for children who attend half-day kindergarten, as well as for children who attend full-day kindergarten.

Children’s Family Center also offers drop-in care, subject to certain restrictions, which are outlined herein.

To be considered enrolled with Children’s Family Center, each child/family must complete the following forms: Parental Contract; Developmental History; Emergency Card; Permission to Apply Sunscreen/Diaper Ointment/Insect Repellent Form; Handbook Receipt; and Physical Health Form. The Registration Fee and Security Deposit must also be paid.

Waiting List

Children’s Family Center will make every effort to meet your anticipated enrollment date. This cannot be guaranteed. Parents are encouraged to place their name on the waiting list. Contact the Director or Assistant Director for further details.

Policies

Attendance

Children are expected to attend every day that they are enrolled, according to the Parent Contract, signed with the Director or Assistant Director. Parents will pay tuition for all enrolled days, including holidays. Children who have attended CFC for three consecutive months are entitled to one week of flexible vacation days. For example, if your child attends three days per week, you are entitled to three flexible vacation days per year. These days may be used in total or throughout the year. Parents must notify the office two weeks in advance of using the proposed time. These days must be used annually (July-June) and are not cumulative from year to year.

Arrival

Our center opens at 6:30 a.m. All parents must enter CFC, sign in their child at the entranceway computer and deliver their child to the prescribed classroom. If your child will be absent or will be late, please call by 8:30 a.m.

Departure

NO CHILD WILL BE RELEASED TO A PERSON OTHER THAN A PARENT, UNLESS THE CENTER HAS BEEN NOTIFIED, IN WRITING, OR THE INDIVIDUAL IS LISTED ON THE EMERGENCY CARD. Parents must sign their child out at the entranceway computer and notify a staff member of their departure. Important notices will be displayed in the sign-in/sign-out area or in the child's folder. Please check cubbies for personal belongings and daily activities. All children must depart by 6:00 p.m. A late fee will be assessed for a pick up after 6:00 p.m. (See financial information)

Safety

CFC asks that at no time children be left unsupervised in vehicles. All vehicle engines must be turned off upon entering the building for the safety of the children and other parents.

Smoking

Smoking is prohibited on the grounds of Children's Family Center.

Personal Belongings

Children may bring a small pillow, a small blanket and a stuffed toy for nap time (regular sized items do not fit into cubbies). Parents should launder blankets and pillows, weekly. Please label all personal belongings, as to ensure their proper return. We ask that personal toys not be brought into the center. The equipment and play materials on site are carefully selected to give each child the optimum in learning experiences. Children's Family Center is not responsible for the loss or damage of any personal items.

Rough Play, Fantasy Violence and Toy Weapons

Children's Family Center has a policy to involve the children in non-violent play and activities only. CFC does not include or allow toys or gestures representational of weapons or other implements of violence to be included in the activities of the children. No toy weapons (such as a toy gun, knife, or sword), games or books of violence or war, or any other objects of violence are permitted in the Center at any time. Any child or group of children engaging in the performance of fantasy violence or rough play will be redirected to a form of non-violent play or activity.

Weapons Policy

Children's Family Center is a weapons-free site. No weapons are stored or allowed on site at the Center. No visitor, volunteer, employee, child or parent is permitted to bring a weapon to this site. Any violation of this policy is subject to review and termination. The only exception to this rule occurs in the event of a police action

involving the Center, requiring authorities in the conduct of their duty to carry a weapon. Off-duty uniform military or uniform police picking up their children are requested to pick up their children without their firearms.

Child Abuse Reporting

CFC is required by Pennsylvania law to report any suspected case of child abuse to the proper authorities. Therefore, as stated in 55 Pa. Code § 3270.19: “An operator or a staff person who has reason to believe that a child enrolled in the facility has been abused is required to report suspected child abuse to ChildLine as mandated by the Child Protective Services Law”.

Health

The Physical Health form will be completed and maintained, according to the American Academy of Pediatrics requirements. Those requirements are: 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 3 years, 4 years, 5 years, and 6 years.

