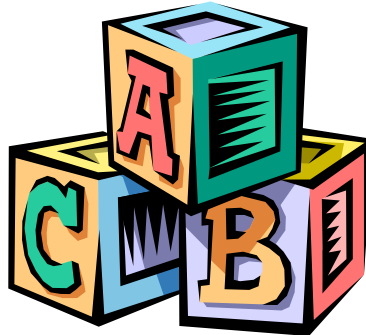


CAP CHILDCARE CENTER PARENT HANDBOOK



601 S. Queen Street, Lancaster
Hours of operation 6:30 AM – 5:00 PM, Monday - Friday

Phone: (717) 299-7388

Classroom 1: x3118
Classroom 3: x3055
Classroom 5: x3120

Classroom 2: x3049
Classroom 4: x3053
Classroom 6: x3115

Allison: x3015
Cassey: x3038

Community Action Program Child Care Center is licensed through the Department of Public Welfare and is a Keystone STAR 4, non-profit organization that provides full day care services for children ages 6 weeks to 5 years of age.

MISSION STATEMENT:

CAP Child Care is a family-centered, comprehensive, community –based program that assists families and their preschool children in achieving their social, economic, health and educational goals.

PROGRAM PHILOSOPHY/GOALS:

Our goal is to create a center where the children come first by providing a nurturing learning environment, which encourages children to take developmentally appropriate risk through child center activities.

To create a home away from home environment in the center where parents are secure in the relationship with administrators and staff and where the staff and administrators honor family values. In turn, we will encourage family involvement, open communication, and trust.

To construct a center where staff is encouraged to develop and to grow professionally and to work together as a team to create strong bonds with children, families and other staff members.

BASIC INFORMATION:

*The Center will be closed for holidays and staff training days. A list of these dates is distributed annually and posted in each classroom.

*We reserve the right to close in case of severe weather. Information regarding severe weather closings is distributed annually.

*We will be closed if a "state emergency" is declared.

WITHDRAW/TERMINATIONS:

We reserve the right to terminate services provided for a child based on:

- Lack of cooperation by child and/or parents with established rules and policies.
- Tuition payment falls in arrears for more than 1 week with no payment arrangements made.
- Habitual late pick-up of child/children.

ILLNESS POLICY:

We need your help in keeping CAP Child Care a healthy place for your child. Please consider our illness policy when your child is not feeling well. The policy is a state mandated regulation and helps to prevent the spread of contagious diseases. We may ask you to take your child to the doctor for a diagnosis because we are not licensed physicians and only use symptoms to suspect contagious diseases. See our illness policy below.

The following guidelines are used when making a decision about sending your child home or readmitting him/her to the classroom after an illness. The center director reserves the right to amend the following at any time.

Illness	May Return
Fever of 101 degrees or higher	When fever is gone (and after 24 hours)
Vomiting two or more times	When no longer vomiting
Diarrhea two or more times	No more diarrhea
Earache or draining ears with pain	When treated
Pink eye- until treated	With a doctor's written permission or prescription
Impetigo- until treated	With a doctor's written permission
Ringworm- until treated	With a doctor's written permission
Pin worms- until treated	With a doctor's written permission
Head Lice- until treated	After treatment
Scabies-until treated	With a doctor's written permission
Influenza	With a doctor's written permission
Chicken Pox	May return 6 days after rash appears or when all scabs are crusted and dry
Active TB	State Health Official Approval
Unexplained Rash	With a doctor's written permission
Measles	May return 6 days after rash appears and with a doctor's written permission
Cold sores	When healed (no oozing or bleeding), a small scab may be present
Strep infection	24 hours after antibiotic treatment
Scarlet fever	With a doctor's written permission

MEDICATION POLICY:

CAP Child Care will approve medication administration only if not given it would jeopardize the health of the child.

Please review the following steps and accompanying documents to ensure an understanding of this guidance.

1. Family members must notify the teachers immediately about the medication to be given.
2. Parent/guardian written permission must be received to administer medication.
3. Authorization to administer medication must be received by a physician before administering the medication.
4. The medication must be in the original prescription level container to administer medication.
5. The date on the bottle must be current.
6. All medication must be kept in a locked area.

