



Greenway Early Learning Center

Family Handbook

Address: 3119 Seiples Station Road Whitehall, PA 18052 ▪ **Website:** www.greenwayelc.com

Phone Number: 610-799-3635 ▪ **Hours of Operation:** Monday through Friday - 7:30AM-5:00PM

Table of Contents

- 1) Introduction Page
- 2) Mission Statement, Enrollment Policies
- 3) Tuition Policy
- 4) Staff Licensing and Qualifications
- 5) Programs & Curriculum
- 6) Outside Time, Dual Language Development Policy
- 7) Supplies to Bring
- 8) Transitions, Conferences, Assessments and IEPs
- 9) Behavioral Management Procedure
- 10) Family Involvement, Birthdays, Food/Nutrition
- 11) Allergies, Action Plans, Injury/Accident Procedures
- 12) Child Illness Policy, Medication
- 13) Drop off/Pick Up Procedures, School Closures
- 14) Emergency Procedures
- 15) Emergency Procedures continued
- 16) Emergency Procedures continued
- 17) Adult Code of Conduct and Confidentiality, Withdrawal from Care, Schedule Changes
- 18) Referral Plan/Suspension/Expulsion
- 19) Parental Acknowledgement

Our Mission

We believe that children learn through play, hands-on experiences, and benefit tremendously from time in the great outdoors. Our mission is to provide children with a balance between free play and enrichment activities to encourage independence and the joy in joining together as a group. The philosophy behind our curriculum is to cultivate a sense of community, responsibility, and creativity!

Greenway Early Learning Center, LLC is fully licensed and certified with the Office of Child Development and Early Learning (OCDEL)/ PA Department of Human Services. Our center can provide care for up to 32 children complying with Pennsylvania state teacher-student ratios.

Enrollment Policies

Non-Discrimination Policy

Greenway Early Learning Center offers enrollment for children ages 3 months to 5 years of age. Enrollment shall be granted without regards to race, ethnicity, gender, creed, nationality, religion, national origin, or disability; and without regard to a parent/guardian's race, ethnicity, gender, creed, nationality, religion, national origin, or disability.

Documents Required for Admission: Enrollment is based upon completion of enrollment packet, and signed billing contract. Immunization and health records must be completed on/before start date.

The following items must be received, reviewed, and filed by the Owner/Director before a child is enrolled for child care:

- \$50 Registration Fee
- Sign up for Brightwheel and Brightwheel Billing
- Child Health Assessment signed by a Physician & Immunization Records
- Emergency Contact Form
- Custody Orders, if applicable
- Program Policy Agreement/Contract Signed
- Infant Feeding Form (If Applicable)
- Permission for Photography
- Medication Log (If Applicable)
- Food Allergy & Anaphylaxis Emergency Care Plan

Tuition Policies

Payments

Enrollment is a commitment to occupy a space in the program. The weekly enrollment fee applies to weeks with holidays, snow days, sick days and/or any days that you choose not to send your child to the center. Tuition is due every week that the child is enrolled in the program. Tuition is due by 6PM on the Friday prior to the coming week of care/service. If you have agreed to make monthly payments, the amount should be 4.35 X the weekly tuition amount and is due by the 1st of each month of care. Payments are accepted through Brightwheel.

Non-payment of tuition or fees will result in immediate dismissal from care. There will be a \$25.00 late payment fee charged to each bill that is received after the due date. Greenway Early Learning Center accepts Child Care Works, a subsidized childcare program, administered by the Early Learning Resource Center (ELRC). The parent/guardian must submit an application to ELRC to see if your family meets the qualifications for the program. The parent is responsible for the co-payment, plus the difference of contracted tuition.

Late Pick-Up Fee

A late pick up fee of \$25 will be charged for the first 10 minutes after your designated pick up time, with an additional \$10 fee for each additional 10 minutes thereafter.