A child’s Physical Health Form must be completed by the child’s physician within 60 days of the start date of the child. The Physical Health Form must be completed and updated in a timely fashion or services will be suspended.

Sick Policy

CFC’s health policy is consistent with requirements for compliance with the Department of Human Services’ regulations, stated in 55 PA Code, Section 3270.136 & 3270.137. Therefore, a doctor’s note of permission may be requested to verify a child’s readiness to return to the Center.

A child exhibiting the following symptoms/conditions:

- * Fever (101 degrees or higher)
- * Vomiting
- * Diarrhea (2 or more within an hour)
- * Contagious conditions, including but not limited to the following: Childhood illnesses (measles, roseola, fifth disease, mumps, chicken pox, whooping cough, rubella and hand, foot and mouth disease)
- * Pink eye (conjunctivitis)
- * Skin infections (i.e. Ringworm)
- * Head lice (a child must be nit-free before being readmitted to the Center)
- * Strep throat
- * Ear Infection

Children should remain home and not attend class at the Center. Children having experienced the above symptoms/conditions should be symptom free and non-contagious for a 24-hour period before returning to the Center. Parents of children presenting with the above symptoms/conditions while in attendance at the Center will be contacted to take their children to recover in the comfort of their home with family.

Should a child develop any of the above listed symptoms/conditions during the course of the day:

- * The child’s parent/guardian or named emergency contact will be called, advised of the child’s condition and asked to pick up the child from CFC
- * A child that is sent home from CFC due to the above symptoms is required to remain away from the Center until the child has been symptom free for a period of 24 hours.
- * If an antibiotic is required for treatment, the child may not return to the Center until completing 24 hours of antibiotics, however, an exception may be made where a physician’s note states that the child may return to the Center because the child is no longer contagious, despite the introduction of antibiotics.
- * A parent/guardian (or emergency contact) is allowed TWO hours, from the time they are contacted, to pick

up the child. If the parent/guardian or contact is unable to meet this deadline, they must make alternative arrangements for pick up.

* A CFC staff member shall complete the appropriate form for each child who is dismissed early on account of illness.

Parents will be notified when their child has been exposed to an infectious disease. Notices of the illness will be posted on the bulletin board inside the main entrance of CFC. If warranted, a letter will be sent home explaining circumstances.

If emergency medical care is needed for a child, CFC will contact the parent(s) immediately. If the parent(s) are not available, the emergency contact person will be contacted. In case both numbers are not reachable, his or her physician will be contacted. If necessary, an ambulance will be called and he or she will be taken to the nearest hospital.

Medication

Administration of medication is not required by the Department of Human Services. CFC personnel may administer medication to a child, provided that there is a written prescription, by a physician, filed in the medication box. This includes ALL over-the-counter drugs, such as cough syrup, cold relief medication, Tylenol, vitamins, etc.

The following information is needed for every medication to be administered to your child (prescription or over-the-counter):

1. A physician's written prescription, with instructions for medicine to be administered, filed in the medication box. This includes dosage and times of administering.
2. Written consent from parent/guardian and all information completed on the medication log, for each child and each medication.
3. Medication is in original container (this includes trial medication or samples).
4. Child's full name is printed on the container, in permanent ink.

If any of the information listed above is missing, the medication will not be administered.

ALL MEDICATION MUST GO HOME AT THE END OF EACH DAY. If left at CFC, the Center is required, by law, to dispose of the medication.

Sunscreen/Diaper Cream/Insect Repellent

Children's Family Center will apply these topical lotions if a Parental Permission to Apply Sunscreen and Diaper Ointment is on file. This form is included in your enrollment packet. You will be asked to update this form on an annual basis.

Clothing

(Outdoor) Outdoor play is another important portion of our program, as well as important in the growth of your child. In the winter, please provide your child with waterproof outerwear, as well as boots, a hat, and gloves or mittens. During the other seasons, please provide a sweatshirt in your child's extra clothing supply, in case of temperature changes.