Note: We will allow only 1 week supply of medication in the classroom. The exception would be asthma inhalers and bee-sting kits. Also, any medication stored in a bottle MUST have a pharmacy label on it.

CHILD ABUSE POLICY:

All childcare staff is mandated to report any signs or suspicions of child abuse that may happen. Parents are guardians are asked to do the same. Staff is asked to report all suspicions to the Center/Assistant Director.

Call Child Line for all reporting at 1-800-932-0313

EMERGENCIES:

1. First Aid kits are located in each classroom and are taken along when children go away from the facility. These are kept inaccessible to children and are restocked to maintain the items required by the Department of Public Welfare.
2. If a child should be injured at CAP Child Care, parents will be notified by a Report of Injury Form.
3. If a child is needed to be transported to a hospital, 911 will be called and a staff member will assist the child until a parent or guardian can accompany the child.
4. Emergency Numbers – a copy of each child's emergency sheet is also kept in his/her classroom and is taken along when the children go away from the facility.
5. All staff is required to have annual training in fire safety and emergency procedures. Our emergency plan is also distributed to parents on an annual basis.

ANTI-DISCRIMINATION POLICY:

Families are served regardless of race, color, religion, national origin, sex or disabling condition. We are an equal opportunity employer.

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

Department of Public Welfare

Bureau of Equal Opportunity
PO Box 2675
Harrisburg, PA 17105

PA Human Relations Commission

Harrisburg Regional Office
1101 S. Front Street, 5th floor
Harrisburg, PA 17104

U.S. Department of Health & Human Services

Office for Civil Rights
Suite 372, Public Ledger Building
Philadelphia, PA 19106-9111

Bureau of Equal Opportunity

Room 223, Health and Welfare
PO Box 2675
Harrisburg, PA 17105

STAFF QUALIFICATIONS:

All staff in the CAP Childcare Center meets the requirements established by the Department of Public Welfare, our licensing agency. We also meet the Pennsylvania KEYSTONE STAR 4 standards of receiving at minimum of 24 hours of professional development each year. All classroom Lead Teachers have degrees in Early Childhood Education or Elementary Education, while most of the assistant staff have degrees in the field as well.

ENROLLMENT:

The following forms must be completed and submitted prior to the child's first day of attendance.

1. Proof of CCIS if needed.
2. Child Health Assessment – completed and signed by child's health care provider (submit within 30 days of child's first day of care). Updates are required according to state mandates (within the first 30 days of enrollment, 6 months, 12 months, 2, 3, 4 & 5 years of age). Children can be excluded for failure to update physicals.
3. Emergency form – completed and signed by parent/legal guardian. Must be updated every six months and whenever information changes.
4. Fee agreement – completed by parent/legal guardian.
5. Special Care Plan – if applicable (IEP, IFSP, Behavior Plan)
6. Legal documentation:
 - a. We must have documentation of any custody arrangements for children in divorce/separation arrangements in order to adhere to them.
 - b. We must have documentation of any protection from abuse orders in order to adhere to them.
 - c. All open children and youth cases must be reported at enrollment.
7. Release of Information Form – completed by parent/legal guardian.

(These must be completed prior to child's first day of attendance.)

Throughout the year some paperwork will need updated/reviewed according to state mandates. These updates must be completed in a timely manner or the child will be considered for exclusion from the program.

PARENT PARTICIPATION:

CAP Child Care invites and encourages parents to participate in the program in whatever way is possible. If you would like to share something special or your time with the children, please let us know so we can plan for it. We have at least 3 parent conferences per year to keep you informed of your child's progress. We have parent meetings, where we discuss the education program and special activities.

