



## YOUR CHILD'S INFORMATION

<b>Center Name:</b>	
<b>Center Address:</b>	
<b>Center Phone Number:</b>	
<b>Center Fax Number:</b>	
<b>Center Director:</b>	
<b>Teacher Name:</b>	
<b>Teacher Assistant:</b>	
<b>Food Service Worker:</b>	
<b>Family Resource Specialist (FRS):</b>	
<b>FRS Office Phone Number:</b>	
<b>FRS Cell Phone Number:</b>	
<b>Parent &amp; Community Involvement Specialist:</b>	

Please contact our Central Office for additional information about our program or services or to reach our fiscal and support staff:

Seton Hill Child Services, Inc.  
 105 Hartman Road, Suite 204  
 Greensburg, PA 15601  
 724-836-0099  
 Fax: 724-836-1346  
[www.shchildservices.org](http://www.shchildservices.org)

**SETON HILL CHILD SERVICES, INC.**

**PARENT HANDBOOK  
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Dear Parents,

Since 1966, Seton Hill Child Services, Inc. has provided quality care and education to children and families throughout Westmoreland County. We are confident that you will benefit from your time spent with our agency, and we encourage you to become as involved as possible with your child’s growth and development.

This is your Parent Handbook for the entire time your child is enrolled with Seton Hill Child Services, Inc. Each time the Parent Handbook is revised, you will receive a description of all revisions. Please keep all revisions with your Parent Handbook so that you have current information at all times.

Do not hesitate to ask questions or bring up concerns to any staff member from the agency. Center staff and Central Office staff are committed to providing an enriching experience for your child and your family as a whole. All questions and concerns are taken very seriously, and we strive to best meet the needs of your family and the entire community.

I wish you much happiness and success, and I look forward to hearing about your positive experiences with Seton Hill Child Services, Inc.

Sincerely,

Elisa Brady M. Ed.  
Director of Operations

**I. MISSION STATEMENT**

Seton Hill Child Services, Inc. is in business to serve families ethically, and with the highest quality of care. We set the standard for quality childcare by demonstrating exemplary skills and commitment to children, families and our staff.

<b>Customers</b>	Needs and preferences of our families are always considered
<b>Integrity</b>	Quality services and ethical behavior on the part of every member of our organization
<b>Staff</b>	Are our greatest assets and are treated with dignity and respect
<b>Teamwork</b>	Transforms acts of creativity and innovation into services of value through collaboration of talented employees and parents

## **SETON HILL CHILD SERVICES PROGRAM GOALS:**

**#1 Seton Hill Child Services, Inc. will be recognized as the premier early education provider in the communities we serve by preparing children and families to successfully enter school and close the existing achievement gaps**

**#2 Seton Hill Child Services, Inc. will strengthen the communication processes to facilitate greater understanding of all our services, and improve every aspect of program education and implementation for any and all stakeholders**

Seton Hill Child Services, Inc. is a private, not-for-profit agency. Our centers are certified by the PA Department of Human Services Child Care Division and funded in part through state and federal grants. Therefore, we are obligated to comply with all regulations, standards and laws that pertain to early care and education. The policies, procedures and practices for delivery of services to our children that are described in this handbook and throughout our centers are based on these requirements as well as the most current recommendations for quality care for children.

### **A. NON-DISCRIMINATION POLICY**

Admissions, the provision of services and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age, sex, or Limited English Proficiency.

Program services shall be made accessible to children and families with special needs/disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, the provision of aids, equipment redesign, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

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

**Seton Hill Child Services, Inc.**  
105 Hartman Road, Suite 204  
Greensburg, PA 15601

**PA Human Relation Commission**  
Pittsburgh Regional Office  
301 Fifth Avenue  
Suite 390, Piatt Place  
Pittsburgh, PA 15222

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

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

**Commonwealth of Pennsylvania**  
**Department of Human Services**  
**Bureau of Equal Opportunity**  
**Western Regional Office**  
301 Fifth Avenue  
Suite 410, Piatt Place  
Pittsburgh, PA 15222-1210

### **B. INCLUSION / SPECIAL NEEDS**

In accordance with The Americans with Disabilities Act and the Federal Head Start Performance Standards, program services are made accessible to children and families with special needs/disabilities through the most practical and economically feasible methods available.  
SHCS Education staff:

- Works with other agencies and programs to provide training for staff and parents and obtain needed equipment to maintain the least restrictive environment for each child.
- Works with our center staff to assist in coordinating needed services to children and families and providing referral information for outside agencies.
- ***If your child has an IEP or IFSP, please provide us with a copy upon enrollment.***

### **C. AFFIRMATIVE ACTION**

The Director of Operations is the Affirmative Action Coordinator for SHCS and is responsible for monitoring agency affirmative action policies and practices. All questions in this regard are to be referred to the Director of Operations.

