

**NESHAMINY
KIDS CLUB
FAMILY
HANDBOOK**

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www.neshaminykidsclub.org

NESHAMINY KIDS CLUB FAMILY MANUAL

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NESHAMINY KIDS CLUB PHONE NUMBERS

Office: 215-757-2554

Herbert Hoover: 215-666-2370
Walter Miller: 267-229-3105
Albert Schweitzer: 267-229-3335
Tawanka: 215-360-1570
Pearl Buck: 215-407-5715
Joseph Ferderbar: 267-229-2256

The Neshaminy Kids Club main office number is 215-757-2554. The central office will always be able to convey messages to the centers in the event that you are unable to speak to the center. If you are calling to report that your child is sick or otherwise unable to attend our program, the message can be left at any time prior to noon of the day missed. All centers have answering machines so you may leave messages at any time during the day if your child will be out.

PLEASE DO NOT CALL THE NESHAMINY ELEMENTARY SCHOOL OFFICES FOR INFORMATION ON NESHAMINY KIDS CLUB - OR TO REPORT YOUR CHILD IS SICK OR OTHERWISE UNABLE TO ATTEND THE NESHAMINY KIDS CLUB PROGRAM! THEY ARE NOT REQUIRED TO FORWARD ANY MESSAGES, NOR ARE THEY RESPONSIBLE FOR YOUR CHILD AFTER SCHOOL.

If you have a problem or a question concerning our program please call us at the Neshaminy Kids Club number. We are in the Neshaminy schools by permission of the Neshaminy School Board of Directors and do not wish to add to the responsibilities of the individual school administrators and/or staff.

0.0 MISSION STATEMENT

- To provide the social and life skills to prepare children to be successful in a global world.
- To empower our staff to be creative partners and future leaders by providing training and experience through innovative thinking.

0.0 VISION STATEMENT

- To Provide quality before and after school care for all the families in the Neshaminy School District

0.1 A BRIEF HISTORY

In the summer of 1984, a small group of concerned people gathered in Langhorne, Pennsylvania to discuss the need for after school child care in the Neshaminy School District, and to plan a program to meet this demonstrated community need. The group applied for incorporation as a federal non-profit agency in December 1984, and opened their first after school program in September 1985 at the Resurrection Lutheran Church in Levittown, Pennsylvania, as Neshaminy Elementary School Age Child Care. In the spring of 1986, Neshaminy Kids Club, as the group came to be called, applied for and received permission from the Neshaminy School

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Board of Directors to implement their program in any Neshaminy elementary school that had sufficient numbers of children requiring after school care. Today our organization serves children and families in all Neshaminy elementary schools.

0.2 BOARD OF DIRECTORS

Neshaminy Kids Club is a private non-profit corporation and is administered by a Board of Directors. We are approved by the Neshaminy Board of School Directors and we are licensed by the Pennsylvania Department of Human Services. Neshaminy Kids Club is a tenant in the schools and we are in no way related to or a part of the Neshaminy School District.

0.3. DIRECTORS

Day-to-day operations are in the hands of the three directors at Neshaminy Kids Club. All are fully qualified under the Pennsylvania Department of Human Services and the STARS program. A director may be reached by calling our office. If we are unavailable, please leave a voicemail and we will return your call promptly.

1.0 GENERAL POLICIES/INFORMATION

1.5 LICENSING

Neshaminy Kids Club is licensed by the Pennsylvania Department of Human Services and complies with all local and state regulations regarding child care centers. Neshaminy Kids Club also complies with all local ordinances and requirements. Neshaminy Kids Club is a non-profit, tax exempt 501(C)(3) organization as recognized by the Internal Revenue Service.

1.6 PROGRAM DAYS/TIMES

The Neshaminy Kids Club after school program will provide services from regular school dismissal 3:35 PM until 6:00 PM Monday through Friday, every day the Neshaminy elementary schools are in session. The AM program hours of operation are 7:00 AM to the commencement of school.

We are closed any day that the Neshaminy School District is closed. We do provide care for in-service days. See "Non-School Days".

1.7 POLICY REVIEW

Parent handbooks will be reviewed at least once a year. New policies/procedures may be added, deleted, or changed and staff and parents will be advised in writing of the change.

1.8 ENROLLMENT

The Neshaminy Kids Club Program is offered to all school age children who attend a school in which the program is available. Enrollment is subject to constraints of space and staffing. The normal staff to child ratio is 1:12. Modification of the program to accommodate the needs of children with disabilities, including assignment of additional staff, may be made where such modifications are reasonable and necessary, do not fundamentally alter the nature of the program, and do not result in an undue burden on the Neshaminy Kids Club. Requests for modifications or auxiliary aids should be made as far in advance of commencement of the program as possible if known in advance, but will be discussed and made available at any time during the program when the need for such arises.

The Neshaminy Kids Club strives to make the program one that provides for the safety, well being, development and success of each child enrolled. For this reason, the NKC has set forth the following policies that must be adhered to and supported.

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, creed, religion, pregnancy, disability, national origin (including limited English proficiency), age, gender, sexual orientation/preference and/or veteran status of the parents.

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, and the provision of aides. Structural modifications shall be considered only as a last resort among available methods.

Our responsibilities for providing care to children with disabilities is fundamentally different than the obligations of the public school and that while we will review and assist any wrap-around programs with the implementation a child's IEP, we are not required to provide services outlined in any child's IEP as we are not considered an education institution under IDEIA laws. We are required to provide reasonable accommodations under ADA laws only. Parents are welcome to discuss the reasonable accommodations that can be made for their special needs child.

Parents are asked to provide IEP information and information regarding any one-on-one or therapeutic services the child receives etc. to the director at registration of the needs of their child, and we ask that you supply us with the IEP if you have one. If your child has a one-on one at school, please let us know.

Policy Statement:

Neshaminy Kids Club is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of each and every child. We believe that each child is unique and work in partnership with families and other professionals involved with the child to provide the support every child needs to reach their full potential.

Inclusive Environment:

Early childhood teachers at Neshaminy Kids Club use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines and activities are flexible and staff will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.

