



YORK DAY
EARLY LEARNING

FAMILY HANDBOOK

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SECTION ONE: INTRODUCTION

HANDBOOK PURPOSE

Welcome to York Day Early Learning (York Day)! The purpose of this handbook is to set forth the policies related to enrollment with York Day. You are encouraged to discuss any questions you may have with the Center Director.

This handbook has been adopted by the York Day Board of Directors (BOD). The BOD reserves the right to adopt, amend, and/or delete any policy herein in their sole discretion at any time without notice, in the best interest of York Day. These policies are subject to modification from time to time by the BOD. All such modifications shall become effective when adopted and shall promptly be provided to each family.

PHILOSOPHY, MISSION, & VISION STATEMENTS

PHILOSOPHY

York Day is committed to providing a high-quality, safe, secure, and nurturing environment that is vital for the healthy development of every young child. The needs and interests of each child are the basis for classroom learning experiences, whether a child is six weeks old or five years of age.

York Day strongly believes that each child is unique and possesses unlimited potential. Thus, we strive to create wonderful learning environments that encourage children “to be all they can be.” Through play in multicultural classrooms with well-trained educators, children explore their world at their own pace, discover how to cooperate and problem solve, try out new ideas, develop language, math, and motor skills, and build confidence to attempt new and different activities. This stimulating environment is designed to develop the total child - emotionally, socially, physically, and intellectually.

York Day is also committed to building a strong family and center partnership in order to provide the highest quality of care and early education for all our young children. Families are encouraged to become involved at York Day on many different levels.

MISSION STATEMENT

To establish and maintain York Day Early Learning as the agency of choice for high-quality early childhood education and care for children of working families of all income levels throughout York County.

VISION STATEMENT

York Day Early Learning will provide a safe and nurturing environment for children where staff, families, and the community are dedicated to developing confident lifelong learners.

York Day Early Learning will provide a high-quality, inclusive learning environment where we empower our youngest learners to become socially and emotionally competent and responsible members of the community. Through the utilization of children’s strengths and interests, staff will

implement developmentally appropriate practices to prepare children for success at all levels of learning.

York Day Early Learning will be an early learning center where staff, children, families, and the community unite to achieve great beginnings for bright futures.

SECTION TWO: NONDISCRIMINATION AND INCLUSION POLICIES

NONDISCRIMINATION IN SERVICES

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age or sex. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include but are not limited to: equipment redesign, the provision of aids, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/patient/student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with any of the following:

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Bldg.
P.O. Box 2675, Harrisburg PA 17110

U.S. Department of Health &
Human Services, Office of Civil Rights
Suite 372, Public Ledger Bldg.
150 South Independence Mall West
Philadelphia, PA 19106-9111

PA Human Relations Commission
Harrisburg Regional Office
333 Market Street, 8th Floor
Harrisburg PA 17101

INCLUSION

York Day believes that inclusive environments provide the best educational setting for all children and that each child contributes his or her own personal value to the classroom. Children benefit from an environment that promotes diversity and respect for differences. All children learn best when they participate with others who have different learning goals and abilities.

York Day welcomes children with special needs into the program and makes sure that they are fully integrated members of the classroom in which they are enrolled.

However, York Day cannot meet the needs of every child or of every family. Teacher-child ratios and the level of staff knowledge may not be adequate to meet some special needs. To make certain that the classroom environment is appropriate for the child, a pre-enrollment visit to meet with the Center Director to discuss the child and the program is scheduled.

Parents will be asked to provide information including up-to-date reports from other professionals involved with the child, such as Early Intervention specialists, therapists and/or physicians. York Day staff need to be involved with Individual Family Service Plan (IFSP) and Individual Educational Plan (IEP) meetings. Any information York Day staff learn from this collaboration is held in strict confidence and used only to gain a more effective understanding of the child's unique care and educational needs.

USE OF SPECIAL CONSULTANTS

York Day intends to form a cooperative team, with classroom teachers, consultants/therapists, and families working together to reach the common objectives the team sets for the child. When the child is receiving the services of outside professionals, York Day will make every effort to cooperate with and enlist the help of these consultants in order to best meet the needs and objectives set for the child. These professionals are invited into our program to work with the child in or outside of the classroom, with staff assistance as needed. York Day staff will share observations and assessments completed on a student with the written consent of the child's parent/guardian. In turn, York Day receiving current copies of the child's IEP/IFSP and being invited to attend subsequent IEP/IFSP meetings is expected.

SECTION THREE: YORK DAY STAFF STRUCTURE

BOARD OF DIRECTORS

York Day is governed by a volunteer Board of Directors (BOD). This board consists of a minimum of 11 members up to a maximum of 18 members, who are collaboratively involved with policy and program decisions. The BOD meets a minimum of four times per year.

STAFF

York Day is led by our Executive Director, who is supported by our Director of Finance and our Director of Advancement and Communications. Center operations are managed by the Center Director and the Assistant Center Director.

