

# Table of Contents

Welcome.....	1
Mission Statement.....	2
Vision Statement.....	2
Philosophy.....	2
Purpose and Goals.....	2
Times of Operation.....	3
Enrollment Procedures.....	3
DPW State Regulations: Children’s Records.....	4
Tuition and Fees.....	5
Holidays.....	7
Emergency Closing & Inclement Weather.....	8
Evacuation Plan.....	8
Safe Arrival & Departure Policy.....	9
Health Policies.....	9
DPW State Regulations: Health Information.....	10
Illness Policy.....	11
Medication & Allergy Policy.....	12
DPW State Regulations: Child Medications.....	13
Mandated Reporting.....	13
Discipline Policy.....	14
Expulsion Policy.....	15
Grievance Policy.....	16
State Licensing Regulations-Nondiscriminatory Policy.....	17

# Welcome

Welcome to L.I.F.E. Child Care Learning Center (LCCLC) We are pleased to serve you and appreciate your interest. Our goal is to provide quality childcare, education, and a nurturing environment. Here at LCCLC, our team consists of childcare professionals. Many have years of experience within the community and within the childcare environment.

The purpose of this handbook is to familiarize you, the parent, with our policies and procedures. LCCLC is licensed by the State of Pennsylvania and abides by the Division of Child Development Rules and Regulations, in addition to our own policies and procedures. This handbook has been organized to inform you of the rules by which we govern and operate this establishment. Upon reading this you should have a clear understanding of our childcare program, policies, and operations.

Our main objective is to provide an encouraging, Christian atmosphere that promotes the social, physical, intellectual, and emotional growth of children by providing age-appropriate learning experiences daily.

Involving families in our program is a top priority. This helps to build a partnership and helps children make the connection between home and LCCLC. Our desire is to serve as an extension of your family in sharing ideals and genuine love for your children. We encourage parents to visit and participate in any activities we may offer. Our open-door policy allows you to come and visit (unannounced) if you choose to, while your child is enrolled in the program.

We advise you to keep this handbook to refer to throughout your time spent with us. Please be advised that changes may occur throughout the year. We will be sure to provide you with updated information as soon as it becomes available. If you have any questions, please feel free to call, email, or stop by the office.

We look forward to serving you and watching your child(ren) grow!

Thank you,  
L.I.F.E. Child Care Learning Center

## Mission Statement

The mission of L.I.F.E. Child Care Learning Center (LCCLC) is to cultivate a community of families and childcare professionals working together to provide a high quality, safe, stimulating, and positive environment. Our goal is to enhance the physical, emotional, cognitive, creative, and social development of individual children, through play-based learning and discovery. The mission will be implemented by practicing an emergent and constructivist curriculum that inspires children to learn through active engagement.

## Vision Statement

At LCCLC, we envision that our children will become future leaders by being active participants in, and shapers of, their world; growing cognitively, socially, emotionally, spiritually, and globally through child-based and teacher facilitated learning.

## Philosophy

LCCLC strives to provide a quality Early Childhood Education Program filled with carefully chosen staff members, love, and compassion for children. We believe that children are the most important resource and that their early childhood experiences are crucial in the development of their future. Each staff member strives to offer a warm and friendly environment. The program we pursue is geared toward helping the child develop habits of observation, appropriate questioning, and listening while building a positive self-outlook. Our staff members are partners with our parents working together to meet both the needs of the children and their families.

LCCLC delivers outstanding performance, customer service, and is a model of excellence in childcare and education. Our expectation is that each employee keeps the Code of Conduct at the forefront of all decision making concerning your child(ren).

## Purpose and Goals

LCCLC has a three-fold purpose. The first purpose is to provide a ministry to the families in the community. We seek to provide a spiritual environment with Christian leadership to help children grow and develop into mature, well-rounded individuals.

Secondly, we seek to provide an environment where parents can feel comfortable and secure leaving their children, knowing that they will receive excellent care at their “home away from home.”

Finally, LCCLC seeks to provide opportunities for children to grow through exploration by experiencing various learning activities that will stimulate and enhance their abilities.

## Times of Operation

### **Before and After Care Program Hours:**

- Morning Session: 6:00 a.m. to 9:00 a.m.
  - Breakfast is served from 6:00 a.m. until 7:45 a.m.
  - All children must arrive by 8:00 a.m.
- Afternoon Session: 3:00 p.m. to 6:00 p.m.
  - Includes snack, homework assistance, and activity/free time.