Neshaminy Kids Club acknowledges and respects the priorities each family has for their child. Families are encouraged and supported to collaborate with staff to ensure that each child has an opportunity for optimum success. Training and support is provided to ensure that all staff are comfortable, confident and competent to meet the developmental and education needs of all children. All staff receives training on inclusion policies and attend training focused on effective inclusion and/or other disability topics whenever possible. The directors provide additional support and resources as appropriate.

Neshaminy kids Club welcomes those professional and works with them to assure the child's success. The service provider is encouraged to provide services to the child in the context of the early childhood classroom environment and the staff work collaboratively to determine the best strategies to support the child.

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

Langhorne, Pa 19047

Department of Human Services
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, Pa 17105

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

PA Human Relations Commission
Philadelphia Regional Office
110 N. 8th Street
Suite 501
Philadelphia, PA 19107

Commonwealth of Pennsylvania
DHS Bureau of Equal Opportunity
Southeast Regional Office
801 Market Street, Suite 5034
Philadelphia, PA 19107

1.9 REGISTRATION FEE/PARENT RESOURCES

Registration is available online at www.neshaminykidsclub.org on the main page.

If you do not have access to the internet, you may come into the office to register on our computer.

A non-refundable registration fee is charged. Children are enrolled on a set schedule basis.

If the child is withdrawn from the program or out on an extended pre-approved sick leave or vacation, a registration fee will be required to re-enroll your child.

All students must re-register for the fall if they plan to attend. Re-registration will begin in June.

Parents must register their child no later than 2 full weeks before the first day of school in order for their child to begin the program on the first day of school. If registering your child less than two weeks before the first day of school, you will be informed of your child's start date in the program. It will generally be in mid-September.

In cases where an enrolled child is the subject of a court order (e.g. Custody Order, Restraining Order, or Protection from Abuse Order) Neshaminy Kids Club must be provided with a **Certified Copy** of the most recent order and all amendments thereto. See **COURT ORDERS EFFECTING ENROLLED CHILDREN**

Parents must supply a current physical (done within one year and signed by a licensed physician) when entering our program and when their child is entering 5th grade. Parents have 30 days to comply with this requirement or their child will be suspended until we have a current physical.

Parents must contact their child's teacher and let them know that their child will be attending Neshaminy Kids Club. Please send a note in with your child to the teacher.

Our website has useful information under "Parent Resources", such as CHIP, (Pennsylvania's health insurance program for children), tax information, and other useful resources in Bucks County. If you would like a hard copy of the information, we will be happy to provide it. Periodically, additional information will be available at centers concerning health topics, nutrition, social service information, etc.

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1.10 COURT ORDERS EFFECTING ENROLLED CHILDREN

In cases where an enrolled child is the subject of a court order (e.g. Custody Order, Restraining Order, or Protection from Abuse Order) Neshaminy Kids Club must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Neshaminy Kids Club administration, both parents shall be afforded equal access to their child as stipulated by law. Neshaminy Kids Club can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, Neshaminy Kids Club suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a *Protection from Abuse Order* or a *Restraining Order*, Neshaminy Kids Club is obligated to follow the order for the entire period it is in effect. Employees of Neshaminy Kids Club can not, at the request of anyone, except the issuing judge, allow a *Protection from Abuse Order* and/or a *Restraining Order* to be violated. Neshaminy Kids Club will report any violations of these orders to the court.

1.11 AVAILABILITY OF SUBSIDIES/SCHOLARSHIPS

The NKC participates in the Bucks County subsidy program for families in financial need. The program is called "Child Care Information Services of Bucks County" (Apple Child Care). Call 215-348-1283 or visit their website at www.BucksChildCare.com.

In addition, if funds are available, the executive directors of Neshaminy Kids Club may grant scholarships based on the following guidelines:

1. Parents/Guardians must make 50,000 or less per year. Parents must apply for Apple and be turned down or on the waiting list. A copy of the previous year's W2 and two current pay stubs must be submitted.
2. On a case by case basis, the executive director may approve a scholarship based on hardship conditions, e.g. serious illness in the family, keeping a parent in the hospital without pay, homeless parents, etc.

Fees for scholarship students vary with income. Parents must apply to Apple and be refused before applying for scholarships from Neshaminy Kids Club.

1.12 TUITION POLICY

Fees are due on the 25th day of every month in *advance of our services*. Fees received after the first of the month will be considered late, and children will be suspended until your account is brought up to date. A **\$25.00 late fee** must be paid before your child returns to care. A current fee schedule is on our website at www.neshaminykidsclub.org. Fees may be dropped off or mailed to our office at 830 Town Center Drive, Suite 839, Langhorne, PA 19047 or mailed to PO Box 934, Langhorne, PA 19047. You may also pay online on in the parent portal. All website payments will incur a convenience fee.

Center staff will not be able to accept any fees. You are responsible for payment whether or not you receive a bill.

1.13 NON-SCHOOL DAYS

During Neshaminy snow days, and any days when the Neshaminy School District is not in session, the Neshaminy Kids Club program will not be held. (See the school calendar on the Neshaminy School District website). **IN THE EVENT OF EARLY DISMISSAL DUE TO INCLEMENT WEATHER, EXCESSIVE HEAT OR ANY OTHER SCHOOL EMERGENCY YOUR CHILD SHOULD GO HOME EITHER BY SCHEDULED BUS OR BY WALKING, IF YOUR CHILD IS A WALKER. NESHAMINY KIDS CLUB WILL NOT HAVE A PROGRAM ON THESE DAYS. IF SCHOOL OPENING IS DELAYED, THERE WILL BE NO KIDS CLUB THAT MORNING.** If school is closed for any regularly scheduled day (for snow, excessive heat, loss of power, flooding, etc.) you will be billed for that day if you were scheduled to attend. A specific school will be designated for in-service days and half days at the end of the school year. Parents must sign up in advance through the parent portal on our website at www.neshaminykidsclub.org on the main page. Once the online form is submitted, you will be responsible for payment regardless of whether your child attends. Registration for in-service days will be close two weeks before the in-service day. Call the office for details. School sites are subject to change. If you bring your child(ren) to an in-service day (full day care) **WITHOUT SIGNING UP**, your child will not be able to stay. This applies to all parents, including Apple parents. We are required by the Department of Human Services to staff at a ratio of 12:1 and if extra children attend without our knowledge, we will be out of ratio. Please do not send your children if you have not signed up for care. We can not be responsible for a child when we do not know they are attending.

