



Mount Alvernia Day Care and Learning Center

FAMILY HANDBOOK



Mount Alvernia Day Care and Learning Center

Alexandra Berkshire, *Director*
146 Hawthorne Road, Pittsburgh, PA 15209
phone 412.821.4302 • fax 412.408.3144
info@mountalverniadaycare.org
aberkshire@mountalverniadaycare.org

WELCOME!

Dear New Cherished Family,

We understand that choosing a daycare for your child is a difficult decision, and we're here to help make this journey a smooth and comforting one for your child and family.

Thank you for choosing Mount Alvernia Day Care and Learning Center. We are grateful for the opportunity to support your child's growth in a loving and enriching environment.

May God's blessing be with you and your family.

Sincerely,

A handwritten signature in black ink that reads "Alex Berkshire". The signature is fluid and cursive.

Alexandra Berkshire
Director

TABLE OF CONTENTS

ABOUT US	1
Philosophy.....	1
Mission	1
Certification	1
Definition of Family.....	1
Hours of Operation.....	1
Holidays	1
Admission & Enrollment.....	1
HEALTH	2
Immunizations	2
Physicals	2
Illness	3
Medications	3
PROCEDURES, POLICIES AND GENERAL INFORMATION	4
Inclusion	4
Confidentiality.....	4
Publicity	4
Staff/Family	4
Communication & Family Partnership.....	4
Outside Activities	5
Transitions	5
Toys from Home	5
Closing Due to Extreme Weather	5
Specific Room Information	5
Clothing	5
Injuries.....	5
Respectful Behavior	6
Suspected Child Abuse	6
Fire Safety	6
CURRICULA & LEARNING	6
Staff Qualifications	6
Child to Staff Ratios	6
Learning Environment	6
Curricula & Assessment	7
GUIDANCE	7
General Procedure	7
Behavior Guidance.....	8
TUITION AND FEES.....	8
Payment	8
Late Payment Charges	9
Returned Checks/Rejected Transaction Charges	9
Late Pick-up Fees	9
Additional tuition information	9
ATTENDANCE & WITHDRAWAL	10
Absence.....	10
Withdrawal	10
DROP-OFF AND PICK-UP	10
General Procedure	10
Authorized & Unauthorized Pick-up	10
Office of Child Development and Early Learning.....	11
OCDEL REQUIRED ADDENDUM [Identification and Prevention of Shaken Baby Syndrome]	12

ABOUT US

Philosophy

Mount Alvernia Day Care and Learning Center offers service and facilities to parents who are seeking a wholesome environment and learning activities for the early education of their children.

Mission

Mount Alvernia Day Care and Learning Center is operated by the Sisters of St. Francis of the Neumann communities. Mount Alvernia's mission is to provide a safe and nurturing environment that promotes the spiritual, physical, social, emotional, and intellectual development of young children by providing developmentally appropriate programs.

Certification

Mount Alvernia Day Care and Learning Center is licensed by the Pennsylvania Department of Human Services to provide care for children ranging from six weeks of age through fifth grade. We are also a proud participant in Pennsylvania's Keystone STARS program, demonstrating our commitment to maintaining high standards of quality in early childhood education.

Definition of Family

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

Hours of Operation

Childcare services are provided from 6:30 AM to 5:45 PM Monday through Friday.

Holidays

We are closed for certain holidays:

- Holy Thursday (Thursday before Easter Sunday)
- Good Friday (Friday before Easter Sunday)
- Memorial Day
- July 4th*
- 2nd week of August*
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve through New Year's Day*

**Possible additional or substitution days may occur*

Admission & Enrollment

Mount Alvernia Day Care and Learning Center is licensed by the Pennsylvania Department of Human Services to provide care for children ranging from six weeks of age through fifth grade. Children enrolled in our school-age program may attend through fifth grade and must not exceed 12 years of age. We are unable to accommodate students in sixth grade due to bussing schedule limitations.

Children are admitted without regard to race, culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs, provided that a safe and supportive environment can be maintained for all children in our care.

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

Emergency Contact Form – Must accompany enrollment fee.

Payment Agreement Form – Will be signed on or prior to first day.

Child Health Report – Due within 60 days of start date.