Our teachers are hired in compliance with all state requirements, which include background checks and mandated reporter training. Teachers participate in orientation 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.

All York Day staff are considered mandated reporters, which requires that we report all observations of child abuse or neglect cases to the appropriate state authorities 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 child protective 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.

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

YCST STUDENT INTERNS & CO-OP STAFF

At York Day, we are committed to ensuring that future generations of our community's youngest learners have well-trained educators to work with them. One way that we act on this commitment is by partnering with the York County School of Technology's Early Childhood Education career program. Student interns in their junior and senior years in this program are granted the opportunity to come into our classrooms and work directly with our own high-quality staff, to gain hands-on experience and training. Student interns are never counted in ratio or left unsupervised with children.

Interns who have met a higher set of qualifying requirements through YCST are eligible to apply and be hired on as Co-Op Staff at York Day during their senior year, with the goal of keeping them employed after graduation upon receipt of their diploma and Child Development Associate certification (CDA). Co-Op Staff have to obtain all of the required clearances, health assessments, and training hours that regular teaching staff have and may be counted in ratio; however, they are treated as classroom aides and are therefore still never left unsupervised with children.

You can learn more about the YCST ECE career program by visiting http://www.ytech.edu/career_programs/early_childhood_education.

SECTION FOUR: OPERATIONAL PROCEDURES

ADMISSIONS

Admission to the center, and subsequent continued enrollment, is contingent on proof of up-to-date immunizations, as required by the Commonwealth of Pennsylvania, as well as completion of all required enrollment paperwork and adherence to all York Day policies.

After the maximum number of children are enrolled in each classroom, additional applicants for that classroom are placed on a waiting list from which they are selected on a first come, first serve basis as enrollment space becomes available.

TIME OF OPERATION

York Day operates Monday through Friday, twelve (12) months a year, in order to accommodate the needs of working families. The centers typically open at 6:30 AM and close at 5:30 PM. Changes to the time of operation may occur due to weather or other unexpected situations or in response to pre-

planned events such as holidays and staff meetings. These changes are made at the discretion of the President/CEO and will be communicated to families with as much notice as possible, with the primary means of communication being our family communication app.

ATTENDANCE

Pennsylvania state regulations require that children attend York Day no more than ten hours per day. On every child's enrollment agreement, a typical drop-off time and a typical pick-up time must be decided upon and noted by the family. It is the family's responsibility to ensure that they arrange for their child to attend York Day within that agreed upon window of time and to notify York Day administrative staff of any changes needed as they arise. These contracted drop-off and pick-up times are used to determine classroom staffing to ensure that adult-to-child state required ratios are met at all times, therefore families must adhere to their chosen times accordingly and communicate proactively about any changes.

All children at York Day are expected to be present by 9:00 AM, with the exception of emergencies or appointments that are communicated with York Day staff as proactively as possible. York Day staff reserve the right to refuse admission if a child arrives after 9:00 AM. If your child will be late or absent, please notify York Day staff by calling the center or messaging on the family communication app by 9:00 AM that day. This is especially important on days of field trips or other special events.

If a child is absent for more than two consecutive weeks without payment of the regular weekly fee, the child will be withdrawn from the program and the vacancy filled.

If your child is enrolled in Pre-K Counts at York Day, additional attendance requirements do exist and adherence to these additional requirements is mandatory for enrollment in the Pre-K Counts program. Please see your Center Director for more information.

HOLIDAYS, SCHOOL CLOSURES & DELAYS

Please refer to the York Day annual calendar for planned early or full day closures. Tuition will remain the same during weeks that contain pre-planned school closures such as holidays.

Annually, York Day is closed on the following holidays:

New Year's Day	Martin Luther King, Jr. Day	Presidents' Day
Good Friday	Easter Monday	Memorial Day
Juneteenth	Independence Day	Labor Day
Columbus Day	Thanksgiving Day	Thanksgiving Friday
Christmas Eve	Christmas Day	

York Day will abide by all state and federal level governing body guidance in relation to center closures required in the event of a public health concern. The York Day Illness Policy will also provide guidance if closures would be required to prevent the spread of contagious diseases. If for any of these reasons, or due to severe weather such as snowstorms, or for any other reason it appears necessary to close/delay the center either ahead of the day's operation or at any point throughout the day, the announcement will be made on the family communication app.

There will be no reduction in fees if closed for inclement weather or for reasons beyond our control such as power outage, etc.

WITHDRAWAL FROM THE PROGRAM

In the great majority of cases, termination of care is due to reasons such as relocation, child entering school, etc. When a family decides to terminate the childcare arrangement, a two-week written notice to the Center Director is requested.

While York Day strives to provide a successful learning environment for all children, we also recognize that our program is not always the best fit for every child. If the program staff cannot meet the child's needs, York Day reserves the right to terminate the child's enrollment on a timeline that is in the child's best interest. (York Day always reserves the right to make termination of care effective immediately if deemed appropriate by the Center Director, Vice President of Operations and/or President/CEO.) For more information about terminations related to quality of fit, please reference the "Behavior Guidance Policy" section of this handbook.