### **D. MANDATED REPORTERS**

All SHCS employees are **required by law** to document and report all suspected cases of child abuse and/or neglect to the proper authorities.

### **E. CONFIDENTIALITY POLICY**

Within SHCS, confidential and sensitive information is only shared with employees of SHCS who have a "need to know" in order to most appropriately and safely care for your child.

Confidential and sensitive information about staff, other parents and/or children will not be shared with parents, as SHCS strives to protect everyone's right to 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 SHCS
- Confidential and sensitive information about a child will only be shared with outside agencies when the parent has given expressed written consent, except where otherwise provided for by law or Court Order.
- The agency's Confidentiality Policy protects every child's privacy, as employees are strictly prohibited from discussing anything about another child with you.
- Any information that is learned about a child, family, staff or potential staff member through participation in any classroom, program, function, committee, Policy Council or Board meeting is confidential information. This information will not be shared with other staff, parents, agencies, family or friends. If there is a need to discuss an incident or question an action, discussion with a supervisor/director will help determine whether further action is needed.

### **F. ADULT CODE OF CONDUCT**

It is an expectation that all adults, including staff, parents/guardians, and other designated drop-off/pick-up persons in SHCS settings conduct themselves in the following manner:

- With courtesy, respect, and patience
- By dressing appropriately at all times (e.g. no pajamas at drop off)
- By treating people the way you would want to be treated
- By modeling how we want our children to treat others
- By acknowledging and celebrating the cultures and practices of other people and families
- Please refrain from being on your cell phone during drop off and pick up times

*Under no circumstances will the following behaviors be tolerated by any adult while in any SHCS settings and/or events:*

- Physical or verbal punishment of children
- Threats to children, staff, or other parents/guardians
- Swearing or cursing
- Smoking or vaping in or near centers or at agency events near/around children
- Quarrelling, fighting, raising of voices with staff, other parents/guardians or children
- Violation of any of the center safety practices and policies
- Exhibiting any signs of visible intoxication in or around your child's center at any time.
- Bringing drugs, alcohol, or weapons to center or other settings and/or events
- Violation of the Confidentiality Policy or any program policy

***If any of the above behaviors or violations of the adult code of conduct occur, the adult will be asked, privately when possible, by an appropriate staff member to stop the inappropriate behavior. If the adult continues to engage in inappropriate behavior and/or endanger children or other adults in any way, staff will immediately call the police. Discontinuation of services may be considered.***

## **Social Media Policy:**

This social media policy applies to parents/guardians, staff members, community members and volunteers at Seton Hill Child Services Inc.

This policy includes, but is not limited to, social networking sites including, Facebook, Instagram, Snap Chat, Twitter etc.)

As part of our duty to safeguard children it is essential to maintain the privacy and security of all our families. We therefore require that:

- No photographs be taken within the centers or at special events and outings with the children, are to be posted for public viewing, except those of your own child. Parents are advised that they do not have a right to photograph anyone else's child or to upload photos of anyone else's children. (This **excludes** those photographs taken by staff for the children's educational files, for identification purposes in the classroom, or for use on the Seton Hill Child Services website and in other advertising material if parental permission is given).
- No public discussions are to be held or comments made on social media sites regarding children, staff, or agency business that could be construed to have any impact on the agency's reputation or that would offend any member of staff, parent/guardian, volunteer or community member.
- Staff are advised to manage their personal security settings to ensure that their information is only available to people they choose to share information with
- Staff should not accept parents/guardians as friends due to it being a breach of expected professional conduct unless they already know them in a personal capacity before their child starts at Seton Hill Child Services. Staff should avoid personal communication, including on social networking sites, with the parents/guardians with whom they act in a professional capacity.
- In the event that staff names the agency in any social media capacity they do so in a way that is not detrimental to the agency or its service users.
- Staff observe confidentiality and refrain from discussing any issues relating to work on social networking sites
- Staff should not share information they would not want children, parents, or colleagues to view.
- Staff should report any concerns or breaches to the supervisor or management.