Registration Fee

A fee of \$50 PER CHILD is payable at the time of initial enrollment to reserve your child's place in the program. This fee is non-refundable. If your child is unable to start on your start date, and it goes beyond 3 weeks from that date, fee must be resubmitted.

***Contact Center for Tuition Costs

- Sibling discount 10% for second child of lower rate.
- Vacation: ½ off tuition for 1 week of vacation per year.
- 1 Tuition Free Week Per Year: The week between Christmas and New Years.
- Children may only be scheduled for drop off at or BEFORE 9:30AM. Drop off and pick up times must remain consistent with contracted times for staffing purposes.

Staff Licensing

Staff to Child ratios are determined by the State Licensing regulations.

- Infants 0-12 months: 1 staff to 4 children
- Young Toddler 1-2 years: 1 staff to 5 children
- Older Toddler 2-3 years: 1 staff to 6 children
- Preschool 3-5 years: 1 staff to 10 children
- Young School-age K-4th grade: 1 staff to 12 children
- Older School-age 4th grade to 15 years of age: 1 staff to 15 children

Supervision

Children on the facility premises and on facility excursions off the premises shall be supervised by a staff person at all times. Outdoor play space used by the facility is considered part of the facility premises. The requirement of supervision includes compliance with childcare ratios. Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in his assigned group. The staff person shall be physically present with the children in his group on the facility premises and on facility excursions off the facility premises.

Staff Qualifications

Staff are trained in mandated child abuse, health & safety, fire safety, and first aid/CPR. Staff must also have cleared criminal history, FBI fingerprints, and child abuse history clearances. Greenway Early Learning Center offers employee opportunities for applicants with disabilities and reasonable accommodations shall be made to meet the limitations of qualified applications or employees. Personnel Policies, procedures and practices are designed to prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, or sex.

Our Programs & Curriculum

In all of our programs we implement Experience Early Learning Curriculum, along with Greenway's Emergent Curriculum. This curriculum is designed and created around the interests of the children and is also aligned with the Pennsylvania Learning Standards for Early Childhood. The Pennsylvania Learning Standards for Early Childhood were created by the PA Department of Education and also in collaboration with PA Department of Human Services. The PA Learning Standards for Early Childhood are designed to start already in infancy and grow with the child into the toddler curriculum and the toddler standards are designed to prepare them for preschool as the preschool standards are designed to prepare them for Kindergarten, ensuring your child is given the proper early foundation for learning to succeed into their elementary school years. Our emergent curriculum follows monthly standards, however based off the interests of the children and seasons, themes can be adjusted within the Experience Early Learning framework.

Infants

Greenway accepts infants who are at least 12 weeks. Our Infant Room allows each child the opportunity to explore, to satisfy his/her natural curiosity, and to develop their social graces. Children are given daily exposure to stimuli such as language activities, fine motor, gross motor, cognitive activities, dramatic play and learning through play.

Young Toddlers

This classroom focus on a young toddler's need for independence and safe exploration! With plenty of floor time and outdoor play, toddlers learn valuable self care and life skills, while interacting with other young toddlers. Our toddler classrooms contain "store front displays" on our shelves, along with wooden toys which add to the natural environment.

Preschool

The classroom is arranged into activity centers to challenge the children, spark their enthusiasm, and continue their learning process. Areas covered are social-emotional, intellectual, physical development, as well as language, music, art, crafts, cognitive activities, and outdoor play.

Pre-K

Our Pre-K classroom is designed to get children ready for Kindergarten while sparking creativity and a continued love of learning! Our open atelier allows children to have full access to a wide variety of art media. There is always an availability of books in every learning center including our outdoor environment. STEM: Children have an evolving discovery table, as well as measuring, weighing, estimating, and balancing with the materials. Our construction zone allows children to explore engineering and physics concepts. Daily meditation allows children time to relax and check in with our feelings as we re-center ourselves. Whole-group activities focus on teamwork and community-building.