Other reasons which may result in the termination are as follows:

- Nonpayment for childcare services and/or lack of adherence to our fee payment policies. York Day reserves the right to pursue legal remedies if fees remain unpaid and/or checks are returned due to insufficient funds and are not made good.
- Failure to comply with health and immunization requirements.
- Repeated failure to pick the child up by closing time.
- Lack of parent cooperation with the program's efforts to resolve differences and/or to meet the child's needs through parent/staff meetings or conferences.
- Abusive behaviors and/or verbal threats by parents toward program staff or other parents.
- Parents disciplining children other than their own, in any way, while at the center.
- Children whose special needs or needs relating to a serious illness cannot be met at the program. In this case the program staff will make every effort to involve parents, and possibly other resource professionals, as appropriate, to decide together on the best course of action for the child, prior to any termination.

ARRIVAL & DEPARTURE POLICIES

For your child's safety, we require that you or other authorized adults bring your child into the center each morning and get them settled in their classroom, which includes washing hands before they begin to play. Children under 16 should not escort your child in or out of the center without an adult. Be sure that a staff person is aware of your child's arrival before you leave. When picking up your child, be sure that a staff person in the room knows that he or she is leaving. You must enter and leave the building by way of the front entrance. This is the required procedure even if your child is on the playground when you come to pick him or her up.

All parents or authorized persons are responsible for the supervision of their child while they are in the building with their child. Children should not be allowed to freely roam throughout the building (classrooms, bathrooms, offices, hallways, etc.) to prevent personal injury and protect the safety of others who may be in those areas. Parents and/or authorized person(s) will be held liable for any injury to their child or other children in the center at these times.

If you are going to be away from your place of work or regular contact phone for the day, be sure to leave a phone number where you can be reached in case you are needed for an emergency. Please call the center by 9:00 a.m. if your child will not be attending that day/will be arriving late. Please also call or use the parent app to communicate if you are running late for pick-up.

All families are expected to adhere to their agreed-upon contracted times for their child(ren)'s attendance and to ensure that they arrive for pick-up no later than the center closing time. If a reasonable amount of time has passed after closing time and the center has been unable to reach anyone authorized to pick up the child, Child Protective Services will be notified.

PERSONS AUTHORIZED TO PICK UP CHILD

At the time of enrollment, parents must provide the names, addresses and telephone numbers of persons authorized to bring/pick up the child. It is the parent's or guardian's responsibility to notify the center of any changes in this authorization. If someone other than the authorized person is to pick up your child, please provide written notification ahead of time. York Day staff reserve the right to ask for photo identification before granting anyone access to the building and/or releasing a child to them. We will release children to authorized persons only.

Center staff cannot prevent a non-custodial parent from visiting or picking up a child UNLESS a copy of a court order or agreement, which clearly prohibits such conduct or stipulates visitation for the non-custodial parent, is on file with York Day, except for instances where a more recent Protection from Abuse Order is also presented. The center will honor a custodial parent's written authorization to ignore a court order or agreement.

PARKING LOT PROCEDURES

As vehicles are entering and exiting our facilities, please remember to travel in and out of the parking lots using the designated entrance and exit paths, adhering to all posted signage, and to drive SLOWLY so as to be able to respond to other moving vehicles and/or pedestrians. Vehicles should only park in designated parking spaces. Children should never be left unattended in vehicles, and vehicles should be turned fully OFF when left unattended. When you are on York Day property, it is expected that all drivers will operate with extreme caution and display a courteous and respectful attitude toward others. It is the responsibility of the family to arrange for safe transportation of the child to and from York Day, including use of an appropriate car seat.

CELL PHONE POLICY

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate in person with you about your child. In order to make the best use of these opportunities, as well as to be able to fully concentrate on the supervision of your child while

they are with you in our buildings, we ask that you NOT use your cell phone at any time while in the center. This includes not using headphones or earbuds while in the center.

SECTION FIVE: FINANCIAL POLICIES AND PROCEDURES

TUITION AND FEES

York Day Early Learning is a non-profit organization that operates primarily on the tuition fees received for each child. Therefore, your fees must be paid promptly and regularly. Fees are charged for the upcoming week on Sundays, and payments are due Mondays. There will be no reduction of fees for absences or school closures. Failure to pay fees for two consecutive weeks may result in the child being dismissed from York Day.

Tuition payments can be made in person at the center or online. Families also have the option to enroll in automatic payments. All card payments, whether one-time or reoccurring, may be assessed a processing fee. Please see your Center Director for more information about payment options.

OVERDUE & RETURNED PAYMENTS

Payments are due Mondays by 5:30 PM. A \$5 late fee will be charged to those who have failed to pay their balance in full by 5:30 PM Tuesday.