Any staff member or volunteer found to be posting remarks or comments that breach confidentiality, disrespect Seton Hill Child Services, or that are deemed to be of a detrimental nature to the agency may face disciplinary action.

Any comment or picture posted that is not approved or deemed to be inappropriate is to be reported to the supervisor and management team and action will be taken will be at their discretion.

### **General guidelines for using social media:**

- Personal security settings should be managed to ensure that information is only available to people you choose to share information with.
- Remember that no information sent over the web is totally secure and as such if you do not wish the information to be made public refrain from sending it through social media.
- Maintain professionalism, honesty and respect.
- Apply a "good judgment" test for every social media post you make.
- Avoid from "friending" or "following" parents/guardians unless the relationship existed before their children were enrolled.

## **II. PROGRAM GOVERNANCE**

### **A. BOARD OF DIRECTORS**

SHCS is governed by a Board of Directors, comprised of professionals and concerned citizens from Westmoreland County, which meets regularly to review the program and make policy and fiscal decisions. The administrative, operations, and fiscal staffs are responsible for implementing Board policy.

These staff members ensure compliance with all federal, state, and local standards as they apply to early childhood education and services. They are responsible for budget preparation and control; and coordination and supervision of the day-to-day programs and services.

### **B. PARENT POLICY COUNCIL**

The Parent Policy Council, comprised of parents of currently enrolled children and representatives from the community, aids the Board of Directors and the Director of Operations in Early Head Start and Head Start matters. The Policy Council is the formal structure in which parents participate in policy making and program operations that affect the entire agency. Policy Council Representatives are elected in centers, generally at the September Parent Meeting. Each center has the responsibility to identify candidates for Policy Council and vote in their representatives annually. Those representatives are then invited to the September Parent Policy Council meeting and voting occurs for Parent Policy Council members in October or November. Parent Policy Council meets monthly September through June annually.

Policy Council members have the opportunity to share their knowledge and develop new skills as they provide guidance and participate in:

- Annual self-assessment
- Budget and grant applications
- Communicating with parents & encouraging participation in the program
- Community events for young children
- Curriculum and program planning
- Efforts to recruit eligible children
- Interviewing of new employees
- Local, state, & national meetings/conferences, if desired and if budgets permit

Prior experience is not a requirement of Policy Council members. The Parent and Community Involvement Specialist will assist Parent Policy Council members to develop new skills, and train members specifically to gain the insight and knowledge necessary to act as council members; follow guidelines and by laws and objectively represent their center on Policy Council.

### **C. CENTER PARENT COMMITTEES & FAMILY NIGHTS**

Parents have the opportunity to interact with other parents and staff and provide input into programs and services at their center's Family Nights, held throughout the year. Dinner or refreshments are provided by SHCS at every meeting. A survey is used to identify topics of interest to parents. Parent activities are designed around the topics identified. Parent groups are encouraged to alter the design of their Family Nights as immediate issues of interest arise.

- Your center committee is composed of parents whose children are currently enrolled in your child's center
- Family Nights are held monthly and each person has input in the decisions that are made through their power to vote
- New Chairperson and Vice-Chairperson are elected each year
- Elections are held so parents may nominate themselves or others for positions during initial Family Night
- Center Chairperson:
  - Meets with Center Director and/or the Parent & Community Involvement Specialist to plan Family Night activities
  - Shares/collects report of information from the Policy Council representative
  - Discusses old and new business
- Vice Chairperson



- Assists Chairperson
- Acts in Chairperson's place in his/her absence
- Records minutes of activities & submit them to the Parent & Community Involvement Specialist for typing & distribution to all parents of centers
- Posts minutes on the parent bulletin board in center

### **III. PROGRAM OPTIONS**

SHCS strives to provide comprehensive programs to meet children's emotional, social, health, nutritional, and developmental needs. Educational programs are designed to meet each child's individual needs while emphasizing parents as the primary educators of their children. Services also exist to support the family as a whole while the child is enrolled in a center.