Outside Time

Outside is part of each classroom's daily schedule. In the winter months we will go out to our play yard as long as the temperature is a real feel of 25°F or above and in the summer months we will also go outside daily as long as the real feel temperature is below 90°F. With this in mind if the weather permits for outside time each child must go outside with their class as we will not leave children inside, so please make sure your child is dressed appropriately for the weather. We do sprinkler days in the Summer, so on sprinkler days please bring your child dressed in their swimsuit under their clothing. Wet clothing must be taken home after every splash day to be washed. You must also provide sunscreen for your child. If you wish for us to apply sunscreen parents must apply some before coming to school as we will only apply sunscreen for afternoon outside time. Please remember when dressing your child for the day that children will get dirty playing outside. We encourage families to send children in comfortable play clothes that can get dirty. Also, "muddy buddies" and mud boots are preferred! Please ask your child's teacher for more details on what gear to purchase.

Dual Language Development Policy

Greenway Early Learning Center supports the scientific consensus that bilingualism is a strength and an asset. *"For young children, the language of the home is the language they have used since birth, the language they use to make and establish meaningful communicative relationships, and the language they use to begin to construct their knowledge and test their learning...Each child's way of learning a new language should be viewed as acceptable, logical, and part of the ongoing development and learning of any new language."* --NAEYC Position Statement on Linguistic and Cultural Diversity, 1995

At Greenway, our teachers will work to create a welcoming environment for families and children of all cultures and who speak different languages. All enrollment forms and correspondence can be translated as requested using Google translate. Families will complete a Family Questionnaire so our teachers can learn more about the family background, culture, and home language. Teachers will add materials such as books and toys that show different languages and cultures. We will seek help from families to help us to label materials in the home language, and provide at least 10 statements in the home language that teachers can use to help connect better. We will also make a picture communication board such as "eat, drink, bathroom, hug" etc., to help guide these connections as well. Greenway will continue to advance our equity practices by working with families, organizations and other educators, in order to provide positive and welcoming learning experiences for all children.

Supplies to bring to the facility

All supplies must be labeled with the child's first and last name.

- A backpack large enough to fit an 8" 11" folder
- Bottles/Sippy Cups
- Lunch box
- Pacifiers
- Diapers/Wipes
- Pull-ups
- Rash Ointment
- Two sets of clothing
- Seasonal layers of clothing such as winter or rain gear
- Sunscreen
- Nap Mat
- Crib Sheet (Infants)

Nap/Quiet Time

Nap time is scheduled Monday through Friday for a maximum of two hours; however, please let your child's teacher know if you do not wish to have your Preschool aged child nap. In this event, your child will be able to do quiet activities, or join the Pre-K group if a space is available. All nap mats will be sent home on Friday, or your child's last scheduled day of the week, to be laundered, and then returned on Monday or your child's first scheduled day of the week.

Transitions

Our school year runs from the last week of August until the last week of August the following year. Classroom placement is based on chronological ages of children enrolled. We typically transition children in August. An exception can be based on the child's social, physical, and emotional development and interest in curriculum and activities, as long as there is a slot available. Your child's teacher will assist you in gradually transitioning in the most positive way we can. When children transition, families will be provided with their child's end of your progress journal, the new teacher bio and other pertinent information within the new classroom.

Conferences

Parent-Teacher Conferences will be offered in Fall and Spring to discuss developmental milestones. Parents will be notified via Brightwheel. Conferences take around 30 minutes and will be offered either in-person, via video conference, or by telephone. Parents and teachers may also request a conference at any time over the course of the year.

Assessment

Greenway Early Learning Center utilizes the Authentic Assessment from Experience Early Learning Child Service Reports to assess child milestones. At a minimum of every 6 months your child's teacher will offer parent teacher conferences based on your child's development and you will be invited to sign up for a conference with your child's teacher to review your child's progress. Your child's teacher will complete an additional ASQ/Ages and Stages Screening within 45 days of enrollment. Based on these assessments and the results we may discuss the options of services available to you and how to start the referral service process. We believe young children construct knowledge through interactive, concrete and hands-on experiences. Assessment of young children will be play-based and observed in the natural flow of the day. Through observation, data-collection, our teachers complete the Authentic Assessment from Experience Early Learning, twice per year.

