

**Philadelphia  
Christian Center  
Child Care Academy**



**Parent Handbook  
2990 Street Road  
Bensalem, PA, 19020  
[www.pccacademy.org](http://www.pccacademy.org)  
215-639-7000**

## General Information

Philadelphia Christian Center Day Care is a private childcare facility licensed by the Pennsylvania Department of Welfare, to provide year-round childcare for children from infancy to 5 years old. When your child is enrolled in our day care program, they will automatically be a part of our pre-school, which runs from 9:00-11:45 each day.

Philadelphia Christian Center is striving to serve you and the community by providing the best possible care for your child. This can only be accomplished when the staff and parents work together. We look forward to establishing a pleasant and effective relationship with you!

### Hours of Operation

The Center is open 5 days a week—Monday thru Friday from 7:00 AM - 6:00 PM. You may drop your child off at any time after 7:00 AM but you must pick your child up no later than 6:00 PM. A late fee, payable when you arrive, will be charged for any child picked up after 6:00 PM.

### Arrival and Departure

At arrival time, accompany your child into the center. Please use the designated entrance and be sure to attract the attention of our staff. In order to ensure transfer of responsibility, an adult must sign a child in at arrival time (log located on counter in day care foyer) and out at departure. Your child will be released only to those people you have listed with us. In case of emergency or change in arrangement, please notify the staff. Positive identification will be required.

Please check your child's coat area for any items that should be taken home daily. We will wash your child's blanket weekly on our site.

### Tuition Agreement

There is a registration fee due when you enroll your child. Your contract states that tuition is to be paid on the **first day your child attends for the week, AT DROP OFF**. If it is late a \$10.00 a day late fee will be charged to you.

Your child will receive a vacation coupon for one free week after a full year has been completed. Any time missed on contracted days is required to be paid for.

At any time during enrollment if the tuition fee is not paid on time or arrangements have not been made and/or followed through, your child's enrollment will be discontinued.

If your child turns 13 months, 25 months, or 37 months you must notify us of a price reduction. You will have to fill out a new contract with a new fee. It is your responsibility to do this. If you do not notify the office of this age change no credit will be given to you. All tuition should be paid through our online tuition program. This is a recurring payment plan through an electronic funds transfer program.

### Parent Visits

We have an open-door policy. Parents are welcome to come visit their child any time.

### Required Items from Home

IT IS IMPORTANT TO REMEMBER TO LABEL ALL YOUR CHILD'S ITEMS THAT YOU BRING TO THE DAY CARE. WE WILL NOT BE RESPONSIBLE FOR ANYTHING THAT IS NOT LABELED PROPERLY!!!

1. If your child is not toilet-trained, an ample supply of training pants, diapers (enough for changes every 2-3 hours or more).
2. Any ointments, creams, or wipes your child may need.
3. A full set of clothing; including pants, top, socks, and underwear. This will be kept here in case of emergency. If you feel it necessary to have 2 or 3 sets of clothing, please feel free to do so. If your

child does not have a change of clothing and soils the clothing that they are wearing, we will contact you to bring a change of clothing.

4. If your child is an infant, please bring a clean sheet and blanket for your child's crib. You are to take these items on the last day of each week that your child is here to be washed.
5. Lunch should be brought in a lunch box or bag with your child's name on it. There should be an adequate amount of juice or milk. If you wish your child to have a hot lunch, please heat it at home and pack it in a thermos. You need to provide utensils for meals and desserts. Snacks will be provided in the morning and afternoon. (We try to avoid sugar products as much as possible).
6. NO toys are to be brought unless it is show and tell.

### **Staff/Parent Communication**

#### **Mailbox System**

We have a Mailbox system for correspondence. If you have a note or need to drop off any information concerning your child, please place it in the clear sleeve envelope located on the wall inside your child's classroom.

#### **Infants**

In an effort to make your child's time with us as comfortable as possible, we encourage you to send in a current schedule that provides both feeding and nap times along with their bottles, food, bibs, spoon and a "Halo Sack" for sleeping along with a crib sheet. You must provide us with disposable diapers, wipes and ointments. If your child uses cloth diapers, you should provide plastic bags. Flexibility, responsiveness, and emphasis on individualized care for each infant are especially important to us in providing a sense of security for both you and your baby.

#### **Toddlers and Pre-Schoolers**

Our 2–5-year-olds enjoy arts and crafts, including coloring, painting, cutting, pasting and encouragement for creativity. Cooking, music, field trips and special events such as "Visit from a REAL Fire Truck" are favorite activities. We provide a balance of quiet activities, such as story time, puzzles, and games with more active play, such as tricycle riding and using our fenced in play yard.