Child development programs are offered in eight locations throughout Westmoreland County, including Irwin, Jeannette, Greensburg, Latrobe, New Kensington, RK Mellon Elementary in Ligonier, Laurel Valley Elementary in New Florence and Scottdale. Services are offered to children from birth through 10 or 12 years of age, depending on the center.

Kindergarten and school-age children may participate in before-school and after-school programs at our Irwin and Greensburg centers during the school year and full day programs during the summer. All children follow a daily routine with weekly lesson plans and individualized educational activities.

#### **A. INFANT and TODDLER PROGRAMS**

SHCS Infant/Toddler programs serve children from birth up to three years of age at select locations. Our teachers use *The Creative Curriculum for Infants, Toddlers & Twos* as a guide, using each child's strengths, interests and experiences to sustain a high quality program for the care and education of very young children. Children transition from one age group to another based on development and center capacities. Infant/Toddler staff maintain ratios according to DHS regulations and Head Start Performance Standards.

***Visitors, volunteers, and parents may not enter a classroom or pick up a child, other than their own, unless specifically directed to do so by staff and/or with proper identification and documentation.***

#### **1. INFANT/ TODDLER ROOMS**

- Staff cares for children aged birth to approximately three years.
- Daily routine is determined by the individual children and is established in partnership with the parents.
- Every effort is made to follow the routine established by the parent in the home.
- Activities include age-appropriate play, verbal communication, nursery rhymes, songs, and an outdoor experience, along with the usual diapering, feeding, rocking, and loving care of the infants.
- Staff provides more planned activities designed to meet the challenging needs of a growing toddler and foster cognitive, physical, and social skills.
- Toddlers may enjoy dolls and dishes, blocks and small trucks, puzzles and beads, music, and an art activity such as finger painting.
- Staff plan learning experiences for small groups of toddlers according to the children's developmental needs. Activities are guided through the PA *Infant-Toddler Early Learning Standards*.
- Through these experiences, children will have the opportunity to develop a positive self-concept, learn self-help skills, and feel secure and loved.

The following is an example of a typical toddler classroom routine. The order of activities may vary from center to center based on individual children's needs.

- Parent Sign-In and Daily Health Check
- Breakfast, depending on child's arrival time, served family-style

- Gross Motor - planned activity to develop gross motor skills (cruising, crawling, moving limbs and walking)
- Children's Purposeful Play – children choose to “play” in an area of the classroom that is equipped with materials/activities to promote specific skill development.
- Small Group - pre-planned activity for a small group of children, including art.
- Outdoor or Large Muscle Activity - required daily (weather permitting)
- Transition - stories, songs, finger plays
- Lunch - served family-style, brush teeth
- Quiet Time
- Snack
- Purposeful Play
- Story Time
- Departure: Parent Sign-Out and collect daily report and other mail

***\*In most locations, infants and toddlers are combined. In these instances, the classroom is arranged to ensure the safety of every child and each child follows the routine that is most appropriate for his/her development.***

***\*Toileting and diaper changing are handled regularly and as needed throughout the day.***

## **2. TOILET TRAINING:**

- Toilet training, like learning to talk and walk, is a task that a child cannot successfully undertake until s/he is physiologically ready.
- When the child is ready and the parent initiates the process, staff will reinforce proper toilet training techniques.
- Parents should meet with the teacher and establish a consistent method of toilet training.
- Successful toilet training requires the COMBINED EFFORTS of parent and staff.

## **B. EARLY CHILDHOOD AND PRESCHOOL EDUCATION**

SHCS early child care serves the 0-3 year old population; preschool programs serve 3, 4, and 5-year-old children, both focus on school readiness. Ratios of staff to children are maintained according to DHS Regulations, Pre-K Counts and Head Start Performance Standards. Throughout the year, teachers participate in professional development to keep abreast of new early childhood practices.

Preschool classrooms are operated with a philosophy that serves not only the child, but also the family of that child. Each participant in the program is welcomed and provisions are made for his/her particular needs through various screening processes.