There will be a \$25 charge for the processing of any check or card payment returned due to insufficient funds. Upon receipt of a second returned payment, all future tuition payments will be required to be made by cash, cashier's check, or money order. York Day reserves the right to pursue legal remedies to collect unpaid tuition and fees.

FEES FOR LATE PICK-UP OF CHILDREN AFTER CLOSING

Parents who arrive to pick-up their children after the center closes for the day will be charged a late fee for each such instance. The late pick-up fee is \$25 for the first 1-10 minutes that the child is still in care after that day's closure and an additional \$2 for every minute after that. Late fees are added to the account and are due to be paid with the next tuition payment. Failure to pay late fees will result in the child being dismissed from York Day. Regular, repeated after-closure pick-ups may lead to termination of enrollment.

ACCIDENT INSURANCE

York Day charges families an annual fee to offset the costs of mandatory child accident insurance. This fee is assessed per child in early September each year. Notice will be sent to families by York Day's Vice President of Finance detailing the date and amount of the payment due. Accident insurance covers unreimbursed medical bills resulting from any injury sustained by your child at York Day. Participation is required for enrollment.

VACATION ALLOWANCE

Five days vacation allowance per calendar year will be given to each enrolled child, during which no fee is charged. Up to two additional vacation days per calendar year may be earned for attendance at Spring and Fall parent/teacher conferences (one per conference). You may choose to use your

vacation allowance one day at a time or all at once, however best meets your family's needs. It is the family's responsibility to request the use of any number of their vacation days. These requests should be made in writing and given directly to your Center Director. Unused vacation credits do not roll over into the new calendar year.

SECTION SIX: FAMILY COMMUNICATION AND INVOLVEMENT

FAMILY/CENTER COMMUNICATION

Parents may call York Day centers anytime to check on their child.

York Day staff will communicate with parents in a positive and supportive manner that encourages the parent/child relationship. Information with regard to family issues and personal lives will be handled confidentially. In the event of a divorce, separation or joint custody ruling every effort will be made to treat both parents equally. Without legal documentation the staff cannot deny a parent's legal rights to their child.

Daily contact between parent and teacher is an important part of the program. By sharing information concerning the child's activities and welfare, parents and staff can work together to meet the child's needs. If a parent or teacher has a serious concern, a special meeting will be scheduled.

York Day utilizes an electronic sharing program where staff provide families with pictures and daily notices describing special happenings during the child's day, including notations about the child's food intake, toileting and sleeping patterns, and other general updates and reminders, known as our family communication app. **This app is also York Day staff's primary means of communicating important information, including emergency announcements, and therefore York Day requires parental use of the app: parents/guardians must download the app and be sure to check it regularly for alerts and updates.** If a family temporarily has no access to the app due to a personal or financial situation, they must communicate this to the Center Director so that York Day staff know and can work with the family to make temporary arrangements for communicating about an emergency situation with that family.

In addition to offering telephone and app communications, York Day also communicates with families via:

- Generalized Electronic Communication/Newsletters/Written Notices:
 - Newsletters, a yearly calendar of events, notices/reminders of special activities or events, requests, and book orders will be sent home via the child's classroom teacher, family communication app and/or York Day website, social media, or blog posts
 - Weekly lesson plans, classroom schedules and monthly menus are posted outside of each classroom.
 - Front Lobby parent board and white board postings and reminders

-Developmental Assessments & Learning Checkpoints:

-Within 45 days of enrollment, and then every quarter annually, staff will complete assessments on each child to document their physical, social, and emotional growth and goals; this information is shared with families in writing as well as reviewed at parent/teacher conferences, during which the family is offered the opportunity to ask questions and conference about the assessment process and outcomes

-Conferences:

-Parent/teacher conferences are typically offered twice a year to discuss the child's progress. Additional conferences may be scheduled with teachers anytime throughout the year. The purpose of these conferences is to establish understanding, cooperation, and consistency between the home and York Day. A copy of the child's progress report is given to the parents, and one is placed in the child's file. After consultation with parents, if it is deemed appropriate, York Day staff will offer appropriate options for referrals to outside agencies.

-Incident Reports:

-York Day staff are trained in Pediatric First Aid and CPR, and they will administer minor first aid procedures as needed. If an injury occurs while the child is in care, a form will be filled out for parents to review and sign.

-Center Evaluation/Surveys:

-Surveys may be conducted periodically in order to help staff evaluate the effectiveness of childcare services and to continually improve upon the quality of services. Family participation is very valuable in these surveys.

To protect the privacy and rights of our employees, as well as to ensure that communication related to York Day programmatic matters is directed to the appropriate person(s), we ask that families do not attempt to contact staff using personal information such as cell phone numbers, email addresses, or social media messaging apps. Written communication between staff and families should be delivered through the parent communication app or to agency-provided email addresses only.

