

Discovery Zone Learning Center

Daycare Family Handbook

20015 - 2016 School Year



Revised [11/17/15]

WELCOME

Dear Parents,

Welcome to the Discovery Zone Learning Center! Know that you are in good hands with our director, Diana Carroll. She holds a master's degree in education and has a lifetime of experience working with teachers and children. Diana works tirelessly to ensure each staff member is well qualified and committed to teaching and loving your children. We know how important childcare and early education is, and we look forward to earning your trust. As a ministry of the Marcus Hook Baptist Church we've been caring for children since 1789. Your child is sure to receive personal attention in a tradition of excellence.

Sincerely,



Aaron M. Harding
Lead Pastor

www.thebridgechurch.today

Discovery Zone

Dear Daycare Family,

Thank you for choosing **Discovery Zone Learning Center** for daily child care. Partnering with you in the education and nurture of your child is what we are trained to do. We promise to maintain an environment that is secure, loving and educational. We have taken every precaution to make the care and safety of your child our number one goal.

Please review this handbook in its entirety as it will answer most questions and establish understanding in the care of your child. Of course, I am here to answer any questions you may have or clarify anything you may not understand. Please be sure to sign and return the acknowledgement form at the end.

I want this experience to be enriching for your child and a partnership you can rely upon in the care of your family.

Sincerely,



Diana Carroll
Director
Diana@Discoveryzonedaycare.com
www.DiscoveryZoneDaycare.com

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ABOUT US

Philosophy

We believe that children learn through the following types of development: language, cognitive, social, emotional, physical and spiritual development. We believe that good relationships with children and adults are important to learning. We offer intentional planning and teaching strategies as well as time for child directed learning and play. We keep families informed in your child's learning and offer support as needed.

Mission

Our mission is to provide your child with the best quality early-childhood education experience. We seek to achieve this through language, cognitive, social emotional, physical and spiritual development. By partnering with parents, we seek to raise outstanding, confident children.

Certification

Discovery Zone Learning Center is licensed by the State of Pennsylvania.

Hours of Operation

Child care services are provided from 6:30 AM to 6:00 PM Monday through Friday.

We are a year-round facility.

Holidays

We are closed for certain holidays:

- New Year's Day (1st day of January)
- President's Day (3rd Monday February)*
- Good Friday (Friday before Easter)
- Memorial Day (final Monday of May)
- Independence Day (July 4th or nearest weekday)*
- Third Friday in August*
- Labor Day (1st Monday of September)
- Columbus Day (2nd Monday of October)*
- Thanksgiving Day and Friday (4th Thursday November)
- Christmas Eve and Day (December 24 & 25)

*In-Service Days

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Religion

We are a Christian based daycare and preschool. We encourage children to pray before each meal. We teach Bible verses and stories and values from the Bible.

Admission & Enrollment

All admission and enrollment forms must be completed and *at least half* of the enrollment fee paid prior to your child's first day of attendance.

An enrollment fee of \$75 per child or \$100 per family is due at the time of enrollment. This fee is annual and non-refundable. On occasion you will be asked to supply fees such as cot sheet(s) and books/supplies; additionally you may be asked to provide classroom supplies.

Based on the availability and openings, our facility admits children from 6 weeks to 5 years of age.

Our process for introducing children to our program is a free 2 hour trial. After you have filled out your application and paid the registration fee we offer for you to make an appointment to have a two hour trial. This gives your child a chance to become acclimated to our school and their new teacher. We encourage you to drop them off at what will be their regular drop off time and then pick up by 11:45am.

Inclusion

Discovery Zone Learning Center believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Non-Discrimination

At **Discovery Zone Learning Center** children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

Family Activities

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We will offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential. Please be sure to indicate in your contract the level of permission granted for photographs taken of your child while at school.

Staff Qualifications

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Caregivers participate in an orientation class and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by **Discovery Zone Learning Center**.

Child to Staff Ratios

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
0-12 months	<u>4 to 1</u>	<u>8</u>
1 year olds	<u>5 to 1</u>	<u>10</u>
2 year olds	<u>6 to 1</u>	<u>12</u>
3 year olds	<u>10 to 1</u>	<u>20</u>
4-5 year olds	<u>10 to 1</u>	<u>20</u>

Family Conferences

Will be available upon request.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, internal doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-

making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

Outings & Field Trips

Weather permitting; we conduct supervised walking trips around our property. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, there may be supervised field trips, and we encourage you to join your child on the trip. A *Permission Statement* for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals are NOT appropriate.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

Transition

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between learning programs

Children are primarily transitioned to the next program during one of our two scheduled transitions times, which are August and January. Occasionally as space permits a child may transition at other times based on age, developmental readiness and state licensing requirements. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program. Please keep in mind that our **preschool class** is for threes and fours. Our **Pre-Kindergarten class** is designated as kindergarten readiness and is only for the last year before kindergarten.