If an illness demands, your child may remain indoors. This may occur for three consecutive days, without a physician's excuse. A doctor's excuse is needed if your child is to remain indoors for a longer period of time.

(Indoor) All children are required to bring a change of clothing, for any unexpected messes, or wet clothing. Please bring extra shoes, also. CFC curriculum promotes self-help with all of our children. Please

send your child in clothing that will help him or her in this process. Check the extra clothing periodically, to ensure proper fit and that it suits the season. All clothing should be labeled with his or her full name. This is to ensure you will receive all items. We are not responsible for lost items.

Shoe Covers Policy

Adults and children must cover their feet with foot coverings before walking on surfaces that infants (6 weeks-9 months) use.

Parents: CFC will provide booties/shoe covers for parents and guardians to be worn in the Cub room. These coverings must be put on before entering the Cub room and will be disposed of immediately after leaving the Cub room.

Children's Footwear

Children must wear, bring or store in their cubbies shoes appropriate for outside play and active play indoors. For outdoor play and activities including running and climbing, appropriate footwear is essential to ensure the safety of your child and prevent injury to your child's feet. Because the children are very active and engage in a variety of activities throughout the day, it is necessary for the children to wear shoes that provide the protection they need every day.

For outside play and active indoor play, form-fitting sneakers are best, but minimally toes and heels must be covered, with the shoes fitting securely. Tread on the bottoms of shoes is highly recommended to prevent slippage while climbing. Secure fitting water shoes are required for outdoor water play. Children wearing dress shoes or sandals appropriate for certain events and special occasions should also bring a pair of shoes appropriate for active play, whether indoors or outdoors.

Children with a medical or physical condition requiring an open shoe or sandal will be reviewed on a case-by-case basis. If this is the case with your child please bring a note from the physician identifying the condition, the appropriate footwear necessary and level of activity allowable with respect to the condition.

Nutrition

The Center provides breakfast, morning snack and afternoon snack at no additional cost.

Please refrain from sending in breakfast foods with your child.

1. Parents should bring a ready-to-serve, nutritious packed lunch for their child. As a precaution against severe peanut allergies by some children, CFC asks that parents refrain from packing food items that include peanuts and peanut products.
2. Parents may provide birthday and other special occasion treats with pre-arrangement of your child's classroom teacher.

Visitor's Policy

All visitors to CFC must enter the facility through the main entrance and check in at the office with one of the CFC Directors. All visitors must provide identification as well as their purpose for admission into the center if a scheduled appointment has not been made in advance. This includes family members or previously delegated persons who are picking up enrolled children for the first time. All visitors will be asked to sign in and wear a visitor's badge that will be provided after verifying identification.

Babysitting Policy

CFC requires that employees who baby-sit for an enrolled child or the child of a CFC employee must have the child's parent/guardian sign the Babysitting-Liability Release Form and return it to the Director or Assistant Director. CFC is not to be held liable for babysitting outside of the center.

Weather

Parents are obligated to pay the full fee for any day the center must be closed for weather conditions. If the Director or Assistant Director determines that the center must be closed, announcements will be made on radio stations at 6:00 a.m., and in the hours thereafter. The names of the stations will be announced annually. If delays or closings occur, the director will also email the parent's email address on file. So keep your contact info up to date.

Transfer of Records

Parents who wish to have their children's records transferred to another childcare center or school should provide written notice no less than three weeks prior to the date by which the records must be transferred and provide the name and address of the school where the records are to be transferred.

Confidentiality

Within CFC, confidential and sensitive information will only be shared with employees of CFC who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with other parents, as CFC strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with CFC.

Dismissal from CFC

Involvement in day care is not a legal right or entitlement. As such, CFC reserves the right to withhold a child's attendance who poses a real or potential threat to others, or who is found to be at risk physically, socially or emotionally in the day care setting. CFC reserves the right to dismiss any child at any time, with or without cause.