**Hybrid Schedule:** Monday-Friday 6:00 a.m. to 6:00 p.m.

If you are running late or your child will not be present, LCCLC requires that you call or text us before 8:00 a.m. to let us know so that we are properly prepared. If anything changes throughout the day concerning your child's status for pick-up, LCCLC requires that you contact us ASAP. If your child was absent from the morning session but will need afternoon services, LCCLC requires that you contact us. **The number to use is (570) 224-2806.** These measures have been put in place to ensure the safety and well-being of your child(ren) by making sure that everyone is accounted for every day.

## Enrollment Procedures

### **REQUIRED PAPERWORK & FORMS:**

- Enrollment Agreement
- **Enrollment Packet:**
  - \*Child Information
  - \*Emergency Contact Information – this form will need to be updated every 6 months
  - \*Medical Information - most recent physical examination and current immunizations
- Parent Handbook sign-off notice of receipt
- Confidential Information Release
- Media Release
- Kid's Café Registration

In addition to the application for admission, parents are required to have a pre-enrollment meeting. Parents should bring their child(ren) with them. This provides the opportunity to meet the staff and tour the facilities.

It is the responsibility of the parent to report to the office any change of address, telephone numbers, employment, emergency contact person(s), and medical information.

# DPW State Regulations: Children Records

## **§ 3270.181. Individual records.**

(a) An operator shall establish and maintain an individual record for each child enrolled in the facility.

(b) Information in a child's record shall be kept current by the operator.

(c) A parent is required to review and update the emergency contact information and the financial agreement at least once in a 6-month period or as soon as there is a change in the information.

(d) Following review, a parent shall attest to the accuracy of information in subsection (c) by affixing a dated signature to the record.

(e) If emergency information is updated in a master file, it shall be updated accordingly in other facility records.

## **§ 3270.182. Content of records.**

A child's record shall contain the following information:

(1) Initial and subsequent health assessments.

(2) The dates of application, admission and withdrawal of the child.

(3) Signed parental consent for emergency medical care for the child. Written consent is required prior to admission.

(4) Signed parental consent for administration of medications or special dietary needs.

(5) Signed parental consent for administration of minor first-aid procedures by facility staff. Written consent is required prior to admission.

(6) Signed parental consent for transportation, walking excursions, swimming and wading.

(7) Reports of accidents, injuries and illnesses involving a child in care at the facility. The original report shall be given to the parent on the day of the incident. The second copy of the report shall be retained at the facility in an accident file. The third copy of the report shall be retained at the facility in the child's file.

(8) A copy of the initial agreement and subsequent written agreements between the parent and the operator. The parent receives the original agreement.).

## **§ 3270.183. Confidentiality of records.**

(a) Child records are confidential and shall be stored in a locked cabinet.

(b) A facility person may not disclose information concerning a child or family, except in the course of inspections and investigations by agents of the Department.

## **§ 3270.184. Release of information.**

(a) The parent shall have access to the child's complete child day care record.

(b) Except as provided in § 3270.183(b) (relating to confidentiality of records), release or dissemination of information in a child's record may be made by the operator and only with written parental consent. When file material is released, the person who authorized the release shall record the following information in the child's file:

(1) The name and position of the individual to whom the information was released.

(2) The date the information was released.

(3) The portions of the record that were released.

(4) The purpose of the release.

(5) The signature of the person who authorized the release.

## **§ 3270.185. Record retention.**

Each child is required by Pennsylvania Department of Welfare to have a file on record for up to one year after the child has terminated service. The contents of your child's file can be viewed by you or your child's legal guardian at any time with permission from the director. Family Education Rights & Privileges Act (FERPA) is a federal law which protects the confidentiality of student educational records, by limiting their disclosure. FERPA guarantees parents the right to inspect their child's file, receive copies of the records, and have an explanation of its contents.

## Tuition and Fees

At the time of enrollment, parents are required to sign a tuition agreement, pay a registration fee of \$25.00, and the first week's tuition. THE REGISTRATION FEE AND 1ST WEEK OF TUITION IS NONREFUNDABLE. The combination of the registration fee and tuition payment constitutes official enrollment and serves as a security deposit to hold your child's space in the program for a minimum of one (1) week. By the end of that week, the child is expected to have started the program or their space may be lost.