Individualized Education Program

A copy of your child's Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP) or written behavioral plan is required in order to assist your child appropriately. We consider the individual needs of all children, and will integrate individual accommodations or strategies that therapists, special educators, and other professionals see fit. We will permit an adult individual who provides specialized services in the facility for the child in need, with appropriate documentation. In the event of an IEP meeting, the child's teacher along with the Director, will be present.

Behavior Management Procedures

Our Goals Are To Help the Children Learn To:

- Show respect, kindness, consideration and courtesy toward others.
- Develop a strong self-esteem, confidence and independence.
- Take care of the material provided to them.
- Understand what socially acceptable behavior is, and what is not.
- Helping the children learn appropriate behavior is a partnership process between the child's home environment and school. **EXAMPLE IS THE BEST TEACHER.** A child will tend to emulate what he/she sees demonstrated around him/ her.

Greenway Early Learning Center has a no yelling policy, and prohibits corporal punishment of any kind, verbal abuse, or humiliation. Our staff is trained to problem solve, redirect, and set clear limits when a behavior problem occurs. We encourage positive reinforcement, redirected activities, and moving the child to a quiet place in the room to calm down. If behavior problems occur such as harming others/property, or disruptive manners, parents will be notified and encouraged to discuss an action plan to help the child behave in a more positive manner. If the problem occurs a second time, parents will be required to sign a written warning. The written warning will state that if the problem continues for a third offense, harms safety of staff and other children, child care will be suspended until a proper action plan takes place.

Biting

As with any behavior, how biting is dealt with depends upon the ages of the children involved, the reason for the biting, (if it can be determined), frequency of the biting, and many other specific circumstances. General guidelines for biting include:

- Helping the bitten child feel better or providing appropriate first aid, if warranted. Completing an incident/accident report for the parents of the biter and the bite-eye.
- Discussing the situation with the family.
- Depending on the ages of the children and the circumstances involved, additional actions might include:
- Discussing a better solution for all children involved.
- Separation of involved children.
- Showing/giving the biter something appropriate to bite on.
- Ensuring that the environment provides enough challenging activities.
- Carefully observing the involved child to identify precipitating events and prevent recurrences.
- Maintaining a log to track when the behavior occurs.
- Conferences with parents to discuss the child's actions at home, parental discipline techniques and search for outside resources.

Family Involvement

Our program is designed to keep you knowledgeable about your child's milestones, day to day activities, and school events. Families are encouraged to read Brightwheel Daily Activity logs, messages, and calendars that we send home. Families can also communicate via Brightwheel and telephone calls. Families are welcome to participate in classroom activities, school events, and fundraising. We encourage you to make things for the program and contribute to the curriculum in any way you see fit. Teachers will be sure to communicate with their classroom families when any volunteer opportunities are available, or any needful items for the classroom. Any person, including parents, with felony convictions, sex offender convictions, and/or open investigations to any criminal activities will not be permitted to volunteer in the classroom. Families with court orders detailing custodial agreements will only be permitted to volunteer on days in which they are afforded custody. **Please see our Annual Calendar of Events for family events such as Holi, the Lantern Walk, Halloween, and Graduation.**

Birthday Events

If you choose to send in treats for your child's birthday, you must check with your child's teacher/director on classroom allergies. If you choose to bring in a store bought item it must have the list of ingredients; homemade treats must be approved by the Director/Owner.