The Neshaminy Kids Club is an after school service and not an after school activity. Closure is determined by the assistant superintendent of schools. We will announce closings on our facebook page.

1.14 ABSENCES - PLEASE READ CAREFULLY

In the event your child is **NOT IN SCHOOL** or **WILL BE LEAVING EARLY** from school for any reason, or **WILL NOT BE ATTENDING THE NESHAMINY KIDS CLUB PROGRAM** when scheduled, it is imperative that you call the Neshaminy Kids Club center where your child attends and leave a message on the answering machine. If your child does not arrive on a scheduled day without prior notice our staff is obligated to locate this lost child. We do not always have access to the school's absentee list. Failure to phone in a missing or excused child will result in a FINE OF \$25.00 to be reflected on your next invoice. (See also **LONG TERM ILLNESS**)

Tuition is based on scheduled days, not days attended. There are no tuition refunds when your child is sick, or absent for any other reason.

1.15 SUSPENSION/TERMINATION OF SERVICES

On November 7, 2016, The U.S. Department Of Health And Human Services Department Of Education has released a Policy Statement On Expulsion And Suspension Policies In Early Childhood Settings.

“The purpose of this policy statement is to support families, early childhood programs, and States by providing recommendations from the U.S. Departments of Health and Human Services (HHS) and Education (ED) for preventing and severely limiting expulsion and suspension practices in early childhood settings. Recent data indicate that expulsions and suspensions occur at high rates in preschool settings.

This is particularly troubling given that research suggests that school expulsion and suspension practices are associated with negative educational and life outcomes.

In addition, stark racial and gender disparities exist in these practices, with young boys of color being suspended and expelled much more frequently than other children. These disturbing trends warrant immediate attention from the early childhood and education fields to prevent, severely limit, and work toward eventually eliminating the expulsion and suspension – and ensure the safety and well-being – of young children in early learning settings.

“To that end, ensuring that the early childhood workforce is adequately trained, supported, and prepared to help all children excel is a key strategy in limiting and eventually eliminating early expulsion and suspension. “

Neshaminy Kids Club policy will provide training to all staff in order to use suspension and expulsion as a last resort after all other options have been exhausted.

Neshaminy Kids Club is adopting this policy and will implement it through our discipline policy. In order to verify that we are not being biased, we will now record the following information on children:

Expulsion/Suspension

Race, Age, Gender, IEP Status, Staff Involved, Time and Place it occurred.

The information will be kept in a folder in the office. It will be reviewed at least annually to ascertain that we are not being biased.

Neshaminy Kids Club reserves the right to suspend and/or terminate services for any of the following reasons:

- Non-payment of services
- Physical attack, threats, violence by children or parents on any staff member, other parent, children, or school personnel
- Behavior as defined in the discipline section of the family handbook
- Repeated late pick-up of children
- Not calling your child out on a continual basis
- Violating Parent Code of Conduct as defined in the family handbook
- Any behavior determined by NKC to be a danger to the child or other children/staff/teachers in the building.
- The Directors reserve the right to immediately expel or suspend any child that is deemed a danger to himself or others.

1.16 VACATION

If you are planning a vacation during the school year, Neshaminy Kids Club will charge 1/2 the regular tuition rate for your vacation time. We must have **WRITTEN NOTIFICATION** of the days your child will be out of our program **TWO WEEKS PRIOR TO VACATION**. If written notification is not given within the time specified, you will be charged full tuition for that period of time.

1.17 DISMISSAL FROM CLASSROOM/TEACHER NOTIFICATION

Parents must send a note to their child’s Neshaminy School District classroom teacher notifying him/her that their child will be attending Neshaminy Kids Club. At the close of school, there will be an announcement for “Kid’s Club”. That is when your child will leave the classroom and go to the designated space for Neshaminy Kids Club. If your child does not arrive and you have not called him/her out sick, we will call you to verify that your child is not in school. During the first week of school, we will go to your child’s classroom to see if

her/she is there. **Failure to call WILL result in a fee. Continual failure to call out may result in expulsion.** For your child's safety, please make sure we have his/her correct schedule and that you call out all absences.

1.18 LONG TERM ILLNESS

In the event your full time enrolled child is sick for more than ten consecutive days, Neshaminy Kids Club will discount your fee after the tenth day to 1/2 the regular tuition amount. This discounted tuition amount would continue through the extent of your child's continuous absence. If you choose to withdraw your child due to an extended illness, a new registration fee will be required to re-enroll your child if space allows. In the situation where there is more than one child in a family enrolled in the program and one child is sick, the higher of the two tuition fees for multi-child enrollments per family will be charged for the child in the program.

1.19 VARIABLE SCHEDULES

We make every attempt to accommodate variable schedules. We must know the schedule of your child a month in advance. Go to the parent portal to select the days your child will attend. The calendar of days must be submitted by the 18th of the month or you will not be able to use a variable schedule. You will have to select a part time schedule. Calendars are due earlier in September and December. Your child's safety is our priority. Tuition for a variable schedule is more expensive than the regular tuition due to the increased time we must spend administering the schedule.

1.20 SCHEDULE CHANGES

Schedule changes can only be requested once a month, and must be in advance of the month for which the change is to take effect. There will be no reimbursements for changes made after the first of the month. Any days attended but not scheduled will appear on the next month's invoice. All schedule changes must be made through the website. **THE CHANGES WILL NOT TAKE EFFECT UNTIL YOU RECEIVE A CONFIRMATION EMAIL.**

1.21 FIRST WEEK OF SCHOOL

For the first week of school all kindergarten students will be personally escorted to our after school sites by the staff of the Neshaminy Kids Club. Kindergarten children will be given a badge to wear the first week to identify them to the teacher. There is no "Drop-In" care until the mid-September. Check with our office for the specific date.