Each child's tuition is an ongoing weekly fee. However, advanced payments may be made biweekly or monthly. This can only occur if a prearranged agreement has been made between you and LCCLC. ALL TUITION IS DUE ON MONDAY OF THE WEEK OF SERVICES. HOWEVER, IF YOUR PAYMENT IS NOT MADE BEFORE 6:00 PM ON WEDNESDAY, IT IS CONSIDERED LATE AND WILL BE ASSESSED A \$10 LATE FEE. If a payment is not received, we reserve the right to deny services for your child until the matter has been reconciled. If your services are denied, you are responsible to pay all late fees and back tuition to avoid immediate termination. You will also be held responsible for all court, attorney, and agency fees involved in the collection of late payments. We do understand that circumstances may arise. If you find yourself in such a situation, an exception may be considered if you speak with the director and a payment agreement is arranged. If there is a problem with your account, or if you will not be able to pay on the due date, please talk with the director before the bill is due. Payment agreements may be made for a one-time situation or to change the normal due date to a different time of the month on an ongoing basis. You will be notified in advance of any tuition increases. You will be required at those times to update your contract for fees and any schedule changes. If your schedule or payment changes prior to those times, **you** are responsible to come in and update your information. Otherwise, we will continue to charge the tuition fee on file.

Checks that are returned for non-sufficient funds will incur a fee of \$25.

LCCLC does not prorate for holidays, sicknesses, or absences. **You are allowed 2 vacation weeks per year that will be charged at half rate as a holding fee.** Failure to make the proper arrangements to secure your child's place will result in dismissal of your child from the program. If your child has the daily rate for infrequent or variable attendance, you must give notice of your schedule a week in advance for proper billing. If you are subsidized through ELRC, formerly known as CCIS, and your child is in attendance more than the amount covered, the parent is responsible to pay the daily rate for any days not covered by ELRC.

Missed days due to illness are still included as your regular rate. There are no refunds or credits for sickness or general absences. Remember, you are paying to keep your child's space at our facility. We realize that childcare is a major expense for most working parents. However, we are a business and we must operate accordingly. Making sure that LCCLC's doors remain open and well-staffed to take care of your child(ren), is a priority. Since we hold your child's space to use at will, we must charge for normal care days, whether it is used or not. Our hope is that your child will maintain good attendance.

CLASS	WEEKLY FEE
Twos	\$155.00 (Coming Soon)
Threes	\$155.00 (Coming Soon)
Fours	\$151.00 (Coming Soon)
Fives	\$145.00 (Coming Soon)
School Age	\$90.00 (Before & After Program) \$135.00 (New Hybrid Program)

**FORMS OF ACCEPTABLE PAYMENTS:**

- Checks & Money Orders made to LCCLC
- Cash (Exact amounts ONLY; no change provided)
- Cash App: **\$LCCLC** (Please speak with the office administrator)
- Credit/Debit Card (Please speak with the office administrator)

**PENALTY CHARGES**

**Late Payment:** A fee of \$10.00 will be charged to all accounts on Wednesday and every Wednesday thereafter as long as the account is delinquent. **LCCLC may discontinue services if tuition is two weeks or more delinquent.**

**Late Pick-up:** LCCLC's operating hours are from 6:00 a.m. until 6:00 p.m., Monday through Friday. If you pick your child up after 6:00 p.m. the following fees will be imposed:

**TIME SURCHARGE:**

- 6:01-6:15 - \$1.00/minute
- 6:16-6:30 - \$3.00/minute
- After 6:30 - \$10.00 plus \$3.00 per minute

Late pick-up fees are due every Monday in addition to your tuition. Failure to pay late pick-up fees will result in an additional \$10.00 fee.

**Phone calls to notify LCCLC of late arrival will not exempt a late fee charge. Your account will be billed.**

**RE-ENROLLMENT:**

If for any reason a child is withdrawn by the parent from LCCLC or released from the program by LCCLC, a fee of \$25.00 will be due at the time of re-enrollment, if there is a desire to return. Re-enrollment is handled on a case-by-case basis and is subject to the availability of open slots.