Food

The facility provides two (2) snacks. Snacks will include a daily fruit/veg and a grain/protein. Snack Menu will be shared via Brightwheel on Mondays. Families are to provide a lunch each day, lunchboxes must be stored in the classroom refrigerator. Per state regulations, ice packs are not permitted in your children's lunch. If a special diet is prescribed for a child, and if the diet is administered during care, written instructions and the parents written consent shall be retained in the child's file. Children and staff will be required to wash their hands before and after all meals. The teachers will encourage table manners, socialization, and good eating habits during meal time.

Daily Meal Schedule provided by facility

- o 9:30-10:00 AM Snack (water, whole grain/protein, fruit/veg)

- o 3:00-3:30 PM Snack (water, whole grain/protein, fruit/veg)

Allergies

Families are required to provide a signed copy of the “Food Allergy & Anaphylaxis Emergency Care Plan” form and include information on food or other allergies at time of enrollment or when allergy occurs. Families must also inform facility on treatment and prevention of the child’s allergy. All staff that are in contact will be made aware of the child’s allergy.

Action Plans

Allergies, Epi-pens, Seizures At the time of enrollment it is the families’ responsibility to notify the director if their child has asthma, food allergies requiring an epi-pen, or has seizures as well as mark it on their enrollment packet on the Child Information Sheet under the special needs section. If so the appropriate action plan must be kept on file.

Injury/Accident

We are required to take children outside for at least one hour a day. Greenway Early Learning Center is a nature-based program, meaning children will go outside all year except in extreme weather, according to the [Childcare Weather Watch](#). Please keep this in mind when dressing your child for school. If your child becomes injured, other than that of a minor incident such as a scrape or bruise, the parent will be notified immediately via telephone. All incidents will be assessed and documented on a Brightwheel “Incident Report” signed and dated by the staff who reported the incident. The parent will also need to sign the report, and copies of the report shall be kept in a file at the facility. The staff is required to have a first-aid kit with them, inside of the classroom, and outside of the care space at all times.

Child Illness Policy

Children must be fever free without medication for at least 24 hrs if not accompanied by any other symptoms and the child appears healthy. Children must be fever free for 48hrs if there is another symptom accompanying the fever, ie, (cough, congestion, body ache, sore throat, stuffy nose, headache) before returning to school. Children must be symptom free to return. Your child's physician should be consulted with unexplained rashes such as HFM, fever, Flu, respiratory illnesses, or COVID like symptoms.

You will receive a call to come pick up your child within an hour if any of the following occur: a fever of 100.0°F, if they vomit, have two uncontained BM's or diarrhea, blood in their stool, experiencing symptoms such as pink eye, vomiting, sore throat, ear ache, mouth sores, severe nose drainage that is yellow or green, diarrhea, or unusual skin rash while in care, or are just unable to participate in the day's activities. Please update any Emergency Contact information and Approved Pick Up individuals as needed. At the discretion of Greenway Early Learning Center, you may be asked to provide us with a doctor's note before returning to care.

Please keep your child home if they are experiencing any of the above symptoms prior to care. Parents are required to call or message via Brightwheel to inform staff if their child will be late or absent. A message will be sent via Brightwheel to the whole facility in the event a child has had a contagious illness, this way families can decide whether or not they wish to send their child.

Reminder: Tuition payments are required weekly/biweekly to hold your child's ongoing enrollment, rather than for their time here. Full tuition is required whether a child is in care or absent from care.

Medication

We will administer physician prescribed medication only. The first dose must be administered by the parent/guardian. All medication must come with a prescription or doctor's note in its original childproof, unbreakable, container labeled with the following: child and medication name, dosage, administration instructions, pharmacy name and number, physician's name, date filled, and expiration date. The medication must be taken home with you each night and brought back the next morning, with the exception of epi-pens. A medication log must be completed and signed each day in order for medication to be administered, without a signature or completing the form in its entirety, medication will NOT be administered. Medication must be handed to your child's teacher to be put into our locked medication cabinet. Medication will only be administered as printed on the prescription or doctor's note.

If a child is enrolled with a special medical need, the "Caring for Our Children" form will be sent home for a physician to fill out. Staff will be trained in the necessary steps provided by the physician, and this form will be reviewed annually.