Tuition rate sheets are sent with admission papers when a parent makes his or her first inquiry. Copies can also be obtained from the Center office.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. We routinely check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

Physicals

HEALTH REPORTS ARE DUE:

WITHIN 60 DAYS OF ADMISSION

UNDER 2 YRS OLD = EVERY 6 MONTHS

2 YRS UNTIL KINDERGARTEN ENTRY = YEARLY

KINDERGARTEN = A COPY OF THE FORM TURNED INTO YOUR SCHOOL DISTRICT

The state-required Child Health Report form must be filled out and signed by a physician, crnp, or a physician's assistant. Parents must fill out the top portion. You may staple a copy of your child's immunization record to our form and write the words "see attached" in the immunizations portion of the form, however, our form still needs to be **completed** and **signed by a PHYSICIAN, CRNP, OR PHYSICIAN'S ASSISTANT.**

We will also need a printout of any immunizations received in between the times the Health Report Form is due. This can just be a printout and does not have to be signed.

PER THE STATE LICENSING REGULATIONS, WE CANNOT OFFER CHILDCARE SERVICES TO CHILDREN WITH OUTDATED HEALTH REPORT FORMS

Illness

Our goal is to keep everyone healthy. Please be considerate of the other children in your child's classroom by following our illness-free policy before returning to daycare. The center reserves the right to refuse a child who appears ill. Refer to our sick policy for specific guidelines regarding illnesses and symptoms.

If a child becomes ill during the day, the parent/guardian will be notified and must arrange for pickup within one hour of contact. The child will be isolated from the group until picked up to help minimize the spread of illness.

Emergency situations can arise quickly. When contacted, we require confirmation that someone is on the way. Please ensure your contact information is always up to date. If we cannot reach the first parent listed on the Emergency Contact Form, we will continue calling until we speak with someone, including those listed as emergency contacts.

Parents must notify the center if their child is diagnosed with a communicable disease or infection that can be transmitted directly or indirectly so we may inform other families. Confidentiality will be maintained at all times. This allows other parents to monitor their children for symptoms.

If you have given your child medication prior to arrival, you must inform the staff. Additionally, please notify us of any injuries your child has sustained since their last day at the center.

Medications

Medication, whether prescription or over the counter will be administered only if:

1. Medication is in the original container.
2. Written instructions are provided by the physician or typed on the label.
3. The label identifies the name of the medication, the name of the child for whom it is intended, and the time when the medication should be given.
4. The medication log is signed and dated by the parent.

MEDICATION WILL NOT BE GIVEN UNLESS THE ABOVE PROCEDURES ARE FOLLOWED.

Learning about health and safety is an on-going daily process at the center. Good health habits should be initiated in the home and reinforced daily by the center staff.

If you would like the center to apply bug spray or sunscreen before your child goes outside, then a permission slip will need to be signed. Products will be provided by parent and specified on the permission form.

PROCEDURES, POLICIES AND GENERAL INFORMATION

Inclusion

Mount Alvernia Day Care and Learning Center believes that children of all ability levels are entitled to the same opportunities for participation, acceptance, and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs. If your child has an identified special need, our teachers are committed to participating in the IEP (Individualized Education Program) process. Our Inclusion philosophy embraces the “classroom approach,” believing that certain modifications can benefit the entire class.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released apart from that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Publicity

Photos of children may be taken for use within the center or on our website/approved classroom Facebook group. Written permission is required before any digital use.

Staff/Family

Any arrangement between families and our caregivers outside the programs and services we offer (i.e. babysitting) is a private matter, not connected or sanctioned by Mount Alvernia Day Care and Learning Center.

Communication & Family Partnership

- **Daily Communications.** For Infants and Toddlers, daily notes from center staff will keep you informed about your child’s activities and experiences at the center.
- **Entryway Postings.** Located at the multiple entrances around the building, postings provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc. **Email.** We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.
- **Family Visits.** Family participation is encouraged. Visit our classrooms, volunteer, or participate in our many events throughout the year.
- **Conferences.** Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment. Mount Alvernia Day Care and Learning Center uses the CDC Developmental Milestones checklist as part of our 45-day initial screening tool. Twice a year in May and November, Child Service Reports are done to coincide with curriculum-based growth. We monitor each child’s achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment. Family & teacher conferences are offered at these times. During these conferences, we will discuss your child’s strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child’s growth and development. You

may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

- **Website.** For more information and downloadable forms please refer to our website: mountalvernidaycare.org. For additional information pertaining to your child's class, please search for your child's classroom's private Facebook Group.

Outside Activities

Weather permitting, we encourage at least 30 minutes of supervised outdoor play and/or walking trips around the campus twice a day for children. Outdoor play will not occur if the outside temperature is greater than 90°F or less than 25°F degrees. Additionally, outdoor play will be cancelled if there is an air quality alert. Please make sure your child is dressed appropriately to go outside.

