



Childcare Express Center Welcomes YOU!

Thank you for seeing our vision of a childcare center, we are delighted that you have chosen our center to provide for the needs of your child!

This Parent Policy Handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. The staff at Childcare Express would be glad to address any of your questions or concerns. Once again, welcome!

Our Philosophy

We believe that children are precious and must receive care from adults who are capable and caring; whose values enable them to be excellent role models. Children should experience numerous positive learning milestones, leading to an increased sense of competence and independence. Their play is extremely vital to healthy physical development, acceptable social skills, and cognitive growth. It is important that our caregivers draw upon their training and experience and ensure that we create an appropriate fun, caring & structured environment which carefully guides children from one developmental level to another. We also feel that with transparency and great communication, parents contribute to and enhance the quality of care offered at Childcare Express Center.

Childcare Express Center welcomes those of diverse faiths, ethnic origins, and race. While diversity may include different faiths, gender roles, socioeconomic status, and ethnicity it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive, and social abilities that one possesses. We strive to create a developmentally appropriate environment that not only reflects each child's unique abilities but also encompasses their home culture and experiences as well. One of the most important things that we can do to teach our children about diversity is through role modeling that all people are treated with kindness and respect.

Enrollment and Payments

- Children between the ages 6 weeks and 8 years of age are eligible for enrollment at our Center. We will accept children up to age 12 for our drop-in center hours.
- A 10% discount is offered to families with more than one child enrolled.
- Payments are due by 6pm the day before your child comes to our center. Payments can be made on our website at www.childcareexpresscenter.com or by contacting us at 724-552-5814.
- Check payments are to be sent in 2 business days before your child comes to our care for processing. A service fee of \$25 will be charged for any returned checks.
- Please remember that we will need to have a valid debit or credit card on file that will be charged \$1min for late pickups past 20 minutes after your scheduled pick up time.
- All payments are none-refundable unless our center closes for events out of our control listed below. (see unexpected closings).
- Your child's records are located at a secure site on ProCare.com. The best way to access this link is from the home page of our website. Parents are encouraged to check their child's site frequently to view payment status. It is the parent's responsibility to check brightwheel.com for their current payment amount. After registration, you will receive an invite email from ProCare which will help you sign up and log in.

Drop-off and Pick-up Policies

Parents are expected to accompany their child into the center. We will be glad to assist you and your child at your drop-off time. We will not assume direct responsibility for your child until you are ready to walk out of the building. You are welcome to stay for a short while and assist your child through this transition. Due to

the Covid-19 pandemic, all children will be temperature checked by our Registered Nurse or Group Supervisor upon arrival to make sure your child is in proper health before entry. Parents are not required to wear mask in our lobby area during drop-off or pick-up but may do so if they feel so inclined. Only the individuals listed on the Child Information Record registration & waiver form, or on a written permission note from the parent, will be allowed to leave with a child. Staff is required to request picture ID from any unfamiliar person (including family). If there is any concern, our staff reserves the right to deny a person's request to pick-up a child.

Custody Orders

Until custody has been established by a court action, one parent may not limit the other from picking-up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

Hours of Operation/Holidays

Childcare Express Center is open from 7:00am to 11:00pm. If we do not have children scheduled to come in for our evening childcare hours, we will close at 4pm. We will be closed on all major holidays including, but not limited to: New Year's Day, Easter, Thanksgiving Day, Christmas Day. We may be closed on other holidays depending on how strong the need is for childcare on those days.

Unexpected Closings

On a rare occasion our center may be forced to close due to a situation beyond our control (e.g., ice storm, electrical outage, no water service), every attempt will be made to inform parents of an emergency closing. When a call is made to close the center, you must make arrangements to pick your child within one hour of notification.

Child Abuse and Neglect

Because our staff work directly with children, they are all mandated reporters and are required by law to report any suspected child abuse or neglect.