Pick up and Drop off

Our facility has a secure key code access door. Families will drop off at the front door. Pre-K families will drop off at the upstairs classroom entrance if coming in after 9:00AM. Each morning, a staff member will greet parents and children in a friendly, positive manner, and help children with their belongings. Once a parent arrives to pick up their child, they are solely responsible for supervising their child in the facility. The parent may not allow their child to wander around any part of the facility alone. Children are required, by law, to be always supervised while at the facility. If it is not raining, backpacks will be outside for a quick pick up.

In the event of an emergency, a child may be released to an individual upon verbal designation of the parent, if the identity can be proven by staff. Please note the individual picking up must have a valid form of identification.

Please note, early drop off/late pick up must be approved by the staff first, as we are required to follow teacher to child ratio. We will only accept pick up/drop off outside of contracted times if there is a slot available.

- **LATE PICK UP FEE:** A late pick up fee of \$25 will be charged for the first 10 minutes after your designated pick up time, with an additional \$10 fee for each additional 10 minutes thereafter.

School Closures

Adverse Weather/Holidays

In the event of inclement weather, we will try our best to stay open, however for the safety of the staff and children we will close based upon severe conditions of ice, snow, extremely cold temperatures, and road conditions. Families will be notified of delays or closures through Brightwheel. In some cases, an early dismissal may be called for severe weather conditions, in this event, families will be notified via Brightwheel.

School Closures for Holidays

Please see Annual School Year Closures and Special Events Calendar. Typically, the facility will be closed the last 2 days of August for Teacher Inservice, Labor Day, Indigenous People's Day, Thanksgiving Day and Black Friday, the week between Christmas and New Years, President's Day (Teacher Inservice), Good Friday and Easter Monday, July 3rd and 4th.

Emergency Procedures

The facility practices fire drills and evacuation every 60 days.

Emergency Action Plan

Our Emergency Action Plan provides a response for all types of emergencies. Depending on the emergency one of the following procedures will be followed:

- **Immediate Evacuation**

In the event of things like a fire children will be evacuated to their designated areas of the property. These designated areas can be found posted in each classroom by the door on their copy of the emergency exit plan for that room. The Medication box containing any and all inhalers and epi-pens etc. shall be taken with when exiting the building.

- **Inside Sheltering**

Sudden or weather related instances that may require taking shelter inside the center is in the best interest of everyone's safety. In the event that it is unsafe to go outdoors those in the center will be taken to the closest shelter in the center. These spaces should: Be in the interior of the center as to stay away from windows Be as close to, if not below ground level. Be areas like interior halls or walls, bathrooms, closets, basements. Sit facing the wall using arms & hands to protect heads & necks.

- **Off-Site Evacuation**

This is necessary if the children can no longer be safely cared for in the center or on the property. **Our off-site relocation facility is Gantz Farmhouse 2625 Mauch Chunk Rd Whitehall, PA. The children will walk to this location.**

In case of cancellation/postponement of daily operation due to severe weather or building problems that make it unsafe for children to attend/be cared for in the center. Please check your Brightwheel messages and email for any cancellations or dismissals.

- **Lockdown**

Intruder or other possible safety risk inside or outside the center that would require the building to go into lockdown In the event of intruder or other safety risk the following would take place: The front door would be locked by the director or next in charge in director's absence and appropriate agencies would be contacted by director or next in charge. All windows and curtains would get closed. Lights would get turned off. Classroom Doors would get closed if open. Teachers would do their best to keep the rooms as quiet as possible. In the event of an emergency we will contact parents via the Brightwheel Alert Message system as soon as possible and also after the emergency has ended. We do have routine fire drills as required by the state. We will also practice other emergency drills for intruders and severe weather.

- **Fire Evacuation**

Staff will take the red attendance book (containing emergency contact information) and follow the emergency route map located in the classroom. If we can't go back towards the building, children will be kept in the parking lot area furthest from the building. Parents will be notified.