#### **Developmental Screening Policy**

Developmental screening is a brief method completed by a parent or caregiver to quickly identify your child's progress through foundational early childhood developmental milestones. This is important as it could identify a child in need of additional resources or services.

We will conduct a developmental screening on your child within 45 days of enrollment into the program. The developmental screening tool we use is called "Ages and Stages". If we see any developmental concerns, or at any time throughout the duration of the program, we will request a conference to discuss the results and make an action plan to help support the child. We will also provide resources for you to contact if needed.

#### **Parent Teacher Engagement**

##### **Infant & Toddlers**

A take home sheet with information concerning amount of food intake, diaper changes/potty runs, sleeping patterns, activities and special notes will be given daily to better inform you. If any information needs to be discussed. Please feel free to call in or put it in writing so we can better serve you and your child. Three progress reports are given annually. One in Oct., Feb., and June. Parent teacher conferences will be hosted in Feb. and any time during the school year.

### **Pre-Schoolers**

Three progress reports will be given annually. One in Oct., Feb., and June. Parent teacher conferences will be hosted in Feb. You will have the option of scheduling a conference with your child's teacher to discuss your child's progress at any time throughout the school year.

### **Individualized Education Plans (IEP) & Individualized Family Service Plans (IFSP)**

Because of the diverse set of needs of the children in our program, it is important to gather as much information about the best ways to educate your child. IEP's and IFSP's are created by service providers working with children with special needs and include this information. IEP's and IFSP's will be used to inform individual instruction and communicate with parents about the progress within the program. IEP/IFSP meetings can be held on our premises and will include a member of the IEP team, parents, and teachers/staff.

Because of the importance of the IEP/IFSP to a child's learning, our program should have a copy before your child begins to attend. The information found on IEP/IFSP will remain confidential between the staff and members of the child's treatment team. You do not have to provide this information if you do not wish to do so.

### **Referral Policy**

Some children are born with disabilities and need early intervention to help them develop and learn, while some children experience delays that a parent, Early childhood teacher, or caregiver may notice at home, at childcare or preschool, or in the community. Developmental delays may occur in social or emotional development, cognitive development, physical development, language development and adaptive development. If you have any concerns about your child's development, we can refer your child to Early Childhood Services for a screening. There are many agencies to choose from depending upon what county you live in but the two main agencies we refer families to are Bucks County Intermediate Unit for Bucks County residents and Elwyn Services for our Philadelphia County residents.

### **Inclusion Policy**

Philadelphia Christian Center welcomes all children regardless of ability, religious background, language barrier or medically fragile, and is committed to providing developmentally appropriate early learning and development experiences that we can reasonably accommodate. We believe that each child is unique and works in partnership with families and other professionals involved with the child to provide the support every child needs to reach their full potential.

- \* In support of children who need help in their abilities either physically, mentally, or emotionally, we team up with agencies who assess and develop an IEP plan according to needs.
- \* Though PCC is founded in Christianity, we provide opportunities throughout our curriculum for children to express their religious beliefs.
- \* When English is not the primary language, we have a multicultural Staff who can speak and assist you and your child with their daily needs or support them through the enrollment process and any time needed throughout the program.
- \* If your child for medical reasons needs assistance with daily medication or need adjustment to their physical routine, we will implement a written "Medical Care Plan" to be developed by their pediatrician to support your child in their environment throughout the day.

### **Getting To Know You Meeting**

Within the first 60 days of your child's enrollment, we will be contacting you to come to a "Getting to Know You Meeting". This meeting is helpful with developing a partnership between Staff and Parents. This is a relaxed meeting allowing us to get to know you more so we can better serve you and your child(ren).

### **Supervision Policy**

To ensure that children are supervised throughout the day, in accordance with the PA Office of Child Development and Early Learning (OCDEL) and the Department of Human Services (DHS), the following policies and procedures are implemented in our program. Staff should be aware of how many children are in their care and where all children are, at all times. Children of any age are not allowed out of the classroom without adult supervision. In addition, staff should always know the names and the number of children in their care using Transition Tracking. Staff should conduct and record transitions with Face to Name Roll Call as well as conducting a Head Count whenever a transition through a door or gate occurs and periodically throughout the day. If you have any questions regarding the supervision of children, please contact the Center Director.