1.22 DROP IN CARE

If you need emergency care on an occasional basis, you can register for "Drop-In" care. You must complete registration at the parent portal for drop-in care. You must have a valid credit card/bank check in order to set your account up as "Auto Pay". After you have registered, you will need to call on the day that you require care and your credit card will automatically be billed, or your balance will be debited. Drop- in care is not available during the first two weeks of school or for in-service days or half days.

1.23 VOLUNTARY WITHDRAWAL FROM OF THE PROGRAM

Neshaminy Kids Club must be notified in writing TWO (2) weeks in advance if you are withdrawing your child from the program. If we do not receive written notification, you are responsible for paying for the days your child would have attended.

1.24 LATE PICK-UP FEE

The Neshaminy Kids Club program closes at 6:00 PM and your fees pay for the childcare services up to that time. Staff will use a clock that is tied to the internet (ex. iphone). Parents whose children remain past 6:00 p.m. **MUST** pay a late fee as follows:

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1-15 minutes late\$15.00 per child
Each Additional 15 minutes (or interval)\$15.00 per child

Parents who are continually late picking up their child may be asked to leave the program. Our staff work very hard and have families and obligations that they must attend to after 6:00 p.m. The late fee will be added to your next bill. If the late fee remains unpaid your child may be denied admission until the balance is paid in full.

1.25 CONFIDENTIALITY

Within Neshaminy Kids Club, confidential and sensitive information will only be shared with employees of Neshaminy Kids Club who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Neshaminy Kids Club strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with Neshaminy Kids Club.

Outside of Neshaminy Kids Club, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of Neshaminy Kids Club, persons with whom the information will be shared, and the reason(s) for sharing the information.

Children’s files will be released only at the express written consent of the custodial parent(s) or guardians.

2.0 HEALTH AND SAFETY POLICIES

Neshaminy Kids Club uses *Caring for Our Children*, as a resource for our health and safety policies and procedures.

American Academy of Pediatrics, American Public Health Association, National Resource Center for Health and Safety in Child Care and Early Education. *Caring for Our Children: National Health and Safety Performance Standards; Guidelines for Early Care and Education Programs*. 3rd ed. Elk Grove Village, IL: American Academy of Pediatrics; 2011. <http://cfoc.nrckids.org>.

2.1 MEDICAL EMERGENCIES

An emergency information file is kept at the center on all children. In case of an injury or medical emergency a staff member will:

- Contact parent or guardian.
- If unable to reach parents, the emergency person listed as emergency contact in student's file will be contacted.
- If emergency treatment is needed, staff member will call an ambulance to transport the student to the emergency room of the nearest hospital from the Neshaminy Kids Club site. The supervisor or another staff member will accompany the child.

NOTE: All staff members are certified in Pediatric First aid and a fully stocked first aid kit will be at each center at all times.

2.2 INCIDENT REPORTS

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An incident report will be filled out for serious injuries, head or eye injuries, or behavioral issues. You will be asked to sign it and may have a copy for your records. A copy will also be placed in your child's file. If your child receives three incident reports you may be asked to attend a meeting with the site supervisor and a director if they feel that your child's behavior and/or use of materials is contributing to the child's injuries.

Continuation of unsafe and inappropriate behavioral issues may result in the suspension or expulsion of your child from the program. See "Discipline Policy" for more information on behavioral issues.

2.3 EMERGENCY CLOSING

Should the administration of Neshaminy Kids Club or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to an alternate location. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. Children must be picked up within 45 minutes of the telephone call.

2.4 RESPONDING TO NATURAL DISASTERS

Neshaminy Kids Club has an emergency plan to respond to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

Immediate evacuation: Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.

In-place sheltering: Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.

Evacuation: Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility and you will be notified by phone.

Modified Operation: May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

Please listen to KYW (1060AM) or WBCB(1490AM) for announcements relating any of the emergency actions listed above.

We ask that you not call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.

The Emergency Contact form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child. It is your responsibility as a parent to provide current phone numbers for your emergency contacts.

We specifically urge you **NOT** to attempt to make different arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties. In order to assure the safety of you children and our staff, we ask your understanding and cooperation.

2.5 MEDICATIONS

The staff will administer prescription medicines accompanied by a signed, dated note from parent or guardian and physician. A note from your physician must be presented with indications of side effects or any pertinent warnings of medications. All medication must be in the original container. ***The staff will not administer***

aspirin or other non-prescription drugs except with your approval and a letter of approval from your physician.

2.6 PLAYGROUND SAFETY

Playgrounds can be an exciting place for children to play, climb, swing and jump. Because of the physical activity involved, we require that all children using the playground wear appropriate footwear. We recommend sneakers, but at a minimum, shoes must have a closed toe and a non-slip sole. The site supervisor will have the final say in determining whether a shoe is appropriate for play. If you children come to the program with inappropriate shoes, they will be able to go outside, but will be unable to participate in active play or on playground equipment. Staff will bring out games, books, cards, or other items for children to use when they are unable to play on the playground.

2.7 ILLNESS

For children who become ill while at the center, parents will be contacted (SEE EMERGENCIES) and the child sent home for the following:

- Oral temperature of 101 degrees or higher
- Vomiting
- Liquid stools
- Uncontrollable or persistent cough
- Appearance of acute illness or complaint of severe pain
- Parents may not bring a child to Neshaminy Kids Club if:
 - The child has a strep throat which has not yet been treated with an antibiotic for 24 hours.
 - The child has any rash or acute onset associated with fever or symptoms of illness.
 - The child has an oral temperature of 101 degrees or higher.
 - The child has persistent vomiting and/or diarrhea in the 12 hours before the child comes to the center.

Once the child has been diagnosed with one of the above, we must receive notice from your doctor saying that the child can be allowed back in the center. In the event of any case of communicable disease at the center, parents will be notified.