Transitions

Your child's transition into childcare from home, or between programs should be a positive and exciting learning adventure. We will work with you and your child to ensure a smooth transition occurs as new routines and people are introduced. Each Group Supervisor follows a written transition procedure checklist which is specific to each class. Please see them for a copy.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity; however, small, soft toys for naptime are allowed.

Closing Due to Extreme Weather

Should severe weather or other emergency conditions (such as snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, power outages, or water loss) prevent us from opening on time or opening at all, families will be notified through the Remind app. If we have a delayed opening, the center will open at 9:15 a.m. and close at the regular scheduled time.

Please note we do not automatically close when Shaler School District cancels.

Specific Room Information

Please see each Group Supervisor for information regarding items to bring, nutrition, food allergies, and feeding procedures.

Clothing

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities. TENNIS SHOES AT ALL TIMES for children 12 months and older.

Injuries

First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. Each classroom is equipped with a first aid kit meeting the state regulations. Parents will be contacted first in the event of a serious medical emergency. The child will be transported by ambulance to the hospital immediately, while staff make every effort to contact a parent/guardian or emergency contact. A staff member will accompany and remain with the child until a family member or emergency contact arrives.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. This includes postings on social media. If this occurs, we reserve the right to remove your child/ren from our care.

Suspected Child Abuse

In accordance with state law, we are mandated reporters. Any staff member who has reasonable cause to believe or suspect that a child is experiencing abuse or neglect is required to report those concerns to the appropriate state authorities, regardless of where the alleged abuse or neglect may have occurred.

Once a report is made, the appropriate child protective services agency will determine the necessary course of action, which may include initiating an investigation. It is the responsibility of that agency to determine whether the report is substantiated and to work with the family to ensure the child's safety and well-being.

Our center will fully cooperate with any investigation conducted by state authorities. All reports of suspected child abuse or neglect will be handled with strict confidentiality in accordance with the law.

Fire Safety

Our center is fully equipped with pull station fire alarms, smoke detectors, fire extinguishers, evacuation equipped cribs, and emergency exit plans posted in each room. Our fire evacuation plan is reviewed with the children and staff monthly.

CURRICULA & LEARNING

Staff Qualifications

Our Group Supervisors, Assistant Group Supervisors, and Aides are hired in compliance with the state requirements and qualifications as a base minimum. Caregivers participate in 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.

Child to Staff Ratios

We maintain the following minimum standards for child to staff ratios:

Age	Child to Staff
≤ 12 months	<u>4 to 1</u>
13-24 months	<u>5 to 1</u>
3-5 year-olds	<u>10 to 1</u>
6 to 8 year-olds	<u>12 to 1</u>
9 to 12 year olds	<u>15 to 1</u>

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible routine which allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curricula & Assessment

Mount Alvernia Day Care and Learning Center uses a variance of "creative curriculum" style. Each age group –Infant through Pre-k, develops their curriculum based on the Pennsylvania Early Learning Standards. We also allow for some child-directed interests to shape the day. The teachers base their lesson plans and activities on the following areas of development:

- Approaches to Learning Through Play: constructing, organizing, and applying knowledge
- Creative Thinking and Expression: communicating through the arts
- Cognitive Thinking and General Knowledge
- Mathematical Thinking and Expression: exploring, processing, and problem solving
- Scientific Thinking and Technology: exploring, inquiry, and discovery
- Social Studies Thinking: connecting to communities
- Health, Wellness and Physical Development: learning about my body
- Early Literacy Foundations: reading, writing, speaking, and listening
- Partnerships for Learning: families, learning environments and communities
- Social and Emotional Development: learning about myself and others

We also know the importance of free play during the structured day. Former U.S. Secretary of Education William Bennett writes in his book, *The Educated Child: A Parent's Guide from Preschool through Eighth Grade*:

"...childhood play is how human beings ready themselves for the adult world. It's the way children gather rudimentary knowledge about things such as colors and numbers. It gives practice in a host of skills that adults take for granted; abilities as basic as running or heeding directions." (p.34)

Free play gives preschoolers an avenue to practice pre-reading and pre-math skills such as letter and number recognition, counting, and sorting. The children are given freedom to explore the world around them and working together gives them a sense of community outside of their home environments.

GUIDANCE

General Procedure

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

Thoughtful direction and planning 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.