For families who are non-English speakers, York Day staff will utilize the assistance of our on-site Spanish speakers, or the assistance of electronic translation apps including Google Translate. York Day is committed to serving all families equitably regardless of their spoken language.

FAMILY INVOLVEMENT/PARENT ADVISORY COMMITTEE

York Day has an open-door policy: all parents/legal guardians of children are welcome to visit and participate at any time. Active family participation in our program is encouraged, and there are many ways to take part in the program. We ask that you make us aware of skills, talents, and hobbies that you are willing to share with the children. Family members who wish to volunteer should contact their child's teacher or the Center Director. (A background check may be required in certain circumstances.)

York Day has a Parent Advisory Committee (PAC) made up of staff and families from across all of our locations. The PAC works collaboratively to contribute to York Day Early Learning in numerous ways, including providing feedback and family input on program policies, planning and participating in staff and family engagement activities, and leading community involvement efforts. If you are interested in joining the PAC, please contact your Center Director.

FEEDBACK/SUGGESTIONS/GRIEVANCES

York Day welcomes comments and suggestions to improve the quality of the program. When areas of concern arise, the problem should first be brought to the attention of the classroom teacher who will attempt to work through the issue with the parent. If the problem is not resolved, input will be sought from the Center Director, and ultimately from the Vice President of Operations, President/CEO and/or Board of Directors, if necessary.

SECTION SEVEN: CHILD DOCUMENTATION POLICIES

CHILD'S RECORDS

York Day, as a state licensed center, is required to maintain a file on each enrolled child. Parents have the responsibility to return the completed forms in order to enroll, as well as to keep records current throughout the duration of their child's enrollment.

If the child has an Individual Family Service Plan (IFSP) or an Individual Educational Plan (IEP), it is important to share it with the child's teacher to best meet the needs of the child.

Records concerning each child, including enrollment forms, health records, observation records, written parent-teacher conference reports, and all other information about the child are confidential. Records will be accessible only to the parent/guardian, the Center Director, the child's teachers, and the person designated by our state licensing department, Office of Child Development and Early Learning, and appointed NAEYC and Keystone STARS assessors to review records for purposes of licensing and accreditation. Children's files are kept in locked cabinets.

We will not verify your child's enrollment to anyone, nor exchange other information about your child, without your consent.

KEEP US INFORMED

All information on the Emergency Contact, Consent, and Fees form, as well as any other information in the child's file, must be kept current. It is the responsibility of the parent/guardian to inform York Day administrative staff of changes such as:

- home/best contact phone number and home address of parent(s)
- workplace name, address, and phone number of parent(s)
- child's physician name, address, and phone number
- names and contact information of persons authorized to pick up the child
- dietary restrictions, allergies, and medical conditions/restrictions of the child

PUBLICATION PERMISSIONS

York Day is a partner agency of the United Way of York County, and sometimes participates in their campaigns or events that highlight both agencies. York Day also tries to promote the value of high-quality early childhood education via social media and news outlets throughout the year. These efforts can result in photos or videos of enrolled children being utilized and shared across various media sources. Families are given the opportunity to opt their child(ren) out of publication permission at the time of enrollment via the Publication Permissions section of the enrollment paperwork.

SECTION EIGHT: CHILD HEALTH AND SAFETY POLICIES

HEALTH ASSESSMENTS & IMMUNIZATIONS

A completed Child Health Report form is required within 30 days of the child's enrollment date. This form must be completed by a child's physician. Proof of age-appropriate health assessments and immunizations, as recommended by the American Academy of Pediatrics (AAP) on the following schedule, will be required for continual enrollment, as follows:

2 months	4 months	6 months	9 months	12 months	15 months
18 months	24 months	3 years	4 years	5 years	

Without proper immunization status a child may be refused admission to the center, and a child may be dismissed if immunizations are not kept current.

ILLNESS POLICY

Despite everyone's best efforts, your child will inevitably get sick at some point during their enrollment. Parents and staff share the responsibility for maintaining universal health practices and preventing the spread of contagious diseases to minimize these instances as much as possible. York Day utilizes the Caring for Our Children National Health and Safety Performance Standards as a guide in determining our protocols and procedures for health and safety related issues (<https://nrckids.org/CFOC>).

For the wellbeing of the child and the safety of other children and staff in the center, families are expected to keep the child at home when he or she is ill. If the child becomes ill while at the center, families will be notified that the child must be picked up as soon as possible (within one hour of notification). If a child is exhibiting symptoms that indicate they are having a medical emergency, York Day staff will call 911 and notify the parent/guardian immediately.

Children who have been sent home from care due to illness should remain home until they have been symptom free for a full 24 hours from the onset of the symptoms. In the case of fever, the child must be fever-free for that 24 hour period without the use of fever-reducing medication.