Children who become ill at the center will be separated from the other children until their parents arrive to pick them up. Staff will wash hands before and after attending to sick children.

Lice

Head lice can happen to anyone. Head lice are not a sign of poor health habits or being dirty. head lice are very common in elementary school children and are most often spread by direct her-to head contact. Please check your children's hair at least once a week. If lice are found, notify the school nurse so that steps may be taken to prevent the further spread of lice in the classroom

Children who have lice must be treated before they may return to school. They do not have to be picked up early.

2.8 COMMUNICABLE DISEASE

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but can not pick their child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate

pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. Neshaminy Kids Club reserves the right to refuse to allow a child to return if a director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hours period of time. Children may return to the program when normal bowel movements resume.

If your child has a communicable disease, we ask that you share the diagnosis with the director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Neshaminy Kids Club will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

2.9 BULLYING

Neshaminy Kids Club is committed to providing all students with a safe and civil school environment in which all members of the school community are treated with dignity and respect. Students who are bullied, harassed, intimidated or fearful of other students may not be able to take full advantage of the opportunities offered by the after school program. (academic, social, and emotional). Bullying and harassment can also escalate into more serious violence. To that end, NKC has in place policies, procedures, and practices that are designed to reduce and eliminate bullying and harassment as well as processes and procedures to deal with incidents of bullying and harassment when they occur.*

Neshaminy Kids Club will be using this policy in our after school program.

Bullying Definition*

A person is being bullied when he/she is *exposed, repeatedly and over time, to negative actions on the part of one or more other persons*. Negative action is when a person *intentionally inflicts injury or discomfort upon another person, through physical contact, through words or in other ways*.

Note that bullying is both overt and covert behaviors.

The following are examples of bullying behaviors. Remember, bullying is a pattern of behavior that is **repeated** over time against the same person(s) with a noted power differential.

1. Saying hurtful and unpleasant things
2. Making fun of others
3. Using mean and hurtful nicknames

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4. Completely overlooking someone
5. Deliberately excluding someone from a group of friends
6. Hitting, kicking, pulling hair, pushing or shutting a person inside
7. Telling lies
8. Spreading false rumors
9. Sending mean notes
10. Trying to get other students to dislike another person

* As defined by Dr. Dan Olweus is the pioneering researcher in the field of bullying prevention and the creator of the Olweus Bullying Prevention Program.

Procedures for reporting bullying at Neshaminy Kids Club:

Students should report any bullying behavior to a staff member as soon as the incident occurs. Parents should notify the site supervisor. Parents may also report any bullying to our office. The incident should be reported to the office at 215-757-2554. We can not stop bullying if we do not know it is occurring. All incidents will be investigated.

Consequences for the bullying behavior will be decided by the staff at the site where the bullying has occurred. Depending upon the severity of the behavior, the student may be removed from the activity, removed from the area where the bullying has occurred, suspended or expelled. Parents will be notified of all bullying incidents and a conference will be scheduled if the behavior continues. **Remember that bullying is a repetitive behavior.**

Confidentiality of all parties will be respected during the investigation of the incident. Parents of the bullied child may not know the specific steps or discipline levied against the child accused of bullying as that information would be considered confidential. Parents on both sides of a bullying incident will be informed as much as the rules of confidentiality allow of the steps taken to stop any continuing bullying behavior and to help the targeted child be confident and assertive in their own personal protection.

2.10 MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of Neshaminy Kids Club are considered mandated reporters, under this law. The employees of Neshaminy Kids Club are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Neshaminy Kids Club take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Neshaminy Kids Club can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child’s body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season

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- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over-medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

2.11 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of Neshaminy Kids club will contact local police and/or the other custodial parent should a parent appear to the staff of Neshaminy Kids club to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Neshaminy Kids club staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of Neshaminy Kids Club to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Neshaminy Kids Club will contact the child's parents, local police and Child Protective Services to notify them of the situation.

2.12 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of firearm, ammunitions and/or weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

3.0 PROGRAM POLICIES AND PROCEDURES

Home Language Policy:

Children whose first language isn't English are encouraged to use home language, gestures, communication devices, sign language and pictures to communicate when necessary.

3.1 DAILY SCHEDULE

Daily Before School Schedule

7:00-8:00	Arrival of students Activity Centers Open/Free Choice
8:00-Start of School	Physical Activity available outside(outside if weather permits, if not, inside*) Another special activity
10 minutes prior to Start of school	Clean up

Daily After School Schedule

Dismissal of school – 4:00	Attendance & greeting of children Homework Snack (with Literary Activity such as story-cubes or readers) Activity Centers Open
4:00-5:00	At least 2 special activities <u>including</u> 1 hour of physical activity (outside if weather permits, if not, inside*) Activity Centers Open for Free Choice.
5:00-5:30	Activity Centers Open/Free Choice Continuation of any special activity.
5:45-6:00	Clean Up. Limited activities until Parents arrive. Greeting of parents.

* **PA Position Statement:** Children are expected to go outside when the forecast temperature/wind chill are above 25 degrees, the forecast temperature/heat index is less than 90 degrees, there is no precipitation falling, and there is no current air quality alert.

3.2 PORTFOLIOS

Portfolios are a collection of materials that illustrate an individual child's growth and development over time. Portfolios can help staff in program planning and implementation, help children reflect on their experiences at Neshaminy Kids Club and can also help parents stay in touch with their children's growth and development. Portfolios also help staff become more attuned to the needs of the individual child. NKC will be creating portfolios for all full-time AM/PM children. Portfolios may contain developmental checklists, anecdotal records, running observations, work samples, photographs or children's journal excerpt. Portfolios will be available to the children so that they may review and save their work. Parents may see their child's portfolio at any time.

3.3 HOMEWORK

Time is allotted daily for quiet activities and homework during the academic year. Staff will be available to help with and encourage homework. This quiet/homework time is a required piece of each program. If you would like your child to do his/her homework, please speak to the supervisor.