**RETURNED CHECK FEES:**

There will be a \$25.00 service charge for all returned checks in addition to a \$10.00 late payment fee. After 3 returned checks, we will no longer accept checks from you and you will be required to pay with money orders, cash, or a credit/debit card.

**WITHDRAWAL POLICY:**

If a parent decides to withdraw their child(ren) from the program, a two weeks' notice is required. Any parent failing to do so, will be charged their normal tuition rate for two weeks. All unpaid balances will be sent to collections 30 days after the last day of the child's attendance.

**UPCHARGE FOR ELRC PARTICIPANTS:**

Families who participate in the ELRC subsidy program are responsible for paying the difference between the cost of LCCLC's weekly tuition fee and what ELRC does not cover. This upcharge is treated like tuition and all policies regarding tuition payments apply to the upcharge. Please do not confuse your upcharge amount with your copay amount. **Generally, if you have a \$0 copay, you will still have an upcharge fee to offset the unpaid tuition amount.**

**DAMAGE FEES:**

Anything broken or damaged as a direct result of a child's actions are the parents' responsibility. You will be billed for the replacement cost amount. Small claims court fees, LCCLC legal fees, and any other associated miscellaneous fees will be charged to your account if we have to settle a payment dispute through the courts.

## Holidays

**Please remember that your child is enrolled in our Before & After School Program. Therefore, when school is not in session, we are closed. We follow the Williamsport Area School District's calendar.**

So that our employees may have the opportunity to spend time with their families, LCCLC will be closed on the following days:

- New Year's Day
- Fourth of July
- Labor Day
- Memorial Day
- Thanksgiving Day (also the days surrounding the break per WASD 's calendar)
- Christmas Eve and Christmas Day (also during the Christmas break per WASD's calendar)

**Professional Development Days (3 per year):**

Columbus Day, President's Day, and Easter Monday

If any major holiday falls on a Saturday or Sunday OR a Tuesday or Thursday, there is a possibility that we will close on the corresponding Monday or Friday. LCLLC reserves the right to amend the days that the center is closed. If we choose to close on an unscheduled day, ample notice will be given so that you may make other arrangements for your child(ren).

**There is no tuition credit for these days.**



# Emergency Closings and Inclement Weather

In the event that an emergency arises which makes it necessary for LCCLC to close, parents will be notified as quickly as possible. We will always do our best not to close on unplanned days. However, the safety of our students and staff is paramount. If we decide to close early, you will be notified by the director at least 1 ½ to 2 hours prior to the time of closing. Should it become necessary to close early, it is your responsibility to make sure that you've arranged for your child's early pick-up. If weather is severe enough and LCCLC feels that the safety of the children and staff are at risk, we may delay opening or close all together. You will be notified as soon as a decision is made through a phone call, email, and/or text message. School delays or early dismissals align with the WASD. If there is a two (2) hour delay, we will open two (2) hours later. If there is a one (1) hour early dismissal, we will close one (1) hour early (and so on). **There is no tuition credit for closings due to weather emergencies.**

## EVACUATION PLAN

An evacuation may be required if there is a fire in the building or other hazard. The appointed team member will direct the evacuation of the building and account for all employees, children, and visitors outside at a safe location.

- Employees will be warned to evacuate the building by alarm and verbal communication.
- Employees on the main level, will account for students and assemble in classroom #1 to be escorted to the designated exit.
- Employees on the lower level, will account for students and assemble in classroom #3 to be escorted to the designated exit.

The employee and student rosters, and the visitor's log will be brought to the evacuation assembly area(s) to determine who is missing or possibly injured.

### **EVACUATION LOCATIONS:**

- **Kaos Fun Zone**  
315 Hepburn Street  
Williamsport, PA 17701  
(570) 505-1105
- **WEGMAN'S Food Court**  
201 William Street  
Williamsport, PA 17701  
(570) 320-8778

Parents will be notified by phone, text and/or email concerning the evacuation location so that they may retrieve their children.

**SHELTER-IN-PLACE PLAN** (severe weather or airborne hazard)

All employees, students, and visitors will report to the lower level Fellowship Hall/Dining Area. Rosters and logs will be observed for any missing.

## Safe Arrival and Departure Policy

All parents must sign children in upon arrival and out upon departure. LCCLC staff will not receive students into the building prior to 6:00 a.m. or after 8:00 a.m. Pick up time is from 4:00 p.m. to 6:00 p.m.