As a general rule, the following illness symptoms should be considered cause to keep the child home and/or will be basis for York Day sending a child home:

- fever (100 degrees F, axillary or higher)

- 2 episodes of diarrhea within the same day
- 2 episodes of vomiting within the same day
- respiratory symptoms (persistent coughing, runny nose, and/or wheezing)
- skin rash, bed bug bite marks or evidence of head lice infestation
- generalized change in behaviors indicating the child does not feel well enough to participate comfortably in typical program activities, including outdoor play (excessive drowsiness, fussiness, etc).

A child exhibiting multiple symptoms associated with COVID-19 (persistent cough, runny nose, fever) will be asked to leave for the day and will be required to take a COVID-19 test. Both the rapid (antigen) and the non-rapid (PCR) test are permissible. A child who is negative for COVID-19 and is experiencing mild symptoms may be re-admitted following the illness policy outlined above. A child who is positive for COVID-19 will be asked to remain home for 5 days following the positive test.

A physician's written note for readmission stating that the child's condition is not contagious may be required in some cases, regardless of the symptoms or illness.

MEDICATION POLICY

York Day's Medication Policy is guided by the PA state licensing agency's regulations. Because administration of medication poses an extra burden for staff and having medication in the facility is a safety hazard, families should check with the child's physician to see if a dose schedule can be arranged that does not involve the hours the child is in the center. If the child requires medication during the day, the following criteria must be met before it can be administered by York Day staff:

1. The health care provider must provide written instructions identifying the name of the medicine, the dosage to be given, and the frequency/duration of administration expected. The parent or guardian shall confirm and authorize those instructions by completing a Medication Log form. All of this documentation is required whether the medication is prescription or over-the-counter, oral or topical. **No medication will be administered to children by York Day staff without the appropriate paperwork in place.** All medication must be given to center office staff upon initial delivery so that documentation can be confirmed; no medication should be given directly to teaching staff.
2. Medications must be in their original, prescription container, with the child's first and last name present, and that prescription container label must match the doctor's documentation exactly.
3. Only one dose of medication will be administered at York Day daily; this dose will be given between the hours of 11:00 AM. and 1:00PM, except in cases where the medication is a part of an allergy or asthma plan where the medication will be given as needed/as per the plan instructions. Medication

will not be administered beyond the expiration date on the package.

The York Day staff person administering the medication will record the date, time, and their initials on the medication log at the time of administration. Spills, reactions, and refusal to take medication will be noted in the comment area of the medication log as well, along with any other event that would cause any variation to the administration of medication as instructed on the medication log.

MEALS

York Day provides breakfast, lunch, and snack to each child daily. Breakfast is served between 8:00-8:30am, lunch is served between 11:00am-12:00pm, and afternoon snack is served between 2:30-3:00pm as children rise from rest time. Nutritious and well-balanced meals and snacks are served to the children in accordance with guidelines from the federal Child and Adult Care Food Program. All meals served to children are served at no extra charge to parents.

Food from home is discouraged unless in the case of a pre-arranged situation related to a personal or religious dietary exception or a food related allergy. If you are providing food for your child, York Day requests that every effort is made to provide your child with nutritious substitutes and that food from home adheres to any allergy policy the center has in place. Please see your Center Director before sending food from home and/or with any questions.

FOOD ALLERGIES & RESTRICTIONS

If a child cannot eat a particular food item on the menu due to allergic reactions, this should be noted on the child's Enrollment Agreement. Children who have a restricted diet due to short-term illness must have a doctor's note and/or parent's note which details the appropriate temporary diet. York Day will provide the substitution, in most cases, if the food item is normally stocked in our kitchen. If not, then the parent will be required to supply the substitution.

York Day will also provide substitutions for children whose parents choose to omit foods for religious reasons. The parents must provide a note to be kept in the child's file. If a family chooses to omit certain food items due to other personal reasons York Day may or may not provide the substitution, depending on whether the item is normally stocked in our kitchen.

TRANSPORTATION WHEN MEDICAL EMERGENCIES OCCUR

In case of a medical emergency York Day will call 911 to have an ambulance transport the child to the appropriate health care facility. If the parent/legal guardian does not arrive at York Day before the ambulance is ready to depart, a staff person will accompany the child to and stay at the health care facility with the child until the parent/legal guardian arrives.

NON-SMOKING POLICY

York Day is a smoke-free facility. This policy applies to parents, staff and visitors and includes both indoor and outdoor spaces, including parking lots.

SECTION NINE: BEHAVIOR GUIDANCE POLICIES

BEHAVIOR GUIDANCE POLICY

York Day 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. York Day staff may never use physical punishment, psychological abuse (including demeaning language), seclusion, or coercion (including manipulation) when interacting with a child, regardless of the situation.

Thoughtful direction and planning 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 and property, and to learn to understand the results of their actions.

Children are guided to treat each other and adults with self-control and kindness. Positive behavior support strategies are incorporated into daily classroom routines for all students and individualized plans are adopted as needed. When a child is struggling with behavior, York Day staff will try to identify the "why" behind that behavior in an effort to best meet the child's needs.