Follow the 3 C's prescribed by the American Heart Association:

- Check (Assess vital signs)
- Call (Director, Asst. Dir. OR qualified staff member, call 911)
- Care (Qualified person administer CPR or First Aid as necessary)

Infants: Infants will be carried out by an available teacher. All cribs in infant room have rolling wheels on them and infants will be put into 1 or 2 cribs depending on number in attendance that day and pushed out of the building in the cribs and will be kept in there until safely relocated.

Pick Up and Drop off Points

Families pulling in from Mauch Chunk Rd: Turn left or right onto Seiples Station Road and then turn into the gravel parking lot. Pull in as far as possible to leave space for others. Bring your child/children in through the gated entrance. Please ring the front door bell. Pre-K children will be dropped off at the upstairs doorway to their classroom. The same applies for pick up. Pull into the driveway and enter through the gate. Ring bell. Parents may message on Brightwheel when they are 10 minutes away, so staff can have children ready for pick up. If parking lot is full, parents may park along Seiples Station Road. When parking in the lot, do not walk around to the door along Seiples Station. Please always enter through the gated entrance.

Pedestrians will walk along Seiples Station and turn right into Greenway's parking lot for drop off and pick up.

If children are outside during drop off and pick up times, a notice will be placed on the front door. Please enter the gates to pick up or drop off. Make sure gates are closed behind you at all times.

EMERGENCY COMMUNICATION CENTER-PARENTS

To Parents/Guardian:

This letter is to assure you of our concern for the safety and welfare of children attending Greenway Early Learning Center. Our Emergency Operations Plan provides for response to all types of emergencies. Depending on the circumstances, we will employ one of the following protective actions:

- Immediate evacuation
- In-place sheltering
- Evacuation to Gantz Farmhouse (2625 Mauch Chunk Rd Allentown - agreement with previous owner Dottie Gantz)
- Modified Operation

Please look for Brightwheel notifications for announcements relating to any of the emergency actions listed above.

We ask that you do not call the center during the emergency. This will keep the main telephone line free for emergency communications. You may message on Brightwheel. We will call and message to let you know that we have taken one of these protective actions. Please keep your emergency contact information updated with the center. We will also call you when we have resolved the situation and advise you when you may pick up your child. Infants, Toddlers and Children with Disabilities: Special Accommodations are made including, holding/transporting via stroller. An emergency bag will include all essential items in addition to any medications prescribed, bottles, wipes etc. You may be provided with an alternate contact number to call in the event of an emergency.

Please fill out the Child Pick-Up Authorization section of the Emergency Contact Form and return it to the center within 10 days. This form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child.

Do not make alternate pick up arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties. In order to ensure the safety of children and staff, I ask for your understanding and cooperation. Please contact me with any inquiries.

Adult Code of Conduct & Confidentiality

- **Child Abuse Policy**

The staff of Greenway Early Learning Center are mandated reporters and required by law to report any type of abuse or neglect to the ChildLine 1 (800) 932 0313. They are not required to inform parents about their reporting. As mandated reporters, they can be held criminally responsible for not reporting the matter. Child abuse is any serious physical or mental injury that is not included in the child's available medical history. Corporal punishment, and/or withholding food, sleep, as a punishment will be not tolerated.

- **Confidentiality**

Employees are not to discuss any information regarding another child, other employees, or other parents with you, and that is for the protection of everyone's privacy. Sensitive information will only be shared with employees if they need to know in order to appropriately provide care for your child.