Financial Information

Children's Family Center is a nonprofit organization. Programs are sustained by the fees paid by the parents.

A. Registration:

A \$75.00 non-refundable registration fee is to be paid upon completion of the parental contract. Also required is a non-refundable security deposit that is equal to two weeks of childcare tuition. This security deposit will be applied to the first week that a child is in care and also credited toward the last week a child is enrolled at Children's Family Center. If a parent changes their decision and does not enroll their child in Children's Family Center this security deposit will be forfeited.

If a parent chooses to postpone their child's start date, they will be subject to a fee of ½ the prevailing daily room rate (based on the child's enrollment schedule, full time / part time) for a maximum of 2 months. At that point, the option is to begin paying the full daily rate or to return to the waiting list.

Your child will not be enrolled until the Parental Contract, the registration fee and the security deposit are received. The child's enrollment packet must be completed by the start date of the child.

B. Fees:

All checks are to be made payable to Children's Family Center. All payments must be received in advance of the period for which services are to be provided.

1. Tuition Payments

a. **Monthly Tuition Payment:** You will be billed no later than the 15th of the current month for the following month in which services will be provided. Monthly payments are due on or before the 1st of the month. Payments made prior to the 1st of the month will receive a \$5.00 discount for full-time enrollment and a \$2.00 discount for part-time enrollment. Payments received after 6:00 P.M. on the 5th day of the month will be subject to a \$10.00 late fee for each day, until payment is received.

b. **Weekly Tuition Payment:** You will be billed no later than the Monday prior to the following week in which services will be provided. Weekly payments are due Friday of the week prior to the week during which services are provided. If payment is not received by 6:00 P.M. Tuesday of the week of service, a \$10 late fee will be applied each day until payment is received.

c. **Subsidized Care:** CFC does accept child care subsidies. It is the individual family responsibility to contact Childcare Network and get the necessary information to obtain subsidies. It is NOT the responsibility of CFC to contact Childcare Network. Please complete all required paperwork and send in on a timely manner. If the copayment is not paid according to the payment schedule, CFC will contact the specific agency of the delinquent accounts. The late fee policy will be applied to accounts that are late. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

Notes on payments:

* If for any reason you are unable to pay your tuition, please speak to the Director or Assistant Director immediately. The Director or Assistant Director may exercise discretion in using these guidelines, on a case-by-case basis. If an agreeable solution is not reached between the parents and the Director or Assistant Director, the situation may be referred to the Officers of the Board of Directors for review.

* Any account that is outstanding for 10 business days or more is subject to review by the Officers of the Board of Directors for consideration of discontinuation of services. If your childcare is discontinued because of outstanding fees, the account will be considered closed and will be submitted to a collection agency.

2. Parents are responsible for payments for every day that the child is enrolled (including holidays). Parents must pay, regardless of work schedules, sickness or appointments. This also includes late fees.

3. If you have the need to withdraw your child from CFC, a two-week, written notification is required, so that we may have an opportunity to fill your vacancy. Tuition is not refunded for cases of immediate withdraw. If the two-week notification is not given, you will be required to pay two weeks of tuition from the day your child is withdrawn.

C. Short-Term Withdrawal:

This is a temporary removal of your child(ren), from the Center, for a minimum of two weeks and a maximum of twelve (12) weeks during the fiscal year (July 1-June 30)

1. If a parent has not requested a Short Term Withdrawal or a vacation credit, and their child does not attend CFC on a day they are enrolled, the child is considered absent and tuition is required for that day.

2. In order to hold open a child's full-time or part-time position, during a short-term withdraw, parents will be required to pay \$50.00 per month per child, beginning the Monday following the withdrawal, and continuing until their child returns to CFC. In order to hold open more than one child's full or part-time position, parents will be required to pay \$75.00 per month. This will guarantee the child's (or children's) full or part-time position upon return.