**IF AN INDIVIDUAL OTHER THAN THE PARENT/GUARDIAN IS PICKING UP THE CHILD, THE PARENT MUST NOTIFY THE DIRECTOR IN ADVANCE. THE INDIVIDUAL MUST SHOW PICTURE IDENTIFICATION (DRIVER'S LICENSE, NON-DRIVER'S ID, PASSPORT, ETC.) PRIOR TO DEPARTING WITH THE CHILD IF THE STAFF IS NOT FAMILIAR WITH THE INDIVIDUAL. A PICTURE OF THE IDENTIFICATION WILL BE COPIED AND NOTED IN YOUR CHILD'S FILE.**

To avoid accidents, parents are asked to take their child directly to the designated area upon entering the building. Students leaving the building must be accompanied by parents or a staff member to the vehicle. PLEASE DO NOT ALLOW your child to run or roam the building, classrooms, parking lots, or hallways. LCCLC will not be held liable for accidents, incidents, or injuries that may occur to children who are not under the care of LCCLC's staff. When children are released from the class to parents/guardians, they are no longer under the care of LCCLC.

If an injury happens while a child is at LCCLC, an incident report will be completed. The parents will be notified and given a copy. The incident will be recorded and a copy of the report will be kept on file.

## Health Policies

### **Medical Records**

- ❖ Your child must have an up-to-date physical on file. All immunizations must be current.
- ❖ According to Pennsylvania State Regulations, you have 60 days from the time of enrollment to submit the required health forms. If we do not receive your child's physical and immunization records, we reserve the right to suspend or terminate your care until we receive the state mandated paperwork.

## DPW State Regulations on Health Information

### § 3270.131. Health information.

(a) The operator shall require the parent of an enrolled child, including a child, a foster child and a relative of an operator or a facility person, to provide an initial health report no later than 60 days following the first day of attendance at the facility.

(1) The initial health report for an infant must be dated no more than 3 months prior to the first day of attendance at the facility.

(2) The initial health report for a young toddler must be dated no more than 6 months prior to the first day of attendance at the facility.

(3) The initial health report for an older toddler or preschool child must be dated no more than 1 year prior to the first day of attendance at the facility.

(4) The initial health report for a school-age child must be dated in accordance with the requirements for medical examinations for school attendance in 28 Pa. Code § 23.2 (relating to medical examinations).

(b) The operator shall require the parent to provide an updated health report in accordance with the following schedules:

(1) At least every 6 months for an infant or young toddler.

(2) At least every 12 months for an older toddler or preschool child.

(c) A health report must be written and signed by a physician, physician's assistant or a CRNP. The signature must include the individual's professional title.

(d) The health report must include the following information:

(1) A review of the child's health history.

(2) A list of the child's allergies.

(3) A list of the child's current medication and the reason for the medication.

(4) An assessment of an acute or chronic health problem or special need and recommendations for treatment or services, including information regarding abnormal results of screening tests for vision, hearing or lead poisoning.

(5) A review of the child's immunized status according to recommendations of the ACIP.

(6) A statement of the child's medical information pertinent to diagnosis and treatment in case of emergency.

(7) A statement that the child is able to participate in child care and appears to be free from contagious or communicable disease.

(8) A statement that age-appropriate screenings recommended by the American Academy of Pediatrics were conducted since the time of the previous health report required by this section.

(e) The facility may not accept or retain an infant 2 months of age or older, a toddler or a preschool child at the facility for more than 60 days following the first day of attendance at the facility unless the parent provides written verification from a physician, physician's assistant, CRNP, the Department of Health or a local health department of the dates (month, day and year) the child was administered immunizations in accordance with the recommendations of the ACIP.

(1) The facility shall require the parent to provide updated written verification from a physician, physician's assistant, CRNP, the Department of Health or a local health department of ongoing

vaccines administered to an infant, toddler or preschool child in accordance with the schedule recommended by the ACIP.

(2) Exemption from immunization must be documented as follows:

(i) Exemption from immunization for religious belief or strong personal objection equated to a religious belief must be documented by a written, signed and dated statement from the child's parent or guardian. The statement shall be kept in the child's record.