### **Family Engagement Policy**

We recognize a child's education is a responsibility that is shared by parents, families, early childhood programs, and the community during the entire period the child is enrolled in an early "ECE" program. Creating positive home, school, and community partnerships is essential to carrying out the shared responsibility necessary to improve "ECE" program and reinforce the importance of learning success. We are committed to fostering and promoting family engagement by implementing parent/teacher conferences. A minimum of one family conference is offered per year to discuss children's progress and behavior, social and physical needs as well as the families' goals for their child. Three progress reports are given annually. One in Oct., Feb., and June. Parent teacher conferences will be hosted in Feb. and any time during the school year should the need arise.

### **Supporting Transition**

As a parent, you play a powerful role in your child's development. The early learning experiences you provide for your child build a strong foundation and a zest for learning that will last a lifetime.

The transition from home to an early education program, or from one program to another, is a major event in children's lives. Moving from a familiar to an unfamiliar environment can be exciting but also challenging for young children and their families.

To help support this transition for children 12 months through age 5, staff will help engage children in short activities that will help get them acclimated to the program. Typically, children move up to the next classroom sometime within the months of their birthday. However, transition times are not exact as they are based on age, state licensing requirements and available space. One or two weeks prior to moving up to full time, your child will visit their new classroom every day to gently ease them into their new room. They will increasingly spend more time in their new classroom, gradually learning new routines each day. Staff will also share all activities with families through written communication sent home either at first enrollment, when moving to a new classroom, or preparing to go to kindergarten. When possible, we try to have your child transition along with another child in their class to help ease the process.

When your child starts to transition to their new classroom, we will ask you to complete an Ages and Stages Questionnaire (ASQ). The ASQ asks questions about your child's growth and development. Your answers will help your child's new teacher to understand what skills you feel your child has already accomplished and what skills you think your child should strengthen.

Kindergarten is an especially valuable time in a child's early school year experience. It starts them on a path that influences their later learning and school success. To help support transitioning to kindergarten we will introduce early preparation stages to your child monthly. Some of these experiences will include books that support kindergarten, a visit from a kindergarten teacher, and resources to help you support your child to review at home.

Middle school is often when the idea of a child staying at home turns into reality. Our after-school program helps to make this transition easier by preparing our school aged grade 6-8, to eventually transition into self-care. With the help of resources Safe@Home, we prep both students and parents using this information guide that you and your child can review at home.

## **Illness**

To avoid the spread of infection and illness, we cannot permit a child who has any of the illnesses or symptoms of illness specified below to be admitted to the center on a given day unless medical diagnosis from a licensed physician, which has been communicated to the center in writing, or verbally with a written follow-up, indicates that the child poses no serious health risk to himself or herself or to other children. Such illnesses or symptoms of illness shall include, but not be limited to any of the following:

1. Severe pain or discomfort.
2. Acute diarrhea, characterized as twice the child's usual frequency of bowel movements with a change to a looser consistency within a period of 24 hours.
3. Two or more episodes of acute vomiting within a period of 24 hours.
4. A temperature of more than 101 degrees taken under the arm.
5. Sore throat or severe coughing.
6. Yellow eyes or jaundiced skin.
7. Red eyes with discharge.
8. Infected, untreated skin patches.
9. Skin rashes, excluding diaper rash, lasting more than one day.
10. Difficult or rapid breathing.
11. Visibly enlarged lymph nodes.
12. Blood in urine.

The center shall not permit a child or staff member with an excludable communicable disease as listed below, to be admitted to or remain at the center until a note from the child's or staff member's licensed physician states that the child has been diagnosed and presents no risk to their self or others.

- |                         |                                    |
|-------------------------|------------------------------------|
| a. Chicken Pox          | j. Hepatitis A                     |
| b. German measles       | k. Salmonella                      |
| c. Hemophilus influenza | l. Shigella                        |
| d. Measles              | m. Impetigo                        |
| e. Mumps                | n. Scabies                         |
| f. Strep Throat         | o. RSV Respiratory Syncytial Virus |
| g. Tuberculosis         | p. COVID-19                        |
| h. Whooping Cough       |                                    |
| i. Giardia Lamblia      |                                    |

If a child who has already been admitted to the center manifests any of the illnesses or symptoms of illness specified in the above, the center shall remove the child from the group of well children until the child can be taken home.

## **Conditions Requiring Temporary Exclusion**

Temporary exclusion is recommended when:

- The illness prevents the child from participating comfortably in activities as determined by the staff of the childcare program or school.
- The illness results in a greater need for care than the staff of the program determine they can provide without compromising their ability to care for other children.
- The child has any of the following conditions, unless a health professional determines the child's condition does not require exclusion:
  - Appears to be severely ill.
  - Fever 100 degrees or higher taken axillary (armpit) and behavior change or other sign and symptoms (eg. Sore throat rash vomiting, diarrhea).