Treasures and Possessions

Sometimes children need to bring special toys or newfound treasures to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Past experience has shown us that often toys from home create problems at school. We encourage you to keep personal belongings and toys at home.

Clothing

Because of the wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. Occasional bathroom accidents necessitate that an extra set of clothing be kept at the center at all times. All extra clothing should be marked with the child's name and placed in a labeled bag. Clothing should include underwear, socks, pants, and shirt. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning.

Diapers & Toilet Training

Parents will supply all diapers and wipes. The center will have a reserve supply of diapers and wipes should you run out or forget to pack such toiletries. Our staff are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, and snaps are difficult for small children to manage--especially in a hurry!

Bodies and Boundaries

There is a natural curiosity among children with regards to their bodies. When situations arise where we have to speak to children about body parts we use the anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the center that directly affects their child(ren).

Bottles, Blankets and Pacifiers

You may send extra bottles (infant room), security blankets or pacifiers for your child. When you are ready to wean your child, please communicate with us so a consistent strategy between home and our center may be established.

Photographs and Publicity

Photographs of the children in our programs may be taken from time to time and may appear in newspapers, magazines, brochures, publicity materials or on our website. Your permission for photographs of your child, to be used without compensation, is part of this agreement. If your child cannot be photographed (i.e. child is in foster care), please communicate with the director so we can accommodate your needs.

Meals, Snacks and Food Allergies

The center will provide a healthy breakfast, lunch and afternoon snack. Milk, juice and water will be provided with meals. Parents will provide formula or breast milk for children up to the age of 12 months. Childcare Express Center will provide whole vitamin D milk for children between the ages of 12 and 24 months. 1% milk will be provided for children from 25 months to 12 years of age. If there are specific foods or drinks that your child requires outside of what is already provided, it is the responsibility of the parent to pack such items for their child. Additionally, if there are dietary needs, or allergies, it is also the parent's responsibility to notify the center director.

Wellness Policy

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill, displays an unknown rash, or acts out-of-character, our staff will consult with the director or Registered Nurse and you may be called to come take your child home. When called, you (or an alternate emergency person) are expected to come within one hour of notification. This is to protect the health of your child and other children and staff at the center. Your cooperation is greatly appreciated. Please do not assume that because we have a registered nurse on staff that you are able to bring an ill child to the center for care. Our nurse is on staff to recognize sudden changes in health and to respond to medical emergencies. The following criteria will be considered in determining if your child must go home:

- Unknown rash.
- Fever of 100.5° or higher. For a mild fever, muscle aches, toothache, or headache Tylenol (supplied from home) may be administered. *See Medicine below.
- Highly contagious condition such as head lice, chicken pox, strep throat, pin worms, mumps, impetigo, conjunctivitis (pink eye), etc.
- Diarrhea or vomiting (more than two loose, watery stools). Consideration will be taken if your child is allergic to certain food/drink products or on medication.
- Persistent cough for an extended period of time (cough suppressants and/or allergy medications are not recommended unless prescribed by a doctor)

Your child may return to the center after:

- Obtaining written verification from a doctor.
- Fever-free for 24 hours without the aid of Tylenol, or other fever reducing medications.
- In the case of chicken pox, when all the lesions are scabbed over.
- In the case of head lice, following treatment with appropriate shampoo (such as Kwell or RID) so that all nits (eggs) are gone.
- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning.
- In the case of persistent cough, 24 hours without the aid of cough suppressants, or allergy medication.

If questions arise to the appropriateness of a child's return to the center, the final decision will be that of the Center Director or Assistant Director.

Medicine

Non-prescriptive medication (Tylenol, nose drops, etc.) as well as prescription medication will only be administered after a parent signs, and dates a form entitled, Medication Permission. The parent must provide all medications. Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under their supervision; never the center staff. We will not administer cold medications to any child.

Staff cannot administer medication (prescription or over-the-counter) without the proper dosage for that child listed on the container. If the container reads, "Consult/see Doctor" then a note from the doctor with the child's weight, and the dosage recommended, must be provided.