(ii) Exemption from immunization for reasons of medical need shall be documented by a written, signed and dated statement from the child's physician, physician's assistant or CRNP. The statement shall be kept in the child's record.

(3) The facility shall implement dismissal policies in accordance with the Department of Health regulation in 28 Pa. Code § 27.77 (relating to immunization requirements for children in child care group settings).

(4) The facility shall comply with the annual immunization reporting requirements in accordance with the Department of Health regulation in 28 Pa. Code § 27.77.

## Illness Policy

According to the Department of Public Welfare, we are unable to accept a child with a diagnosed communicable disease (measles, mumps, chickenpox, etc.) or obvious acute illness. Therefore, please do not send your child to LCCLC when he/she is sick or has signs of a possible contagious disease. If your child has a communicable disease, please keep him/her home until the symptoms have subsided and the child feels well enough to participate in activities. Please do not bring your child to LCCLC with an infection that you would not want to take home. Infections include but are not limited to: Impetigo, Lice, Chicken pox, Pinkeye, Ringworm, etc.

A fever is an indication that something out of the ordinary is happening in your body. A temperature above 100.4°F (38 C) orally, or 100°F (37.7 C) or higher (taken axillary) is considered a fever. A fever is not a disease. However, if it is accompanied by other symptoms, it is a strong indication of illness or infection. If your child presents a fever, along with behavior changes or other signs and symptoms (e.g., sore throat, rash, vomiting, diarrhea), he/she will be sent home. If your child is sent home because they have thrown up, had diarrhea or any other illness that could infect other children or staff, **they may not return to LCCLC until they have been symptom free for 24 hours**. You will be asked to sign a suspected illness form that will explain the reason for exclusion and how long your child will need to be excluded. By Pennsylvania State Regulations, any child with signs of a symptom of communicable disease or infection, which may threaten the health of other children in care, shall be excluded from attendance until a doctor's excuse is provided. This notification will be kept in the child's file. This policy is intended to help prevent the unnecessary infection of other children or staff.

We have first aid and CPR certified staff. However, if there is a serious injury or medical problem, the parent will be contacted. If there is an emergency, we will call 911 for assistance. If the nature of the illness/injury is not life threatening, the director will transport the child to the hospital and will await your arrival. **We are not responsible for any medical bills incurred due to an emergency.**

# Medication and Allergy Policy

## **Prescription medication:**

State law requires that prescription medication be brought in the original container, in order to be administered in a school facility. **The prescription medication must contain the following information on the label: child's name, name of prescription, doctor's name, dosage amount, pharmacy name and phone number, instructions for administration, and the origination date of the prescription.**

If your child has been placed on an antibiotic, the medication needs to be in his/her system for at least 24 hours before returning to LCCLC.

## **Over-the-counter medication (OTC):**

These medicines include, but are not limited to: antihistamines, non-aspirin fever reducing/pain relievers, decongestants, anti-itch ointments or lotions, cough syrup, etc. All medications must be in their original container, labeled with the child's name, and include instructions pertaining to the amount and time of dosage(s). If OTC medications need to be taken differently than what's indicated on the label or for more than 5 days, we will need a note from the child's physician.

LCCLC stores medication in a controlled location. You will need to see the director to sign-in your child's medication. We cannot and will not administer any medication that is not signed-in by a parent or guardian. Once a medication has expired, we will notify you and you will have 48 hours to pick it up. After 48 hours, we will dispose of it. If your child is no longer required to take a medication, you will have 48 hours to pick it up or we will dispose of it. If your child takes a medication daily and it is reoccurring, you will be required to complete a new medication form each month.

If a child will be on a long-term medication, or as needed medications (like asthma inhalers), a note from your doctor will be required to put in our files. Only asthma medications can be kept at LCCLC for an extended time period.

## **Allergies:**

If your child has allergies of any kind (known or suspected), it is imperative that you notify us when you enroll your child, and we will take all reasonable precautions to ensure that he/she is not exposed to those allergens. If your child needs to receive any medication when they have been exposed to an allergen, we will need to have that medication (in its original packaging with instructions) on hand. Please advise us immediately if you suspect any additional allergies at any time.