Homework help is provided for 30 minutes at each center in the afternoon only. After the 30 minute period is over, children are free to continue their homework, but staff will not be available to help as they will be providing other activities for the children. Please note that our staff are there to help with the homework but the use of tutors is the responsibility of the child's parents. We are not able to provide one-on-one help to children. Children are free to do homework in the a.m. program, but there is no staff assistance.

3.4 FIELD TRIPS

The NKC will provide several field trips throughout the school year to local attractions and points of interest. These field trips will be educational and recreational in nature and will not exceed 1 ½ hours beyond the dismissal of school. Children will be transported in a licensed certified school bus by a CDL (Commercial Drivers License) driver. The nature of these trips will be planned and organized by the staff of each center. Volunteers may accompany the children on a first come first serve basis. Parents may be required to have

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special clearances to accompany the children. Call our office two weeks in advance to see if you need any clearances. Trips will be posted on the white board in each center. There will be no regular program on field trip days. **Children who are unable to participate due to scheduled appointments must find alternate care for the day and you will be billed for the day. We feel that fieldtrips enhance our program and encourage all parents to send their children. You may pick up your child at the field trip location if this is more convenient for you.**

Parents will be asked to sign off for the field trip. The supervisor will put out a sign-up sheet about two weeks before a field trip. If you do not sign the sheet, your child will not be permitted to attend the fieldtrip and you will be called to come and pick up your child.

3.5 TRANSPORTATION

There is no transportation from the program at the end of the day. Parents are responsible for picking up their children at the program site by **6:00 PM**. (See late pick-up fees)

3.6 PERSONAL BELONGINGS

Toys, games, etc. will be provided by Neshaminy Kids Club. If personal articles, toys, games electronics, etc. are brought to the center by a child, Neshaminy Kids Club will not be responsible for loss or damage of these articles, nor will Neshaminy Kids Club be responsible for any item of jewelry or money handed to any staff member by a child. **WE STRONGLY RECOMMEND THAT CHILDREN NOT BRING IN PERSONAL ARTICLES.** Video games, other electronics and cell phones are not permitted in our program. They must be kept in book bags if children bring them to school.

3.7 DROP OFF AND RELEASE OF CHILDREN

Your child must be ***signed in*** upon arrival and be ***signed out*** each day by an authorized Adult. You may NOT allow your child to walk into the program alone. An adult is defined as a person at least 18 years of age. No child will be allowed to leave with any person who has not been pre-approved by the parent and indicated in advance to staff personnel. Neshaminy Kids Club will assume responsibility for your child from the time he/she signs in to our program each day until signed out. Children can only be released to adults authorized by the parent/guardian on the enrollment form. Adults not known by the staff must show a picture ID(e.g. driver's license) when they are picking up your child. Any changes to the list must be received **IN WRITING** by Neshaminy Kids Club. ***It is important that you sign-in/sign-out.*** These sheets are monitored by the Department of Human Services and their accuracy is important.

3.8 SNACKS

We provide afternoon snacks that are nutritious. Snacks from two food groups are available everyday and we only serve milk, 100% fruit juice and water. It is suggested that you do not send food with your child. Please notify the Neshaminy Kids Club personnel of any food allergies or special dietary requirements of your child. Please note, however, that we do provide a snack such as cupcakes or brownies on special occasions. Nutritious snacks will always be available in addition to the special snack. A daily snack list will be posted at each center.

3.9 STAFFING

Neshaminy Kids Club is staffed in accordance with the Pennsylvania Department of Human Services (DHS) regulations. At minimum, there is a program supervisor and an assistant caregiver at each program site. In addition, the Directors visit the centers on a regular basis to assist in the implementation of the program. All of our staff have Criminal Background checks, Child Abuse checks and FBI fingerprint checks. In addition, they are certified in First Aid and Fire Safety. Lead Teachers are required to have at least 24 hours of annual training.

3.10 DISCIPLINE

Our program promotes positive behavior in children through consistent expectations and setting of limits, predictable routines and procedures, room arrangements, and developmentally appropriate activities for children. Harsh verbal or physical treatment (e.g. shaming, hitting, shaking, etc.) of a child is not permitted. Children are not denied any portion of their snack at the center as punishment or for negative behavior at other times of the day. We want the children to feel good about themselves and the other members of the center community. Limits are set to ensure the safety of each child and the safety of the group; to protect the rights of the individual child and the rights of the group; to provide a positive atmosphere where a child gradually takes control of himself/herself and takes responsibility for his/her actions when acting alone or in a group. A serious disciplinary problem is defined as one in which a child is hampering the smooth flow of the program either by requiring constant one-on-one attention; inflicting physical or emotional harm on another child; physically abusing staff or being unable to conform to the rules and guidelines of the program. When conflicts arise, it is our goal to resolve the conflict through effective communication.

Policy to be followed:

1. Redirection to stop the behavior that is disruptive or inappropriate
2. Verbal warning is given. Staff will explain why the behavior is inappropriate, what the expected behavior is and will let the child know what the consequence will be if the behavior continues.
3. Withdrawal from the activity. Child will be taken out of the activity and given a “chill out” to refocus. During this time, they can read or do a quiet activity to help the process.
4. If the inappropriate behavior continues, your child will be given one of two forms to fill out:

Younger Children: Staff will sit down with younger children and complete “Problem Solving”. The child will discuss what the problem was and why it occurred. They will brainstorm with the child to come up with some possible solutions. The purpose of this exercise is for the child to reflect on their behavior and see that there were other ways to handle themselves.

Older Children: Children will receive “Stop and Think”, a form where they can write what happened, whether their behavior was a good or bad choice, and what they could have done better. They will be asked to identify what their choice will be next time they are faced with the same situation and what the expected behavior is when engaged in the activity or situation. Again, this is so that the child can reflect on their behavior and realize they could have made another choice.

Children will be asked to sign these forms. IF they refuse or if behavior continues or reoccurs, parents will be notified, a behavior report will be completed. A conference with a Director may be necessary. **Violent, severe, blatant behavior such as violent acts towards staff or peers, property destruction and disregard for authority will result in an immediate parent conference with possible immediate suspension or expulsion.**

Note: Disciplinary problems will be verbalized to the parent and noted in the student's folder.