Injuries and Accidents

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a Minor Incident Report would be completed by the closest staff member and signed by the Center Director, Assistant Director or appropriate person. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs while your child is in our care.

In the event of a major medical emergency or accident, the staff/director will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian will be called immediately. EMS is conveniently located 1 block away and will be able to respond quickly to our call.

Changes in Policies

The fees, procedures, and policies stated in this handbook are subject to be changed at the discretion of the center director or center owner.

Discipline and Guidance Policy

At Childcare Express Center, the term guidance is used for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices and accepting the consequences of such choices. Guidance takes several forms within our center:

- Environment--A place designed for children. Each room is age-appropriate in furniture size, large and small manipulates, and supplies required for hands-on experiences.
- Logical Rules--Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed with the children as well as why such rules are needed.
- Positive Behavior--We reinforce the behaviors we wish to see repeated.
- Redirection--Often interesting a child in another activity can eliminate potential difficulty. We might ask a child to help us or send a child to a different area to play.
- Positive Reminder--Telling the children what we want them to do rather than using "no" or "don't."
- Renewal Time--Occasionally, as a last resort, a child needs to be removed from the situation for a brief break. This allows the child time to calm down and consider an alternate behavior. In this situation a child will take a brief break for the amount of time consistent with their age. For example, a child who is 2-years-old will take a brief break for a length of two minutes.

Difficult Behavior

We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all of our children! A parent may be called at work or home at anytime the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting to the emotional or physical well being of another child or an adult.

Initial Consultation: The director may request that the parent or guardian meet for a conference. The best solution toward solving the problem will be agreed upon by the center director and parent or guardian.

Second Consultation: If the initial plan for helping the child fails, the parent will again be asked to meet with the director and staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem. Parents may be asked to consult outside professionals or bring in behavioral specialists to help identify the problems or provide new strategies. Our goal is to work as a team to better serve each child.

Disenrolled: When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from the center at the discretion of the center director.

NOTE: Corporal punishment will not be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.). No unusual punishment will be allowed such as humiliation, ridicule, threat, or coercion.

A typical day at Childcare Express Center....

(tentative schedule 7am-4pm)

7:00am-7:45am – Arrival/Morning music

(Morning music helps break shyness and promote comfortability with the other children at the start of the day.)

7:45am-7:50am - Welcome and Storytime

7:50am-8:30am - Breakfast

Potty Break

8:30am-9:15am - Supervised Free Play

9:15am-9:45am - Gross Motor Activity (Exercise/Yoga/Dancing)

9:45am-11:05am - Educational Programming/Movie

Potty Break

11:05am-12:05pm - Fine Motor Activity

12:05pm-12:10pm - Circle time

12:10pm-12:45pm - Lunch

Potty Break

12:45pm-2:30pm - Nap/Quiet Time

2:30pm-2:45pm - Snack

2:45pm-3:30pm - Educational Activity

3:30pm-4:00pm – Supervised Free Play

4:00pm - Departure



Childcare Express Center

POLICY AGREEMENT

Please carefully read, sign and return the following form to the center director before or on your child's first day.

*I have read the Childcare Express Policy Handbook and agree to abide by all the policies and procedures therein.

*I agree to pay all childcare payment amounts and understand that these may change depending on schedule and rate adjustments during the course of enrollment.

Parent/Guardian Signature: _____ Date: _____

Discipline and Guidance Policy

I have read and agree to the Discipline and Guidance Policy for Childcare Express Center.

Parent/Guardian Signature: _____ Date: _____

Photography & Videography

I understand that photographs/videos of the children in our programs may appear in newspapers, magazines, brochures, publicity materials and/or educational trainings. I understand that they are to be used without compensation. If the child cannot be photographed (i.e. child is in foster care), the parent must notify the director and provide proper documentation of the child's inability to be photographed.

Parent/Guardian Signature: _____ Date: _____