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. 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. We will work together to evaluate these needs in the context of our program.

On rare occasions, despite the efforts and intent outlined above, a child's behavior may warrant the need for more support and/or eventually the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to themselves or 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.
- Continued care requires undue burden on our resources and finances for the child's accommodations for success and participation

In these such cases, the child's behavior is documented, dated, and initialed by staff members involved. If appropriate, the Center Director will contact outside professionals for guidance and support in the classroom setting (after receiving permission to do so from the child's family) or will offer parents referral options to appropriate agencies for further assistance.

After strategies have been implemented for a reasonable amount of time, if the child is still being physically aggressive toward peers and/or teachers or is demonstrating other significant behaviors that jeopardize their own or other safety, the child will be sent home for the day. If the child's behavior warrants regular incidents in which they are sent home, suspension from the program may be necessary until additional supports can be put in place that allow the child to return safely. Additional

options including reducing the child to a part time schedule may be implemented. York Day staff will comply with all federal and state civil rights laws in these such situations, as warranted. The goal, always, is to find the best possible care situation for each child, whether that is with York Day or elsewhere in our community.

BITING POLICY

Biting is a normal stage of development that is common among infants and toddlers - and sometimes even among preschoolers. It is something that most young children will try at least once. As such, when biting happens, our response will be to care for and help the child who was bitten and to help the biter to learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Communication with the families of the child who was bitten and the family of the child who bit will take place. We will work together with the families of each to keep them informed and to develop strategies for change.

SECTION TEN: CHILD CARE AND EDUCATIONAL PROGRAMMING

York Day Early Learning provides for the continuous developmental progress of children from the time they enter the program until they leave. Meeting the needs of every child is the basis for classroom learning experiences, whether a child begins in the infant program at six weeks old or as a four-year-old. The PA Early Learning Standards and The Creative Curriculum® provide the framework for these learning experiences. Daily schedules are flexible to provide each child with the time and security needed not only to learn basic living skills but also to develop a healthy self-concept. The curriculum is designed to meet the physical, social, emotional, and intellectual needs of the child. York Day teaching teams routinely use their observations and child assessment data to make decisions about what and how children are learning, everyday.

Learning experiences encourage the development of:

- Processing skills (questioning, exploring, observing, communicating, manipulating)
- Language skills (listening, speaking, reading and writing readiness)
- Math and Science skills (matching, copying, sorting, classifying, sequencing)
- Social and Emotional skills (empathy, sharing, problem solving, trusting, respecting self and others, positive self-esteem)
- Physical skills (large and small motor skills, hand/eye coordination, balance)
- Creative Expression (music, art, creative dramatics, storytelling)

Screen time for children at York Day is limited to brief, pre-planned activities or videos that support learning for children 3-5 years old only, with exception being made as appropriate for children with individualized learning goals/special needs.

CLASSROOM SCHEDULES

At York Day we believe that structure and routine are crucial in the classroom setting to allow children to get familiar with the flow of their day and develop a sense of time. However, times on our schedules

are flexible based on the needs and interests of the child/children. Each classroom schedule is reflective of the developmental stages the class is in and allows for a variety of learning experiences for each child, each day. A mix of open-ended, child-led play and more teacher-directed activities provides children with opportunities to interact meaningfully with their peers and the classroom staff, explore and create freely, and choose which activities are most interesting to them. Schedules are posted outside of each classroom and copies can be provided to parents/caregivers upon request.

OUTDOOR/VIGOROUS PLAY

Research shows that outdoor activity and fresh air help keep children healthy, physically and mentally. York Day strives to provide at least 60 minutes per day of vigorous play for children. **Weather permitting, children will be taken outdoors daily as per Pennsylvania state childcare regulations. Parents are responsible for seeing that their child is dressed appropriately for outdoor play regardless of the season. Closed- toe shoes must be worn for indoor and outdoor vigorous play.**

NAP/REST POLICY

All children in the program participate in a time of rest or sleep daily in the early afternoon. Each child will be provided with his/her own cot and will be expected to remain quietly on it during the rest time. Restful music is played during this time and a staff member will be available to pat the backs of children who are resting. It is our policy that if a child falls asleep, their body requires that rest. Therefore, we will make no efforts to keep a child awake during this time. Children are welcome to have security objects such as stuffed animals, security blankets, and pacifiers at naptime if they are important to the child. For health reasons, bottles are not permitted during naps. Children who do not sleep are offered quiet activities to do on their cot/mat.

FIELD TRIPS

Visits may be made to sites within walking distance of the center or to areas farther away which require bus transportation. Written parental consent is needed for transportation by the facility. Families will be notified well in advance of any field trip, whether it is a walking trip or requires transportation. Parents who accompany children on field trips must adhere to the center's behavior guidance and confidentiality policies, and they may be asked to provide volunteer clearances.