## **Daily Record Keeping/Daily Health Checks:**

For each child, two forms will be completed daily:

### **1) Family/Caregiver Information Exchange**

Upon daily arrival at the program site, each child will be observed by the caregiver for signs of illness/injury that could affect the child's ability to participate in the day's activities. The family will supplement these observations with an oral or written exchange of information with the child's caregiver. The written record of illness finding from these daily checks will be kept for at least 3 months to help identify outbreaks.

### **2) Enrollment/Attendance/Symptom Record**

The Staff will complete the Enrollment/Attendance/Symptom Record to log attendance and any illnesses/injury that the child is known to have. The E/A/S Records will be reviewed by the Director or Program Coordinator to identify patterns of illness. If a pattern is identified appropriate action will be taken to rectify the matter.

### **Medication Policy**

This facility will administer medication to children for whom a plan has been made approved by your child's teacher. Because administration of medication poses an extra burden for staff and having medication in the facility is a safety hazard, families should check with the child's physician to see if a dose schedule can be arranged that does not involve the hours the child is in the Child Care facility. Whenever possible, the first dose of medication should be given at home to see if the child has any type of reaction. Parents or legal guardians may administer medication to their own child during the care day.

If your child requires medication while he/she is in school, please fill out a "Medication Consent Log" located on the wall by the parent board and hand the medication to your child's caregiver. The medication should be properly labeled with your child's full name and original medication label or if it is a prescription, it should have the prescription label with your child's name, name of medication, and proper dosage amount.

If over the counter medication is to be given to your child, the staff members will not exceed the recommended days and/or dosages on the label.

### **Caring for Our Children Policy**

We at Philadelphia Christian Center believe it is critical that young children can grow and learn in a healthy environment with caring and professional caregivers/teachers. Following health and safety best practices is an important way to provide quality early care and education for children.

For us to provide the best care for a child with special needs, we will need you to provide information on how to accommodate the special health concerns and needs of your child while attending our program. We will require a "**Special Health Care Plan**", to be completed by a health care provider. These plans will be discussed with your child's caregiver/teacher for training when applicable and kept in your child's classroom confidentially. Forms should be updated yearly or when your child's pediatrician or allergist considers necessary. These plans will be made available to you at first enrollment or any time throughout the year.

\*If your child has been diagnosed with a food allergy, please make sure you note it on your "*Emergency Contact Form*", alert staff, and have a "**Food Allergy Action Plan**" filled out by your child's doctor or allergist. If your doctor has prescribed an "**Epi-Pen**", we will need to have one on site along with additional rescue medication.

\*For children who for medical reasons need assistance with daily medication or need adjustment to their physical routine, we will implement a written "**Medical Care Policy**" to be developed by their pediatrician to support them in their environment throughout the day.

### **Discipline**

Learning to interact in a socially acceptable manner is a skill that is developed within our childcare program. Sometimes children have difficulty functioning appropriately in a group setting. When the behavior of a child necessitates the constant attention of our staff, away from the rest of the group,

“Time-Out” will be used. Staff-Parent communication and conferences will be conducted to help the child’s adjustment.

### **Suspension and Expulsion Policy**

#### **Policy/Approach**

Philadelphia Christian Center will not expel any child from our program due to that child’s behavior unless the child’s behavior continues to present a serious safety threat to the child, the other children in the classroom or the staff; and all parties determine the PCC program is not the appropriate placement. Temporary suspension of a child for persistent and challenging behavior will be severely limited and implemented as a last resort in extraordinary circumstances where there is a serious threat that cannot be reduced or eliminated by the provision of reasonable Modifications. This determination will not be made prior to:

- Engaging a mental health consultant (child development specialist).
- Collaborating with the child’s parents/caregivers.
- Providing reasonable modifications.
- Identifying and accessing community resources, specialists, and early Intervention providers.

If a temporary suspension is deemed necessary, PCC will support the child’s return to full services as quickly as possible while ensuring the child’s safety by continuing to engage with parents and the mental health consultant, continuing to utilize identified community resources. A written plan will be developed to document the action steps and support needed to promote the child’s successful return to full services.

In the event the child’s behavior continues to present a serious safety threat to the child or the other children in the classroom, and all parties determine that PCC program is not the appropriate placement, we will work with appropriate agencies, consultants and the child’s family to determine the best placement and directly facilitate transition for the child to the most appropriate placement.