Television Time

Our normal daily routine does not include television watching, but from time-to-time, we may record a television show without advertisements or use a DVD as a teaching aid and discussion stimulator. Television consumption will not be longer than one hour and the program will be screened prior to showing. Occasionally we may watch something for fun as part of a reward or just a special theme day. Television will not be used as a time filler or babysitter for your child.

Electronic Media

Electronic Media are limited to 20 minutes or less per day per child. Internet sites and software are pre-screened to contain non-violence and high-quality educational content. If you do not want your child to participate in computer or iPad educational games please let us know.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. We will celebrate Christmas and Easter holidays in addition to others throughout the year.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs.

After lunch, all children participate in a quiet rest time. Children are not required to sleep but they are required to lay quietly on their cot.

One (1) year-olds and up may have a small pillow, toy or blanket with them at nap time, but for infants 0-12 months the state prohibits the use of pillows, toys or tag blankets in a child's crib.

Diapering and Toilet Training

Children wearing diapers must provide disposable diapers and baby wipes to accommodate their child's needs. Any ointments or topical products need to be labeled with the child's first and last names. You must indicate permission given on the contract.

If you choose to use cloth diapers please discuss this with us and we will provide policy information and guidelines regarding this.

We begin toilet training in our one-year-old classroom (if ready) and two-year-old classroom. We will work with each individual child and their parents to determine when a child is ready for toilet training. Successful toilet learning depends upon the physical, cognitive and language development of each individual child. Usually children learn toilet training between the ages of 2 and 3 years old. Children will be assisted, as needed, when using the bathroom. Children will flush the toilet and be assisted in washing their hands with soap and water. We will also positively encourage and acknowledge your child's training accomplishments.

GUIDANCE

General Procedure

Discovery Zone Learning Center is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to

be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Challenging Behavior

We maintain a zero tolerance to bullying. If discipline is necessary, we use encouragement, reminders of behavior expectations and redirection of positive behavior by using positive statements. If needed we will use brief, supervised separation from a group for correction. This is limited to one minute per year of the child's age. If you have any concerns about this at any time, please report it to the Director of the Center. If a child is a continual threat or harms other children, we may require the child to sit out for a time or seek counsel.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. A behavior report will be written by the teacher to be kept on file in the office. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due as outlined in the *Enrollment Agreement*. Our bills will be posted on Thursday with payment due by Friday, for the following week. Late fees are applied if payment is not made by close on Monday. If the bill is not paid by the time new bills are posted on Thursday your child may not return to school until a payment is made.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$1 per minute, per child will be assessed beginning at 6 PM and will be added to the following weeks bill.

Special Activity Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip or your child will be unable to participate.

Late Payment Charges

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

If payment is not received as scheduled, a late fee of \$10 will be added for each week that it is late. If your account has not been paid in full by the time new bills are posted on Thursday, your child may not return to school until payment is made.

If payment is more than 10 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status. If you cancel or change a card, it is **YOUR responsibility** to notify us by 3pm on Friday; otherwise, you will be liable for all fees incurred.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be **absent, please notify us**. We will be concerned about your child if we do not hear from you.

Vacation

Each family is given 1 week of vacation per year during which the child will not attend and payment will not be due. A week consists of time that is equal to the amount of time your child is enrolled. If your child attends 3 full days each week then you receive 3 days' vacation, 5 full days equals 5 days' vacation and so forth. Please notify the office of expected vacation time to receive vacation credit towards your account.

Withdrawals

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Tuition for these two weeks is required, whether your child is in attendance those two weeks or not. Failure to notify us will result in additional fees.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required. Please allow five (5) business days for processing.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will primarily be announced by way of text alerts. Please sign-up for alerts by texting “@Snow6653” to 23559. Announcements will also be placed on Fox Philly WPVI, Facebook and our Website.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

DROP-OFF AND PICK-UP

General Procedure

We open at 6:30 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children into the building and sign them in. Please walk each child to their designated classroom.

You must sign your child in and out each day via the tablet at the front counter. If you receive CCIS funding you are responsible for making sure your child is checked in so that your account does not incur any unnecessary absences. The first failure to forget to sign in/out will be “grace” and a reminder. After that it will result in a \$1 fee added to your bill for the following week.

We close at 6 PM. Please allow enough time to arrive, sign your child out, and leave by closing time. Failure to do so will result in a late pick-up fee of \$1 per minute per child past 6pm.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at anytime while visiting the center.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. In case no one listed is available in an emergency a verbal request for release of child may be made and verified by phone. The person picking up your child will be required to show a picture ID as additional verification. Please notify your pick-up person of our policy.