The program recognizes the parent/guardian as the primary educator of the child and encourages parents to be an integral part of their child's preschool experience. Parents may help develop curriculum, volunteer to tell a story, attend a field trip, or work on projects with children and/or other parents in or outside the center. Along with their children, parents grow and develop new skills at their own pace.

**1. CURRICULUM:** SHCS utilizes *The Creative Curriculum for Preschool* as the basis for planning learning experiences for preschool children.

### ***Creative Curriculum for Preschool:***

- Based on evidence based practice of providing responsive and developmentally supported care for very young children:
- Building a trusting relationship with each child and providing individualized care
- Creating environments that support & encourage exploration
- Ensuring children's safety & health
- Developing family partnerships & appreciating cultural family and individual differences
- Observing and documenting development to plan for each child & the group
- Recognizing social/emotional development
- Taking every opportunity to build a solid foundation for lifelong learning

- Supporting dual language learners
  - Including all children and recognizing and supporting individual differences and challenges

**2. PRESCHOOL DAILY ROUTINE:** The daily routine, though pre-planned, is always flexible to accommodate the needs and interests of the children in each group. Our priority is to care for each child's individual needs and then to care for the needs of the group. Daily routines may vary slightly from center to center or classroom to classroom depending on a particular group's need.

It is essential that preschool children arrive by their set agreement times in order to receive the maximum benefit of the planned experiences of the day and to become comfortable with a daily routine in preparation for kindergarten. Late arrivals disrupt the other children. ***Children arriving after 9:15am (8:15 am for Pre K Counts) will be asked to wait in a designated area with the parent until 9:45am (8:45am for Pre K Counts).*** A light snack will be available for parents to serve their children while waiting.

The weekly schedule of planned activities is posted in each classroom on large yellow paper. Parents may check to see what is planned so that they can reinforce the skills and topics at home. The lesson plan may include something that the parent wants to participate in or expand an activity through an experience the parent provides.

**TYPICAL PRESCHOOL DAILY ROUTINE:**

**Arrival:** Health Checks, Handwashing, Learning Areas

**Breakfast:** Family style meals with children serving themselves and beginning to become independent on knowing their needs

**Large Group:** Prepare for the day, Review rules, routines, attendance, job charts, etc

**Interest Areas:** Self-selected for at least 1 hour includes blocks, dramatic play, discovery, toys/games, art, library, and music/movement

**Small Group:** Smaller number of children work together to achieve a similar goal

**Gross Motor:** either outdoors or indoors, weather permitting

**Lunch:** Handwashing prior, family style

**Rest Time:** depends on children's needs and each center (if no rest time, interest areas will occur)

**Snack:** family style

**Interest Areas/Gross Motor up to Departure of children**

**C. KINDERGARTEN AND SCHOOL-AGE PROGRAMS (Offered at select locations)**

Children who attend school may receive care through their 12<sup>th</sup> birthday. During the school year, typically September thru May:

- Care is provided before and after school hours
- School age children follow a routine based on the number of hours and time of day that they are in the center, age of the child, and the number of school age children in attendance. All activities are age appropriate.

- Kindergarten children may be included in a preschool classroom or participate with school age children, depending on the number of hours and time of day that they are in center and maturity of the child.
- Activities for kindergarten and school age children support the school curriculum to the extent possible.
- Meals and snacks are provided for all children present during the established preschool meal times.
- Kindergarten children may be included in a preschool classroom or participate with school age children, depending on the number of hours and time of day that they are in center and maturity of the child.
- School age children follow a camp-like routine with weekly themes and field trips and activities to complement each theme.

#### **IV. FUNDING, FEES & SCHEDULING OPTIONS**

##### **A. FUNDING**

SHCS program options enable us to offer services through a variety of funding sources, including scholarships and tuition assistance. Families may be eligible for one or more funding option and options may be combined in some circumstances. Our Family Resource Specialists work with each family to determine the most cost-effective funding option or combination of options to meet individual family needs. Funding options may change as family circumstances change. Contact your Family Resource Specialist for more information.