- **Code of Conduct**

Our environment is one that nurtures growth, positivity, and healthy interactions. Parents are expected to act with respect and courtesy. We prohibit cursing/inappropriate language, yelling at or threatening of children, employees, or other parents, physical or verbal punishment of your child or others, and smoking on premises. We also prohibit violations of safety such as holding the door open for someone you may not know or recognize, or an unauthorized personnel. Your child will be dismissed from care if an adult violates our code of conduct. Parents are entitled by law, to immediate access of their child. If the parent is denied access to the facility, the child must be dismissed to meet this requirement. The facility must be provided with appropriate documents, in cases where the child is subject to a court order. This includes Custody Orders, Restraining Orders, or Protection from Abuse Order. We cannot, without a court order, limit the access of one parent by another parent, regardless of reason. Parents or any person, are prohibited from carrying any type of firearm, ammunition, or weapon on premises.

Withdrawal & Schedule Changes

A written letter is required 2 weeks prior to withdrawal of our program. Without notice, parents will be required to pay for the upcoming 2 weeks of tuition. If you withdraw from the program without a 2 week notice or paying your tuition, your account will be sent to collections, and the parent will be responsible for all extra legal fees. The parent/guardian will have access to the child's complete day care record. Schedule changes require approval based on ratios, and if there is a slot available.

Referral Plan

This Referral Plan will be implemented when we feel there is a need for behavioral, social, mental health, educational, wellness, and/or medical services. As a measure to ensure all of our children are kept safe, any behavior, especially biting, while it may be considered age appropriate will be documented and if it becomes excessive in occurrences the following protocol will be set into action:

Step One: Observation Staff will use a daily ABC behavior tracking sheet and conduct and ASQ to monitor and observe student's behavior(s). The teachers will give a copy of this Behavior/Referral Plan to the family at this step as well.

Step Two: Reviewing of Behavior Tracking Sheet Teacher will sit down and review the observation notes and results of the behavior tracking sheet. The teacher(s) will then create and implement a plan based off of the results.

Step Three: Parent-Teacher Conversation If behaviors are still occurring after the new plan has been implemented, the teacher will discuss the child's behaviors within the classroom with the parent. The teacher(s) will address their concerns, give the parent an opportunity for any questions or suggestions, and together, the parent and the teacher(s) will come up with a "next step" plan for the child. The teacher will notify the parents if it's an aggressive behavior or self-harming or poses a potential threat or harm to others it could lead to calls to pickup their child. At this step the plan may also include Step 4, and parents may be informed an evaluation from an outside source may be needed.

Step Four: Referral for Services If after all the above steps are taken and problem behaviors are still present, the teacher(s) and parent will again discuss further options, and a referral for services will be requested through Early Intervention, or other appropriate services, if not already done so in step 3. If the behavior is aggressive parents will be given 1 week to correct the behavior or to arrange an evaluation, if after a week no progress or evaluation is made parents will begin getting a call each time the behavior occurs to pick up their child after their first incident each day within an hour of the call. Failure to pick-up within an hour may result in immediate suspension of care and late pick-up fees.

Step Five: Suspension of Care/Being Sent Home If after all of the above steps are taken and no services or plan are yet put into place OR if even with services the aggressive behavior has not yet improved the child's teacher will call the parent after the behavior happens and the child will be sent home for the remainder of the day. If no services are in place after 2 weeks and/or when the student is sent home three times for the behavior, we will move to step 6.

Step Six: Termination of Care If after all of the above steps are taken and no services are still actively in place at the center, care will then be suspended effective immediately, until services are put into place, as to protect the safety of the other children and staff in our care. Depending on the severity of the behavior or action the director has the right to skip step 5 and move directly to termination of care.

Parent/Guardian Acknowledgment

Please note that the policies and procedures in this handbook are subject to revision as deemed necessary by Greenway Early Learning Center. Please sign below and return this form prior to enrollment. ***“I have read and I agree to abide by the rules, regulations, and policies of Greenway Early Learning Center as specified in the parent handbook/contract.”***

Child's Name: _____

Mother/Legal Guardian Signature: _____ Date: _____

Father/Legal Guardian Signature: _____ Date: _____

Owner/Representative of Greenway Early Learning Center

Signature: _____ Date: _____