Our check in and out system is a finger swipe system. Each person who regularly picks up and drops off your child must come in and register so our system recognizes them.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 2 hours we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

All families must provide their own wipes, diapers, and diaper creams and blanket for your child. In addition each family must purchase a sheet for your child's cot.

- **Infants:** three (3) bottles to leave here, at least eight (8) diapers per day, and at least two (2) changes of clothes per day. We provide two different kinds of formula and welcome you to bring breast milk. Two (2) pacifiers (if used) must have a container to store them in, be labeled with your child's name and attached to a clip. A blanket and sleep sack for use in a crib. Sunscreen for infants 6 mos or older.
- **Toddlers:** one (1) BPA free spill proof water bottle/cup without a straw, one (1) package of diapers, two (2) packages of wipes, and at least two (2) changes of clothes, one pair of shoes and socks per day. Backpack and one (1) pocket folder. In summer you must provide sunscreen and in the winter you must also provide snow boots for outdoor play.
- **Older Toddlers:** one (1) BPA free spill proof water bottle/cup without a straw, at least two (2) changes of clothes (more per day if going through the toilet training program) with socks and one pair of shoes. Pull-ups for naps and several pair of underwear. Backpack, one (1) pocket folder, Crayola markers, washable non-toxic glue bottle, two (2) purple glue sticks, watercolor paint pallet. In summer you must provide sunscreen and in the winter you must also provide snow boots for outdoor play.
- **Preschoolers:** one (1) BPA free spill proof water bottle/cup without a straw, at least one (1) change of clothes (more per day if going through the toilet training program), shoes and socks. You must also provide one box of wipes each month for your child's personal use, a pencil box, Friskars scissors, three (3) purple glue sticks, Crayola regular markers, preschool pencils a box of tissues, a pocket folder and a backpack. In summer you must provide sunscreen and in the winter you must also provide snow boots for outdoor play.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. We ask that clothing items be placed in a large Ziploc bag labeled with your child's name.

Sunscreen must be provided for **each** child unless your child is under 6 months *or* a written statement is signed by the child's physician stating otherwise.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name and may be shared. ***Please check your child's cubby on a daily basis for items that need to be taken home.*** Each teacher will establish their method of communication between home and school. Each Friday (or last day for your child each week) your child's bedding will be placed in their cubby to go home and be laundered. ***If you forget to return it on Monday you will be charged \$10 for a new sheet.*** If you would like to sign up for weekly washings, you may do so in the office. The fee is \$10/month per child.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located at the receptionist office. Please note that we are not responsible for lost personal property and items will only be kept for one (1) month.

Toys from Home

We kindly request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity. **This prevents the possibility of having unsafe toys that could pose as choking hazards within the classroom.**

NUTRITION

Food Prepared for or at the Center

Our food service provides a nut free menu however, it is not a nut free facility. Since Discovery Zone Learning Center is housed within the church we cannot guarantee that the entire facility is nut free. Snacks, breakfast and lunch are prepared on sight.

Food served at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program www.fns.usda.gov/cnd/care and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated annually, or as allergies change. Please fill out the CACFP medical plan of action and have it signed by the doctor. We are required to make adjustments to our menu for children with the medical plan of action on file.

Food allergies can be life threatening and each child with a food allergy must have an action plan for emergency care completed by the family physician. If an Epi pen is medically necessary, we REQUIRE you to provide us with one, before your child may attend.

Meal Time

At meal time everyone sits at a table. Good table manners are modeled and encouraged. Monthly menus are posted online for viewing by parents/caregivers, and weekly menus are posted outside of each classroom. If there are foods that you do not want your child to have please bring us a copy of the menu with those items crossed off. Please submit this menu to your child's teacher and we will honor your request; however, it is your responsibility to substitute other food in place of the food crossed off the menu.

No deductions in tuition are given for providing your own food. You must follow our guideline of no nuts, and we request that you provide a nutritious meal. We ask that children do not share food due to allergies and potential germs.

A caregiver who is trained in first-aid for choking is present at all meals.

For birthdays or parties, please be conscientious of allergies within the classroom. Store bought, labeled items are preferred. Please ask the office if you have any questions or concerns.

Infant Feedings

Infant feedings follow these procedures:

- Bottle-fed infants, 6 months and younger are always held during feeding.
- Infants are fed according to parents requested schedule to the extent possible (at least every 4 hours and usually not more than hourly).
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child's name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 3 months.
- Formula must be brought to the premises in a factory-sealed container in a ready-to-feed strength or powder or concentrate. Formula will be diluted at the child care site according to the instructions provided by the manufacturer or from the child's health provider, using water from a source approved by the local health department. Formula brought from home must be labeled with the child's name.
- Solid foods will only be introduced after a consultation with the child's family. Infant teachers have an approved list of foods for the parent to initial once a food has been tried at least 3 times at home.
- New foods must be introduced first at home due to potential food allergies and reactions.