PAYMENT POLICIES:

Parents are responsible for paying a weekly fee due on Friday for the upcoming week of childcare services. Fees are paid 52 weeks a year and include holidays. Fees are charged for all days, regardless of whether or not your child attends. Anyone who falls in arrears more than 2 weeks will be discharged and will need to fulfill their financial obligations before they can re-enroll. A non-refundable one-time registration fee of \$25 per family is charged at enrollment. There is a \$10 deposit required at enrollment for a security card to allow each family entrance to the center. Additional cards also require a \$10 deposit. The \$10 is returned upon discharge from the center when the key is returned. All checks and money orders must be written out to "CAP Child Care." Cash payments must be made in the fiscal office as childcare staff may not accept any cash.

ATTENDANCE:

If a child is absent for 5 consecutive days the child becomes ineligible for CCIS funding and the child will be discharged from CAP Child Care at this time. According to CCIS regulations a child may only be absent 25 days within a fiscal year (7/1 – 6/30). If a child is absent more than 25 days the parents will be responsible for paying \$32.00 per absent day.

You have contracted with the program for specific drop off and pick up times. We plan our staffing to accommodate these hours. If you need to change these times for any reason, please notify staff members and please fill out a new emergency form. It is essential to have your child to the center by 9:00 AM. This allows for a maximum educational experience and accommodates field trips and walks for all the classrooms.

Please call your child's classroom if your child will be absent or if you have any other concerns about your child.

COMMUNITY ACTION PROGRAM PHONE #: 299-7388

Room 1 Ext: 3118

Room 2 Ext: 3049

Room 3 Ext: 3055

Room 4 Ext: 3053

Room 5 Ext: 3120

Room 6 Ext: 3115

CONFIDENTIALITY:

Children's records are confidential and they are stored in a locked cabinet. All other information concerning the children and family are accessible only to parents, legal guardians, childcare staff and licensing representatives. Expressed written consent from parent or legal guardian is necessary for any information concerning the child to be made available to anyone. Furthermore, staff will not discuss issues with you concerning other children.

DROP OFF/PICK UP:

Our center opens at 6:30 AM and closes at 5:00 PM. PLEASE DO NOT BRING YOUR CHILD TO THE CENTER BEFORE 6:30 am AND DO NOT PICK UP AFTER 5:00 PM.

If any child is not picked up on time, we will issue one written warning. After this one warning, parents will pay \$1.00 per minute per child that they are late picking up. On the third charged offense, termination from the center will be considered.

You MUST bring your child into the classroom and sign him/her into the program. When your child is picked up, you must also sign him/her out. Your child is your responsibility until signed in and left with CAP Child Care staff. Once your child is signed out he/she becomes your responsibility. **Please do not leave any children unattended on the premises.**

**Drop off/Pick up are great times to share information with the teacher and help connect different parts of your children's lives. Please do not use cell phones while inside CAP Child Care, so that communication can occur with teachers and parents.

SECURITY:

All the exterior doors to the center are locked with a security system. Anyone entering the center must have a key card to enter. Any person not having a key card will only be allowed into the center by the director, assistant director, or curriculum coordinator. All other staff members are not authorized to allow any unidentified persons into the facility. Parents are only permitted to exchange key cards with persons that are listed on their child's emergency pick-up form. Any parent giving a security key card to persons that are not listed on their child's emergency sheet will be asked to find care elsewhere. Parents are also encouraged not to hold doors open for other people to enter the center, so that unidentified or unauthorized persons are kept out of the facility.

FIELD TRIPS:

Field trips are offered to Preschool classrooms and are mostly offered at no cost! You will receive information on field trips from your classroom teacher and newsletter. You will be informed of where the class is going and departure and return time. Your consent for your child to attend these activities is given at the time of enrollment. Please make sure your child arrives at the center on time in order to participate. Should behavior issues occur while the children are on a field trip, we have the right to ask your child not to participate.

SUPERVISION OF CHILDREN:

No child will be left unsupervised while attending the program. Caregivers will regularly count children and display this accurate count in the classroom. Names of staff on duty are displayed on each classroom door. Each classroom meets or exceeds the staff-child ratio set forth by the Department of Public Welfare. The center staff asks parents to keep children with them at all times before signing their children in and after signing their children out. At no time may any child be left alone in CAP Child Care!