4.0 SUPERVISION

4.0 PLAN FOR SUPERVISING CHILDREN

Neshaminy Kids Club has implemented a plan for the safe supervision of children. This plan goes above and beyond what is required by the Department of Human Services.

The children in the before and after school programs are well supervised at all times. It is the staff responsibility to know where the children are in the morning and afternoon sessions. The AM program is more relaxed and the children are usually in the same room for the two-hour period. In the event that they are taken outside the

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staffers takes the enrollment clipboard and indicates the children under his/her care. In the afternoon following snack most centers divide into groups that go outside or stay in the designated space. The person going outside counts the children under his/her charge and records their names. Those staying inside are aware who the remaining children are and they will be accountable for those children. The policy for a missing child is posted at all the centers and involves a four step process whereby the child's attendance is checked in the school office, the parents or guardian are called, other emergency contacts are called, the central office is notified, and finally if the child is not located the local police are called and the missing child is reported.

At no time is a child to go to any area in the school alone. They must remain with an NKC staff member at all times. Any child who leaves their assigned area will be required to have a conference with their parents and the director. It is a DHS licensing violation to any child to be unsupervised at any time. This is different than what the older students may be used to during the school day, and parent are asked to help NKC staff in being very clear with their child that they are to remain in the assigned area with an assigned NKC staff member at all times.

Due to the environment of the school-based programs the number of high-risk activities is extremely limited. In the event of a high risk activity such as carpentry, we will decrease the number of children participating at one time, or add a staff member to the group.

Setting limits is an important and an integral part of the programs to prevent children from hurting one another physically or verbally. If these limits are breached the staff will step in and enforce the established limits. Unrealistic limits are to be avoided and the staff is consistently reminding the children of their limitations.

5.0 PARENT PARTICIPATION/COMMUNICATION/BOARD OF DIRECTORS

The involvement of the whole family in any child-care program is imperative for it to be successful. NKC looks for every chance to incorporate parents into its existing programs. School Age programs have an open door policy for parents. They are welcome to come and visit their children and the site anytime they wish, without prior notice. It is important for parents to be informed about their child's school-age experience.

Open-Door Policy:

Parents are welcome at the center anytime we are open. You may participate in activities with your children, volunteer your services at snack time, story time, outdoor play or field trips. If you have a cultural celebration you are willing to share with all of the children, please call the office. Children love to learn about how other families celebrate and they take pride when their parents participate in our program.

Parent-Staff Communication:

Parent-Staff Communication often occurs at arrival and departure of children. At the sign-in table, you will find the daily sign-in/sign-out attendance sheets, snack menus, activity sheets, important parent information sheets, flyers for upcoming events, student newsletters, suggestion box and other special notices.

Parent Visits:

Parents are always welcome to visit. You may drop in at any time unannounced or schedule a special time to attend the program. You may join your child at play, read a story, or share their snack with them.

Fieldtrips:

We often schedule fieldtrips after school. If you are interested in volunteering, please call the office.

Parent Conferences:

We schedule two or three parent conferences a year, but conferences can be scheduled at any time during the year. When arranging a conference, the supervisor will select a mutually convenient time to meet.

Parent Newsletters:

Periodically, Neshaminy Kids Club produces a newsletter. The newsletter will be next to the sign-in sheet for you to take home with you. Newsletters contain a variety of information. Students might write about a fieldtrip they have taken or are going to take, or they might talk about a subject that interests them. Site supervisors may also include reminders for parents. In general, the newsletter will share program news, themes, upcoming event information and general information that may be beneficial to you as parents (i.e. community resources, articles, etc.)

White Board:

A white board will be posted at each center. Important information will be posted daily. Field trips or other special events will be listed on the board, as well as reminders for parents and students.

Parent Referrals:

Each center has a booklet containing contact information for parents regarding social services in Bucks County. The referral booklet is also available online at neshaminykidsclub.org on the Parent Resources page. A packet is also available in the office if you are unable to access the internet.

Board of Directors:

The Board of Directors is made up of community members with a variety of backgrounds. Parents can be members of the Board of Directors. If you are interested in joining the board, please call a Director in the office.

Family Activities:

A family activity is held at least once a year as an opportunity for parents to share time at the site with their children and other school age participants. Families are strongly encouraged to participate in the program whenever possible.

Transitioning Meeting:

NKC will provide a booklet on transitioning to self-care and/or middle school for all 4th graders in the spring of the year. A meeting will be provided for parents who would like to discuss the transitioning of their children. We have selected a variety of articles to help you determine when your child is ready to be home alone and to help with children transitioning to middle school. The center will also provide transitioning activities for the 4th graders. We invite middle school children who attended our program the year before to return to the program to talk about their experiences in Middle School. This informal meeting between the children allows 4th graders to ask questions of the Middle School student and discuss issues that are of importance to them.

Parent Surveys:

Once a year we distribute parent, staff and child surveys. Because we know you are busy, we try to make the surveys easy to fill out. Please take the time to give us your feedback on our staff and program. If at any other time, you have a comment, suggestion or concern, please share them with the center supervisor, director, or the office staff.

Assessments:

Observation of each child will be completed within 45 days of enrollment. Observations will be conducted 2 times a year and a written copy of the information will be offered to the parent. Staff will use the developmental checklist to complete each observation. Parents will be given the opportunity to attend at least

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two conferences in which these observations will be discussed. If the parent declines the conference, a copy of the checklist will be given to them and they will sign off that they have received the copy. Staff must take an approved child observation professional development training.

A written assessment will be performed for each child. Neshaminy Kids Club has a developmental checklist for ages 5-12 that will be used for children who are at the program for 15 hours or less. For children who are at the center for more than 15 hours a week, a Department of Human Services form must be used. Forms are available at each center and at the office. The completed forms will be made available to the parents of each child, and will be kept in the child's folder. Portfolios are also created for all full-time children.