Toddler Feedings

- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include: hot dogs, whole grapes, popcorn, and hard candy.

HEALTH

Immunizations

Immunizations* are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every January, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department. **Infants and one year olds are required to update their shot records every six (6) months until the age of two (2) and then once annually.*

Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child's physical should be received before but must be received no later than 6 weeks after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program. **This is state mandated.**

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; **you may not bring a sick child to the center. The center has the right to refuse a child who appears ill.** You will be called and asked to pick up your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she may be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever above 100°F accompanied by other symptoms or a Fever above 100.4°F or greater.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours without medication
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- ***If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care IS REQUIRED.***

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies is to be given to the office and their teacher. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

All medications should be HANDED to a staff member accompanied with a medical form SIGNED by the parent with specific instructions for administration which must be written on our medication form. Medications should **NEVER** be left in the child's backpack/diaper bag/cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

Medications must meet the following guidelines:

- **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
- **Non-prescription medications** require a note signed by the parent or physician. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- **Non-prescription topical ointments** (e.g., diaper cream) require a note signed by the parents / guardians (if not signed in the contract), specifying frequency and dosage to be administered.
- Each family must provide sunscreen for your child to wear outside unless a written statement is signed by your child's physician.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox

- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Flip-flops, sandals or open-back slip on shoes are not appropriate for center play and make it difficult for your child to participate in some activities. Sneakers or other closed-toe shoes are required.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90°F or less than 45°F degrees. Additionally, outdoor play will be cancelled if the air quality rating is 50 or below.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact. We will call you after calling 911, and make you aware of the situation. Your health insurance is the primary responsible party for payment for the cost of transportation and treatment for your child.

Car Idling

Please do not leave cars idling while coming in and out of the daycare or while having conversations with friends. Studies abound on the dangers of the air pollution from car emissions. Children whose bodies are developing are especially susceptible to this pollution.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on or within 20 ft. of the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately. Failure to do so will result in a phone call to the proper authorities.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities. This would occur if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs

are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 10 minutes, the family and the police will be notified.

Fire Safety

Our center is equipped with alarms hardwired to the fire station, strobe lights, exit signs at crawling height and rolling evacuation cribs.

Each staff member is trained on our fire evacuation plan. We will practice fire and emergency drills at least every two months. We have evacuation plans posted in each classroom. In the event that you arrive to pick up your child during this drill, we ask that you wait until we have finished our drill and then sign your child in or out of the facility.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A director or designated staff person will accompany and remain with the child until a family member or emergency contact arrives. The director or designated staff person will make the 911 and parent calls.

CENTER POLICIES

Our center policies not included in this handbook are reviewed annually and updated as needed. They are available for review upon request to the center director.

FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Family Events: We will have several events throughout the year that bring our entire community together. Watch for the announcements!

- Summer Movie Nights
- Open House
- Trunk or Treat
- Grandparents Day
- Clothing Swap
- Pancake Breakfast with Egg Hunt

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Welcome new families
- Family Teacher conferences

Community Resources: Posted as available; inquire within.

STAKEHOLDERS

A stakeholder is a group and or individuals who can affect, or are affected by the achievement of the Discovery Zone Learning Center mission. Here is a current list of Stakeholders.

Marcus Hook Baptist Church	Eugene Smith (CPR and First aid trainer)
Deacon and Board of Trustees	A BEKA Book (Curriculum)
Dine-O-Matic Cooking Company	FUNSHINE (Curriculum)
Linwood Elementary	Gryphon House (curriculum)
Hilltop Elementary	Amazon.com
Marcus Hook Elementary	Wells Fargo Bank
Boothwyn Elementary	Bank of America
Chichester Middle School	ADP payroll
Keystone STARS	Opdenaker & Sons
CCIS of Delaware County	Chester Water Authority
CACFP	Tuition Express
Penn State Better Kid Care	Procure software
Lower Chichester Police and Fire Department	PECO
ECSI Emergency Care and Safety Institute	Robertson Fuel Oil Inc.
AAOS American Academy of Orthopedic Surgeons	PACCA
American Heart Association	Sovereign Insurance Group
Chester Community Charter School	US Foods

Parent / Guardian / or Sponsor: We welcome any other businesses that you may refer to us as a stakeholder.

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice of an addendum will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the **Discovery Zone Learning Center Family Handbook**, and I have reviewed the family handbook with a member of the **Discovery Zone Learning Center** staff. It is my responsibility to understand and familiarize myself the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the **Discovery Zone Learning Center Family Handbook** that I do not understand.

Parent Signature

Date

Parent Signature

Date