Behavior Guidance, Suspension, and Expulsion Policy

Our program uses positive guidance and developmentally appropriate strategies to help children learn appropriate behavior. When challenging behaviors occur, staff will redirect the child, model appropriate behavior, and provide guidance to help the child develop self-control and social skills.

If behavioral concerns continue, the provider will communicate with parents/guardians to discuss the behavior and possible strategies to support the child. When appropriate, a behavior plan may be developed and outside resources or evaluations may be recommended.

If your child may benefit from additional support services, specialized assistance, or one-on-one support, please speak with Ms. Alex or Ms. Kylee for information about local referrals and resources that may be available to your family.

In situations where a child's behavior poses an immediate safety risk to themselves, other children, or staff, the provider may require the child to be picked up early or may implement a temporary suspension from care.

While we will make reasonable efforts to work with families to address behavioral concerns, the safety and well-being of all children in care is our priority. If a child's behavior continues to disrupt the program, creates a safety concern, or if the program determines that it cannot adequately meet the child's needs, childcare services may be terminated.

All decisions regarding suspension or termination will be made at the provider's discretion and on a case-by-case basis. The program reserves the right to immediately terminate care if it is determined that the placement is not a good fit or if the safety of the group is at risk.

TUITION AND FEES

Payment

- Payment for each month is due on the 1st. Suspension of care will result if payment is not collected by the 15th of each month. The contract choices are 3-day, 4-day or 5 days a week attendance. This applies to groups from Infant to Pre-K.
- School-age Before and After School program is due weekly. Please refer to the current Tuition Rate Sheet.

Late Payment Charges

Late payments create serious challenges for our programs. As outlined under the "Payment" section in our Handbook, timely payment is required.

Any account with an outstanding balance at the end of the month will result in the child not being enrolled for the following month. Enrollment will not resume until the account balance is paid in full.

If you have questions regarding payment options, you must contact our business partners:

- Bridget Marchione at **bmarchione@outlook.com**
- Alex Berkshire at **aberkshire@mountalverniadaycare.org**

We appreciate your prompt attention and adherence to this policy.

Returned Checks/Rejected Transaction Charges

All returned checks will be charged a fee equal to the bank's current amount. Two or more returned checks will result in your account being placed on "cash only" status.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. There will be an additional \$20 charge if your child is picked up from 5:46pm - 6:00pm. From 6:01pm - 6:15pm, the charge will be \$40, etc. Each additional 15-minute period (or part of a period) is \$20. ***Late pick up fees are due at the time of pick up.***

Additional tuition information

- The yearly tuition fee has been adjusted for the weeks the center is closed in August and December and all holiday closures. That total amount is then divided into 12 monthly payments. **We are unable to offer refunds or credits for unused days, regardless of illnesses or vacations.**
- Families may choose to unenroll their children for the summer months of June, July and August. There is no fee to hold your space until your child returns in September.
- If you choose 3 or 4 day a week option and need to add an extra day/s, there is an Extra Day Fee charge that will be due in addition to your monthly tuition (Please refer to the current Tuition Rate Sheet.) Because of staffing and ratios, extra days need to be preapproved by the teacher.
- We are able to offer a flexible schedule, however, adherence to policy and deadline is crucial. **Each Wednesday at noon, the teacher must have your child's schedule for the following week. We cannot make exceptions.** At noon, submission will be closed. If we haven't received your schedule, your child will not be added. This only applies to families with a varied schedule. You do not need to contact the teacher if your child attends the same days each week that are listed on your payment agreement.
- Please hand tuition payments to the teacher during drop off or pick-up. When writing a check, include your child/ren's name on the memo line. Please indicate if you would like a receipt, as they are not automatically generated.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after 9 AM, please call us at 412-821-4302. We will be concerned about your child if we do not hear from you. This also allows us to schedule teachers accordingly.

If a school age child will not be attending before or after school care, please notify us at 412-821-4302 or MADCSchoolage@gmail.com.

Withdrawal Process

A written two-week notice is required when withdrawing your child from the program. Families are responsible for tuition during the final two weeks, regardless of the child's attendance.

DROP-OFF AND PICK-UP

General Procedure

- We open at 6:30 AM. Please do not drop off your child prior to the opening.
- We close at 5:45 PM. Please allow enough time to arrive, gather your child and leave by closing time.
- Every child must be accompanied to and from our entrances and exits by the parent or responsible adult.
- Please take the time to circle the St. Clare building when dropping off or picking up your child. DO NOT back into the day care driveway. Parking on Hawthorne Road and the small parking lot in front of our building are PROHIBITED. The speed limit on Mount Alvernia property is 10 mph.
- Please be considerate of families with small infant carriers. Try to leave parking spaces free near the Infant entrance.