## DPW Child Medication Regulations

### **3270.133. Child medication and special diets.**

The operator shall make reasonable accommodation in accordance with applicable Federal and State laws to facilitate administration of medication or a special diet that is prescribed by a physician, physician's assistant or CRNP as treatment related to the child's special needs. Facility persons are not required to administer medication or special diets which are requested or required by a parent, a physician, a physician's assistant or a CRNP but are not treatment related to the child's special needs. When medication or special diets are administered, the following requirements apply:

(1) A prescription or nonprescription medication may be accepted only in an original container. The medication must remain in the container in which it was received.

(2) A staff person shall administer a prescription medication only if written instructions are provided from the individual who prescribed the medicine. Instructions for administration contained on a prescription label are acceptable.

(3) The label of a medication container must identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the container.

(4) Medication shall be stored in a locked area of the facility or in an area that is out of the reach of children.

(5) Medication shall be stored in accordance with the manufacturer's or health professional's instructions on the original label.

(6) A parent shall provide written consent for administration.

(7) An operator is responsible to establish and maintain a medication log if prescription or nonprescription medication is administered. A log must include the following minimum information:

- (i) The name of the medication.
- (ii) The name of the child receiving the medication.
- (iii) A requirement for refrigeration.
- (iv) The amount of medication administered.
- (v) The date of administration.
- (vi) The time of administration.
- (vii) The initials of the staff person who administered the medication.
- (viii) Special notes related to problems of administration.

(8) If a special diet is prescribed for a child and if the diet is administered to the child, written instructions and the parent's written consent shall be retained in the child's file.

## Mandated Reporting Policy

It is our intent to build a partnership with parents to help them provide the most suitable environment possible for children. Toward this goal, we have many resources and referrals available to parents upon request. It is also important for parents to be aware that state laws

require that any and all incidents of suspected child abuse or neglect be reported to the appropriate agency. LCCLC will not knowingly allow any form of sexual, physical, or emotional abuse of any child to occur without making a report to the appropriate authorities.

### **Department of Public Welfare Mandated Reporting Regulations**

#### **§ 3270.19. Child abuse reporting.**

(a) An operator or a staff person who has reason to believe that a child enrolled in the facility has been abused is required to report suspected child abuse to Child Line as mandated by the CPSL.

(b) A staff person may be designated by the operator as the person responsible to notify Child Line of suspected child abuse. The operator or designated staff person with this responsibility shall immediately notify Child Line at 1 (800) 932-0313.

(c) Within 48 hours, a written report regarding the suspected child abuse shall be submitted by the operator or designated staff person to the CPS unit which has responsibility for investigating the report.

## **Discipline Policy**

We hope that children at LCCLC learn respect for the personal rights and property of others. We use several disciplinary techniques which help children to internalize rules and become self-directed in their behavior. These disciplinary techniques include giving choices, problem solving, natural and logical consequences, ignoring, redirecting, and “reflective thinking” periods.

When a child does not follow the rules, one of the above disciplinary techniques will be used. As rules are broken, teachers will act to remedy the situation. Different age levels and mixes of children can bring about different behaviors. Your child may not behave in the same way at school as they would in a home setting. Some children have been exposed to situations where they are with many other children or siblings. Other children may not have this exposure and therefore react differently in a group setting. All children are testing their boundaries and learning from their actions and behaviors. Please keep in mind that our teachers deal with many children every day. Staff members are unable to spend long periods of time disciplining and correcting behaviors. At LCCLC, we work with children to help them find alternatives to responding physically in stressful situations, providing a safe place for all to thrive.

#### **LCCLC will not tolerate these behaviors:**

- verbal outbursts – screaming, swearing, and malicious name calling
- physical actions – striking, biting, pushing, kicking, hair pulling, throwing objects, tantrum throwing, or any other intent to harm another child or staff member
- stealing or lying
- destruction of personal or school property
- inability to follow reasonable requests

When a child causes physical harm to another student or staff member, the parent will be notified. Depending on the severity of the offense, you may be required to pick your child up. If behaviors such as hurting other children or staff, and/or destroying of facility items occur, your

child will be suspended for a 3-day period. **You will still be responsible to pay for your child's tuition.** If your child's behavior does not change and suspension is given for the third time, services will be terminated.

We understand that kids will be kids. However, it is our priority to ensure that the emotional and physical well-being of each child in our care is protected. When we determine that there is a serious disciplinary problem, the director will request a conference with the parent or legal guardian. If an understanding cannot be reached, we reserve the right to terminate enrollment in order to guarantee the comfort and safety of the other children in our care.