TOILET TRAINING

Toilet training will begin when appropriate for each child's age and stage of development. Parents should communicate to staff that they are ready and able to begin the toilet training process at home and should act as partners with York Day staff to ensure consistency in the toilet training process between home and school. Children will be offered frequent opportunities for toileting, typically at first at each diaper change and then with increasing frequency as interest and ability is shown. The child is allowed to sit as long as he/she is willing. At any sign of distress, the process is stopped. The child is never punished or embarrassed for accidents.

DIAPERS & WIPES

Parents are responsible for supplying diapers and wipes the entire time a child is wearing diapers; York Day does not supply diapers or wipes. A large supply of diapers may be kept at the center, or the

parent may choose to bring in a daily supply. Parents will be notified in writing and verbally when the supply of diapers or wipes is running low. If the child runs out of diapers during the day, the parent will be called to bring additional diapers immediately or pick up the child for the day.

CLOTHING

Children's clothing and closed-toe shoes should be durable and appropriate for play both indoors and outdoors. Articles of clothing that are removed when at school, such as coats, hats, mittens, sweaters, boots, etc., should be marked with the child's name or initials. An extra set of seasonally appropriate clothing should be kept in the child's cubby at all times. If the child does not have an extra set of clothing at the center and needs to be changed, the parent may be called to bring clothes to the center. The center has a minimal supply of extra clothing and is not guaranteed to have extra clothing to provide a child.

CHILDREN'S BELONGINGS/TOYS

At York Day, we have an abundance of toys and activities available to every child. To avoid the possibility of loss, breakage, theft, and dissension, please do not permit children to bring their own toys from home into the classroom, except security items for naptime, unless specifically requested by the teacher for a special reason. York Day cannot assume responsibility for materials brought from home. Any requested items and/or security belongings brought to York Day from home should be labeled with the child's name or initials.

CUBBIES & MAILBOXES

Cubbies are provided for each child for personal belongings, and all outerwear should be placed in the provided cubby area. Some classes may also have mailboxes for each child. It is important that families check the child's cubby/mailbox daily for papers and artwork. Please do not put money, food, or medication for any reason in the child's cubby or mailbox.

BIRTHDAYS

Children enjoy celebrating their special day in the classroom with their friends. If the child wishes to share a treat on this occasion, please feel free to do so; however, due to Child and Adult Care Food Program and NAEYC standards, food that comes from home for sharing among the children must be either whole fruits or packaged foods in factory sealed containers. Home-made treats are not permitted to be served. While we love celebrating with every child, please be mindful that not all children celebrate birthdays the same way for a variety of reasons, and with this in mind we ask that birthday celebrations at York Day are limited to a special snack or a book to share with the class – please no in-class present distribution, balloons, party hats, birthday candles, etc.

My signature below serves as my acknowledgement that I understand and agree to the terms outlined in the York Day Early Learning Family Handbook, including but not limited to the following policies and program expectations:

- **All children at York Day are expected to be present by 9:00 AM**, with the exception of emergencies or appointments that are communicated with York Day staff as proactively as possible. It is the responsibility of the parent/guardian to ensure that they arrange for their child to attend York Day for **no more than 10 hours daily, within their chosen and agreed upon window of time**, and to notify York Day administrative staff of any changes needed as they arise.
- It is the responsibility of the parent/guardian to inform York Day staff of any changes to their contact information, the child's medical needs, and pick-up permissions.
- Tuition and fees are charged for the upcoming week on Sundays, and payments are due Mondays. There will be no reduction of fees for absences or school closures.
- **Children who have been sent home from care due to illness should remain home until they have been symptom free for a full 24 hours from the onset of the symptoms.** A physician's written note for re-admission stating that the child's condition is not contagious may be required in some cases.
- Medication, prescription or over-the-counter, may only be administered to children by York Day staff if the required documentation is on file.
- Without proper immunization and health record documentation, a child may be refused admission to the center, and a child may be dismissed if these items are not kept current.
- Families should not use their cell phone when visiting the center to ensure they are fully available to interact with their child and York Day staff as needed.
- **York Day staff's primary means of communicating important information, including emergency announcements, is through our parent communication app, and therefore York Day requires parental use of this app: parents/guardians must download the app and be sure to check it regularly for alerts and updates.**
- Food from home is discouraged unless in the case of a pre-arranged situation related to a personal or religious dietary exception or a food related allergy. If you are providing food for your child, York Day requests that every effort is made to provide your child with nutritious substitutes and that food from home adheres to any allergy policy the center has in place.
- York Day students play outside daily, weather permitting, and therefore should come to school dressed appropriately for outdoor play year round. Children over 12 months should wear hard-soled, close-toed shoes to school daily for safety.
- York Day always reserves the right to make termination of care effective immediately if deemed appropriate by the Center Director, Vice President of Operations and/or President/CEO.

Name(s) of Child(ren): _____

Parent/Guardian Printed Name: _____

Parent/Guardian Signature: _____ **Date:** _____