### **Withdrawal/Record Transfer**

Parents wishing to withdraw their child(ren) must make arrangements through the office. Please give a written two weeks’ notice.

**Records will be transferred by written request. No records will be released until all accounts and fees are paid.**

### **Safety**

Safety is an extremely important aspect of the program. Every effort has been made to create a safe environment and employ competent staff. You can help us maintain safety by abiding by the following procedures:

1. Any medicines must be in the original containers and marked with your child’s name.
2. When entering and leaving the Day Care, please be sure to sign your child in and out using your security code.
3. Please close all doors tightly when entering and leaving.

When you abide by these rules, you help us to keep ALL the children safe and secure.

If your child falls or gets hurt and they inform the teacher, the teacher will apply the proper first aid treatment required. The teacher will complete an Ouch Report and the parent will get a copy. If the injury appears to be serious (bruise, large bump, cut, etc.) we will contact the parent by phone and inform them what happened. If a parent cannot be reached, we will contact the person listed on the emergency contact form.

### **Play/Skill Development**

Play is your child’s job. Instead of earning a paycheck, he/she earns the skills needed to become a capable, independent adult. Your child will learn almost everything he/she needs to know by watching, listening, “speaking”, tasting, smelling, handling, and moving about. At this early stage, children are capable of learning and absorbing more than many people realize. They should be



able to play a wide variety of “games”, use a wide selection of “toys”, see a wide variety of objects and activities, and listen to a wide variety of books and songs. At the center we will do our best to provide your child with this wide variety of experiences.

Through these experiences, we hope to help your child develop walking, talking, thinking, writing, and reading skills. We also hope to help your child develop socially, emotionally, and spiritually.

### **Snack**

As a rule, the staff will depend on you, the parent, to know best your child’s likes, dislikes, allergies, and needs. Therefore, aside from crackers or fruit that will be provided for morning and afternoon snacks, we will rely on you to send the food that your child will eat throughout the day.

Due to products that are manufactured in factories that have peanuts, milk, soy, eggs, etc. we will **not** be responsible for providing snacks. Children who have food allergies need to have additional snacks packed in their lunch boxes for their morning and afternoon snack time **by their parents**.

### **Jewelry Policy**

Our Center has always taken the approach that children should not wear any type of jewelry in class. Some jewelry is very expensive, and we cannot be responsible for jewelry being lost or stolen. We all know accidents happen. While playing children will grab onto anything possible and cause unnecessary injury.

The first concern we have is for the safety of your children. We cannot permit any infant or toddler to wear “Amber Teething Necklaces” or anything with beads either on the neck, wrist, or ankle. This includes chain necklaces or necklaces of any kind.

### **Toilet Training**

Toilet training is a very important time in your child’s life. It does not have to be a difficult process if one important guideline is followed: **DO NOT USE AGE** as a guide for the start of toilet training. Work with the staff in developing a schedule for toilet use. Please note that the same strict sanitary practices apply to toilet training as diapering.

If a child has an accident in their clothing the following procedure is followed:

1. We take the child out of the classroom setting without making a scene or commenting concerning the situation.  
We instruct the child to inform us when he/she needs to use the bathroom, but we **do this away from the other children**.
2. We check the child’s storage box for a change of clothing. If no clothing is provided, we call and notify the parents that the child had an accident and that they need to bring a change of clothes.
3. We take the child and clothing to the bathroom. We assist the child if needed, keeping the door open at least 5 inches. If a child can clean themselves, we make sure they do it thoroughly.
4. We place soiled clothing in a plastic bag, mark the child’s name on it and place it with their belongings.
5. We then return to the classroom without comment.

### **Snow Days**

We will open with staff that are able to get to the Day Care and will remain open until such time as we are assured that no families will need service. However, in the case of extreme weather conditions that may warrant closing our center, please sign up for school closures/delayed openings at [www.nbc10.com](http://www.nbc10.com). There will be no credit given towards tuition due to closing our center.

### **Holidays the Center is Closed**

Thanksgiving Day and the day after	Memorial Day
Christmas *	July 4th
New Year’s	Labor Day
Good Friday for Easter	
(1) In service Day (TBD)	

Please note that if a holiday falls on a Saturday the Day Care will be closed on a Friday. If a holiday falls on a Sunday, the Day Care will be closed on the following Monday. \*Please note, on Christmas Eve, we will close by 4:00pm

**Emergency Evacuation Relocation**

In the event of an emergency and the center must relocate, our relocation site is School Lane Charter at 3350 Tillman Dr, Bensalem, PA. All parents will receive a phone call for pick up procedure.

**Parent Handbook updated on 2/24/2022**