Getting to Know You Meeting

We encourage you to attend a "Getting to Know You" meeting at the beginning of the school year. This gives you and the supervisor an opportunity to share information about the program and your child. Often this conversation is especially good to have after your child has been in our program for 3-4 weeks. We welcome your input and your questions at all times.

5.1 PARENT PHONE CALLS TO CHILDREN

Each center has a cell phone that is used for communication between the center and the main office and important calls to parents. Due to the number of children in each center, parents will not be able to call their children during our program. In the event of an emergency, please call the center phone number and ask for the supervisor. Our first priority is the safety of your child and we must keep the phones open for emergency phone calls. You are always welcome to visit the center. Children with personal cell phones must store them(turned off) in their book bags at all times. With the exception of middle school students, we do not permit electronic devices in our program. Middle school students are permitted to use cell phones and other electronic devices only a specified times during the program.

5.2 STAFF COMMUNICATION WITH INDIVIDUAL FAMILIES

The Neshaminy Kids Club requires that the staff communicate on a regular basis with the families about the well being of their children. This communication is between the staff members and the parents and or guardians. Incident reports and accident reports are filed when necessary and daily communication is stressed. The staff is instructed to greet the parents during drop off and pick up times even in our hurried society where time is very limited. There is a commitment to strong interpersonal relationships.

The staff works closely with the parents to set goals for the children and seek outside help when it is necessary. The staff is encouraged to seek out specialists within the school system when faced with special needs situations. The director and staff seek out medical and educational specialists when the need arises. If you have any questions about your child, or are having an issue with something at the center, please speak to your center supervisor first. The supervisor is responsible for the center. If you are not happy after speaking with the supervisor, please call the office and speak to a director. All directors have a separate phone extension and voice mail box.

There is a sharing relationship with the parents for the benefit of the children. Specialists in the diverse fields are invited to speak to the children and parents. Nutrition, physical education, and literacy are just three of many relevant topics that are made available. The Neshaminy Kids Club administrators make every effort to keep families well-informed on contemporary issues. Due to the time limitations brochures and flyers are provided at the sign out tables covering a variety of topics that will benefit all families.

The center staff and the parents make an effort to include the schools in their communication. Quiet, comfortable areas are offered for children to do their homework. The staff is instructed to monitor the

homework and assist children whenever they need help in completing assignments. The staff also engages teachers and administrators in an effort to provide help for those children in need.

6.0 PARENT CODE OF CONDUCT

Neshaminy Kids Club requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Neshaminy Kids Club is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Neshaminy Kids Club but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment.

6.1 SWEARING/CURSING

No parent or adult is permitted to curse or use other inappropriate language at centers or our office at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

6.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADULTS ASSOCIATED WITH NESHAMINY KIDS CLUB

Threats of any kind will not be tolerated. In today's society Neshaminy Kids Club can not afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

6.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT NESHAMINY KIDS CLUB

While Neshaminy Kids Club does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the supervisor or director's attention. At that point, the supervisor and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, supervisors and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights

and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

6.4 SMOKING

For the health of all Neshaminy Kids Club employees, children and associates, smoking is prohibited anywhere on school property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Neshaminy Kids Club. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

6.5 VIOLATIONS OF THE SAFETY POLICY

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of Neshaminy Kids club. Please be particularly mindful of Neshaminy Kids Club entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the supervisor.

6.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF NESHAMINY KIDS CLUB

While it is understood that parents will not always agree with the employees of Neshaminy Kids club or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

6.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY

Neshaminy Kids club takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Neshaminy Kids Club. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

6.8 STAFF EMPLOYMENT BY CLIENTS

The staff of Neshaminy Kids Club is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ Neshaminy Kids Club staff will have their services terminated and any balance will be forfeited. Staff employed by current or former clients of Neshaminy Kids Club will have their employment with Neshaminy Kids Club terminated.

Employment refers to any relationship outside of the agency's services which involves an employee of Neshaminy Kids Club to interact with a current or former client of Neshaminy Kids Club. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

6.9 PARENTS AREAS

Neshaminy Kids Club rents space from the school district and we are only permitted to be in certain locations within a school. Parents must respect the off limits areas of the schools, including the office areas and classroom areas.

7.0 KEYSTONE STARS*

ALL OF OUR CENTERS ARE STAR 4 CENTERS.

Neshaminy Kids Club participates in the Keystone Stars Program, which is part of the Pennsylvania Department of Human Services. Our lead teachers are required to have a minimum of 24 hours of professional development a year and must have or be working on a degree at a college or university.

STARS stands for Standards, Training/Professional Development, Assistance, Resources, and Support.

STAR Level 4 ★★★★★

- 24 HOURS of training required for staff working over 500 hours/year.
- Two-thirds of the staff completed or are enrolled in credential or degree programs.
- Activities designed to encourage communication, both written and verbal, occur naturally in the day.
- Parental and community resources are used effectively in the delivery of quality child care.
- Business, organizational, and staff compensation practices are maximized.
- A review of the facility by a nationally recognized environmental rating scale that indicates a high-quality score
- Continuous Quality Improvement

Keystone STARS is managed through a partnership of the Office of Child Development and Early Learning (OCDEL) and the Pennsylvania and Regional Keys. For more information, visit

<http://www.pakeys.org/stars/Default.aspx>.

Parent Resources are available on our website neshaminykidsclub.org.

We include information on:

CHIP (Children's Health Insurance Program) CHIP is Pennsylvania's program to provide quality health insurance for children of working families who otherwise could not afford it. It is not a welfare program. Call 1-800-986-kids or visit www.state.pa.us PA Keyword CHIP.

Child Care Information Services of Bucks County (Apple Child Care) Subsidized childcare may be available through Apple Child Care. Call 215-348-1283 or visit www.buckschildcare.com.

IRS: Child and Dependent Care Credit. Visit <http://www.irs.gov/taxtopics/tc602.html> for more information on the child care credit.

Support Services in Bucks County: Visit

<http://www.buckscounty.org/livingandworking/services/ParentSupport.aspx> for community contacts.

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Bucks County Community Resources: Visit <http://www.fsabc.org/images/pdfs/resource-guide.pdf>