**We will follow these steps to help ensure positive behavior.**

- Engaging: giving positive attention, notice and praise – positive actions, sharing, taking turns, and kindness towards others are modeled and expected.
- Redirecting or distracting in a negative situation: focusing on the behavior, rather than the child.
- Separating to a quiet area: this will help teach them that inappropriate behavior and physical harm to other children will not be accepted.

All situations will be calmly, gently, and positively discussed with your child, focusing on the behavior exhibited at that time. After an understanding is reached, your child may return to the activity or be redirected to another activity. Children will be asked to apologize to the other child(ren) involved when appropriate. This method not only stops the offending behavior, but also teaches consequences, responsibility, and empathy in a positive manner. We at LCCLC believe in positive reinforcement and will always attempt to acknowledge good behaviors.

## Expulsion Policy

Unfortunately, reasons may arise that will require us to suspend or terminate a child and/or a family from our facility. We want you to know that we will do everything possible to work with the family and the child in order to prevent this policy from being enforced.

Suspension of services will be enforced if:

- the child is at risk of causing serious injury either to other children, staff or himself/herself. In some cases, you may be required to pick your child up prior to the end of the day.
- you fail to pay tuition or practice habitual lateness with your payments (without any resolution).
- you fail to complete required forms, including the child's health report and immunization records.
- you exhibit habitual lateness when picking up your child.

**Termination of services:**

- Failure of child's ability to adjust in a reasonable amount of time



- Uncontrollable outbursts or tantrums and/or physical or verbal abuse
- Ongoing physical or verbal abuse of any kind directed toward other children, and/or staff
- Disrespect to any staff member by children or parents: this includes physical threats, verbal abuse, and intimidating actions
- Inability to meet a child/parent's specific needs
- Failure to pay
- Consistently late payments or non-sufficient funds
- Failure to follow policy and procedures
- Failure to follow illness policy
- Failure to follow discipline policy
- Forcing staff to intervene in custody or personal issues, such as subpoenaing for court or requesting information that is not shared with another parent.
- If, in the administrator's opinion, the continuation of the child or parent as part of LCCLC is detrimental to the well-being of the other children in care

Your child or family will not be terminated from services if:

- a complaint has been filed to the Office of Child and Early Development regarding LCCLC's alleged violations of state regulations.
- a report is made of alleged abuse or neglect occurring at LCCLC.

## Grievance Policy

In our organization, the parents are urged to make his/her complaints known to those able to correct the situation (lead teacher, director, etc.), discuss grievances, and have them adjusted and corrected informally. If a parent/guardian prefers to seek an adjustment of his/her problem through formal methods, the following procedure has been developed.

- Step 1. Each parent has the right to present any grievance or complaint to the appropriate personnel either in writing or through appointment with the lead teacher.
- Step 2. If the parent is dissatisfied with the response, he/she has the right to present any grievance or complaint to the director in charge (in writing).
- Step 3. Any parent who is dissatisfied with the reply in Step 2 has the right to a prompt and full review by the CEO.

## State Licensing Regulations

LCCLC complies with Pennsylvania's Department of Public Welfare (DPW) State Regulations and requirements. LCCLC is subject to inspection by the State Office of Child and Early Development at any time. LCCLC is inspected yearly by DPW. Any citation we may receive at that time is documented and made available for you to review on our parent board.

Regulations and inspections pertain to staff qualifications, child to staff ratios, fire safety, the building, and all equipment within the facility. The State Regulations can be viewed at any time upon request.

## Nondiscriminatory Policy

LCCLC complies with the Americans with Disabilities Act (ADA) and all other applicable regulations pertaining to providing services to individuals with disabilities. We consider each child's individual needs in order to determine if our program is feasible to accommodate them. If your child is disabled or has any other special needs, please communicate this to the director to see if reasonable accommodation can be made.

**LCCLC does not discriminate with regards to religion, color, race, gender, age, national or ethnic origin, or disability in our admission policies.**

**LCCLC is a weapon, smoke, drug, and alcohol-free facility. These items are prohibited inside and around the facility. No smoking is permitted in or around the building or the parking lots. Violation of this standard by students or their families will result in immediate termination.**