3. Parents whose children have temporarily reduced their attendance from full-time to part-time will be charged the part time rate for those days when their child is in attendance, plus \$10.00 per day for those days when their child is not at the center if the parent would like to guarantee their child's position upon return to full time status.
4. Parents will be asked to sign a new contract when children embark on a short-term withdrawal, or are temporarily reduced from full to part-time status, and again when increased from part to full-time status, as applicable.
5. If a parent elects to use the Short Term Withdraw policy, the Vacation/Flexible Days cannot be used in conjunction with the Short Term Withdraw period.

D. Non-Sufficient Funds

Checks that are returned to Children's Family Center due to non-sufficient funds will result in a \$30.00 penalty being assessed to your account.

E. Drop-In Care

Families who have children with a current updated file at CFC may participate in a drop-in day care program. Under this policy, CFC will provide day care to these children on a first come first serve basis, depending upon the space availability in your child's developmental group room. Arrangements must be made one full week prior to the requested date of drop-in care and must be approved by the Director or Assistant Director. The costs of drop-in care are in the current copy of the parental contract. In addition, a \$75.00 non-refundable registration fee will be required if a child is not currently enrolled at CFC. All payments must be rendered prior to service.

F. After-School Care

Families with children who attend either half or full-day kindergarten may participate in the CFC's after-school care program. Under this policy, CFC will provide after-school care to previously or newly-enrolled children, subject to the same enrollment requirements outlined in this Handbook, including the \$75.00 non-refundable registration fee. All payments must be rendered prior to service. The costs of after-school care are in the current copy of the parental.

Tuition Rates

Tuition Rates for Full-Time Children, Daily Tuition Rates for Part-Time Children (M,W,F or T,TH), Tuition Rates for Drop-In Care, Tuition Rates for After-School Care – ½ Day Kindergarten Students, and Tuition Rates for After-School Care – Full Day Kindergarten Students are now found in the **current copy of the Parental Contract.****

Late Fees

Hours are from 6:30 a.m. until 6:00 p.m., Monday through Friday. If you are late picking up your child(ren), there will be a late fee attached to your monthly statement. Late fees will be charged at a rate of \$5.00 for each five minutes past closing time.

Vacations/Flexible Days

Children who have been enrolled for three consecutive months are entitled to one week of flexible vacation days. For example, if your child attends three days per week, you are entitled to three flexible vacation days per year. These days may be used in total or throughout the year. To receive the flexible days, parents must notify the office, in writing, two weeks in advance of the proposed days. These days must be used within the fiscal budget year (July 1 – June 30) and are not cumulative from year to year.

New Enrollments Referred by Current CFC Parents

Any parent referring a new family to Children’s Family Center will receive credit for one week of free tuition, for each new family enrolled, when the following conditions are met:

1. The referring parent must notify the Director or Assistant Director in writing of the referral.
2. The new enrollment must stay at CFC for a minimum of six (6) months. At the end of the six-month period, the referring parent will receive credit for the free tuition. The account of the referring parent must be current in order to receive the free tuition.
3. The free tuition will be credited to the account of one child. If the referring parent has more than one child enrolled at CFC, the free tuition may be credited to the eldest child’s account.

If the referred family enrolls on a full-time basis or part time basis, the referring parent will receive credit for one week of free tuition.

Parent Association

All parents are members of the Parent Association and are welcome to attend the meetings. The Parent Association conducts monthly meetings throughout the school year. The Parent Association works with the Directors to determine types of activities to promote family values, teacher appreciation and fundraising for the Center. These meetings are a good opportunity for parents to meet each other and support the success of the center. One parent will be nominated to serve as representative to the CFC Board of Directors, holding a two-year term.

Board of Directors

An elected Board of Directors governs CFC. The Board is divided into committees, which report to the monthly Board meeting. The committees are as follows: Executive, Program, Personnel, Nominating and Marketing. The most up to date list of Board Members is on the CFC website: <http://childrensfamilycenterchildcare.org>