Authorized & Unauthorized Pick-up

Your child will only be released to you or persons you have listed as Emergency and Release Contacts. If you want a person who is not identified on Emergency and Release Contact to pick-up your child, you must notify us in advance. The childcare regulation states that if a parent calls into the center to inform the staff of a pick-up person change [who is not listed on the Emergency Contact Form], then the staff is required to re-contact the parent at the telephone number provided on the Emergency Contact Form to verify identity. Your child will not be released without prior authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

OFFICE OF CHILD DEVELOPMENT AND EARLY LEARNING (OCDEL)

The licensing regulations for Child Care Centers in the Commonwealth of Pennsylvania can be found at the following web address:

<http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter3270/chap3270toc.html&d=>

Many of the policies found in this handbook and practiced at Mount Alvernia Day Care and Learning Center were developed under the guidance of the publication *Caring for Our Children* (CFOC). CFOC is a collection of national standards that represent the best practices, based on evidence, expertise, and experience for quality health and safety policies and practices for today's early care and education settings. <https://childcareta.acf.hhs.gov/sites/default/files/new-occ/resource/files/Caring-for-Our-Children-Basics.pdf>

For additional assistance, there is a process for early childhood education (ECE) professionals and families to request support for a child with unique needs or challenging behaviors to help prevent expulsion and/or suspension from ECE programs. To request assistance from the Office of Child Development and Early Learning (OCDEL), ECE professionals and families should complete the online form at www.surveymonkey.com/r/PAExpulsionHelp.

Families who have concerns about their child's development can still call the CONNECT Helpline at 1-800-692-7288 for information and to connect to Early Intervention Services and Supports in Pennsylvania.

Identification and Prevention of Shaken Baby Syndrome, Abusive Head Trauma, and Child Maltreatment

We, at Mount Alvernia Day Care and Learning Center, believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality childcare, and educating families.

To maintain compliance with the federal requirement 45 CFR 98.41(a)(1)(vi), all childcare providers must have a policy and procedure to identify the prevention of shaken baby syndrome, abusive head trauma, and child maltreatment.

Children are observed for signs of abusive head trauma including irritability and/or high-pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

- If SBS/AHT is suspected, staff will:
 - Call 911 immediately upon suspecting SBS/AHT and inform the director.
 - Call the parents/guardians.
 - If the child has stopped breathing, trained staff will begin pediatric CPR.

Reporting: Instances of suspected child maltreatment are reported to **ChildLine 1-800-932-0313**.

Strategies to assist staff in coping with a crying, fussing, or distraught child:

- Rock the child, hold the child close, or walk with the child
- Stand up, hold the child close, and repeatedly bend knees in slow bouncing motion
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Offer a pacifier or try to distract the child with a rattle or toy.
- Turn on music or white noise.

Prevention and identification strategies of child maltreatment:

- Before new hires are permitted to be alone with children, all staff are required to:
 - Obtain all 4 required clearances (PA State Police, PA Child Abuse, FBI, National Sex Offender Registry).
 - Complete 'Recognizing and Reporting Child Abuse: Mandated and Permissive Reporting in Pennsylvania'.
 - Complete required training on Health and Safety which includes: Prevention of shaken baby syndrome, abusive head trauma, and child maltreatment.
 - Become certified in Pediatric First Aid/CPR
- All staff, at any time during their workday, are encouraged to separate themselves from the classroom if a situation starts to become stressful.
- All staff are urged to support their co-workers to calm the environment.
- Prohibited behaviors include, but are not limited to:
 - Shaking, jerking, tossing, or pushing a child.
 - Any physical or vocal aggression towards a child.
 - Any intentional neglect of a child's basic needs.

Family Handbook Acknowledgement

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

Thank you for acknowledging our policies and procedures, which have been thoughtfully designed to ensure the safety and well-being of your child(ren) while in our care. We look forward to getting to know you and your family.

Thank you for your cooperation. It is a pleasure to have your child at Mount Alvernia Day Care and Learning Center; each child is a precious gift.

I have received and reviewed the Mount Alvernia Day Care and Learning Center Family Handbook [ver. 3/26]. I understand it is my responsibility to familiarize myself with the handbook and to contact the Executive Director for further information or clarity if needed.

Recipient Signature

Date

Print Name

Child/ren's Name/s


Executive Director