FAMILY/STAFF COMMUNICATIONS:

Our center has an "open door" policy. This means parents/guardians are welcome at any time. We welcome parents and encourage communication. Our center communications are as follows:

1. Daily reports (infant & toddler)
2. Daily message – boards in all rooms
3. Parent conferences – offered 3x per year – all rooms
4. Staff will complete initial observation within 45 days of enrollment/classroom change and conference with parents. Staff will complete a developmental screening for each child.

and upon request

We encourage parents to talk openly with the staff. Director and Assistant Director are available when needed. A suggestion box is located in the lobby of the playground entrance to the center.

Touch Base- CAP Child Care strives to have open communication between parents and teachers and between teachers and parents. Therefore the center has a cue phrase that is used center wide- "**touch base.**" Parents, teachers, and administrators can use this phrase to single each other that there is need for communication, that should be done outside the classroom environment.

CURRICULUM:

CAP Childcare follows the philosophy and standards of the Creative Curriculum, NAEYC, and Keystone STARS. Developmental records on each child are kept and activities are planned to extend the social, emotional, physical, and intellectual growth of each child. Children will learn through learning centers (science, math, literacy, manipulatives and creative play) that are developed through the interest and developmental appropriateness of the children. It is the responsibility of all staff members of CAP Child Care to provide and meet each child's individual developmental, physical and social needs.

Parents are a vital role in young children's learning since a parent is a child's first teacher. CAP Child Care invites and encourages parents to participate in the program in whatever way is possible. Parent meetings are held to discuss the education program and special activities.

DAILY SCHEDULE:

Each classroom develops a daily schedule to best serve the children in their group and the activities they need to accomplish. We ask that all children arrive to the center by 9:00. This ensures your child's participation in walks, field trips and the education program. Daily schedules are posted in each classroom.

CHILDREN'S CLOTHING:

The children play hard and do lots of messy and entertaining activities. We suggest comfortable, casual, wash and wear clothes that are appropriate for the weather. We go outside each day, weather permitting, so that children can run, jump, climb, play, and take walks around the neighborhood. Sneakers or tie shoes are the safest protection for your child's feet during outdoor activities. **Sandals, flip-flops, and open toe shoes are unsafe!** Please provide a complete change of clothing in a marked bag for your child in case of a spill or accident. Children are embarrassed and uncomfortable in wet clothing.

TOYS/PERSONAL BELONGINGS:

Our daily schedule includes a quiet time after lunch. We provide a cot/mat and ask you to provide a blanket for your child. Parents are responsible for washing their child's blanket on a weekly basis. Staff sanitizes cots/mats on a weekly basis.

Your child will be assigned a "cubby," where he/she can store outer clothes, extra clothing, and personal treasures. Please check here daily for those special things your child wants to take home and share with you. We put memos, notices about program activities, the center newsletter, and a monthly menu in your child's cubby.

Parents should keep children's toys, money, and jewelry at home. The program is not responsible for lost, broken, or stolen personal belongings. Staff can request parents to take home any of these items if they are brought in to the classroom.

NUTRITION POLICIES:

Our program provides breakfast, lunch, and mid-afternoon snack each day through the CACFP. Copies of the menu are distributed to the parents monthly. We serve the meals family style and encourage children to taste new foods. *In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.*

Individual toothbrushes are provided for the children to brush their teeth.

We ask that NO FOOD be brought into the center, unless your child's teacher is aware of your donation. All treats must be store bought.

PARENT AND COMMUNITY CONCERN/GRIEVANCE PROCEDURE:

Family members are encouraged to submit suggestions in the suggestion box provided by the playground entrance.

When a parent or community member is dissatisfied with any aspect of the Child Care Program, he/she should present this complaint/concern, orally or in writing, to the Center Director or Assistant Director. The Center Director must act on the complaint/concern within five working days. If the complaint/concern cannot be resolved by the Center Director, both parties should present the complaint or concern to the Program Director or to the Deputy Director.

The Director or Assistant Director then recommends appropriate action to resolve the situation to the CEO of CAP.

Should the Director of Childcare not present a resolution that satisfies the parent or community member, the complainant has the right to present the concern/grievance to the CAP Personnel Committee within five working days for resolution.