***Registration fees may apply depending on funding***

<b>. Option</b>	<b>Ages</b>	<b>Description</b>
Private Tuition	Birth – 12 years	Full or part time; number of hours & days selected by the family
Early Head Start	Birth – 36 months	Federal or State grant-funded; 4 hours per day; 5 days per week; year round
Head Start	3-5 years	Federal grant funded; 6.5-8 hours per day; 5 days per week; year round
PA Pre-K Counts	3-5 years	State grant-funded; 6 hours per day; 5 days per week; September- May
CCIS	Birth-12 years	Full or part time; number of hours & days determined by need & eligibility
Early Head Start-CCP	Birth - 3	Federal grant funded- up to 10 hours per day; 5 days per week; year round
HSSAP	3-5 years	State grant-funded; 6.5 hours per day; 5 days per week; year round
**Blended Funding – any combination of funding options listed above		

##### **B. SCHEDULING OPTIONS**

- Full Time
  - 5 or more hours per day
  - 4-5 days per week
  - Fixed schedule
  - Any number of weeks
- Part Time
  - Less than 5 hours per day any number of days; **or**
  - Less than 4 days per week
  - Fixed schedule
  - Any number of weeks
- Varied
  - Minimum of three full days or part days/week required

- Limited to families with work schedules that change days and/or hours frequently
- May be full or part time
- Parents must provide a written weekly schedule to the Center Director the Friday by noon before service (earlier if possible).
- During the week of service, any days added or switched will be charged to the parent as an additional day and is only possible if there is space available and approved by the Family Resource Specialist and Center Director
- Failure to submit the schedule will default to the previous week's schedule.
- Early/Late fees will be charged if a child attends during hours outside of the weekly schedule submitted to the Center Director the Friday before service.
- Quick Care
  - Available to all families
  - Any number of hours per day
  - Paid on an hourly basis
  - Limited to space availability
  - Space availability determined the morning of the request
  - Requires all of the same health and immunization documentation and contact information as any other enrollment option.

**C. SUPPLEMENTAL HOURS (See your FRS for more details)**

Parents may extend their children's service hours and/or add days beyond the designated Head Start, Early Head Start, PA Pre-K Counts or CCIS funded hours. Additional hours and/or days must be paid through private fees, CCIS, or other sources of tuition assistance.

**D. EARLY AND LATE FEES**

We ask that you please adhere to your designated agreement times. Your Center Director plans staffing based on the number of children scheduled to be in center each day according to each child's agreement. If your child comes early, you may be asked to wait with your child until the required numbers of staff are on duty. Late arrivals cause your child to miss portions of the planned activities of the day and disrupt the group.

- Early/late fees will be charged to the parents if a child is brought to or remains at the center outside of their designated agreement times.
- Fees are charged in fifteen minute intervals for each child (ex:1-15 min late is \$10)
- Fees are specified in the tuition/attendance agreement and will be charged to your account.
- Please contact the center prior to 9 AM if your child will not be attending or will be late arriving on that day.
- We may be unable to accept your child due to staff-child ratio requirements if you arrive late without notice.
- Late fees will be incurred if you notify the center less than one hour before your designated agreement time that you will be picking up late. If during the day you need to add additional hours and you notify the center more than one hour before your designated agreement pick up time and the center has staffing to accommodate the extended hours then you will be asked to sign a quick care agreement at pickup time and will be charged the quick care rate for the additional hours of care.

**E. PAYMENT OF FEES**

- Payments are due by the Monday of the week of service
- Payments can be made at Central Office in person, by mail, or by credit card.
- There are payment boxes located in the centers for payments. We ask that you do not put cash in the lock boxes.
- VISA, MasterCard and Discover are accepted by phone or in person
- Services cannot be added if families have outstanding fees
- Center staff are not permitted to accept regular weekly payments
- Center staff may accept Quick Care and Early or Late Fees
- Discount for payment of one month in advance
- Statements are generally mailed by the 10<sup>th</sup> of each month

CCIS funded families will be charged the private rate for each absence after the 25 absences allowed by CCIS. You **will be charged** for the following holidays if they are celebrated on your child's regularly scheduled day of care.

New Year's Day	Labor Day
Spring Holiday (Good Friday)	Thanksgiving
Memorial Day	Christmas
Independence Day	

**F. Payment Exclusions** You will **not** be charged for scheduled Professional Development Days, the day after Thanksgiving and Christmas Eve.

**G. VACATION/SICK DAYS**

- Clients who are enrolled for five, four, and three full days per week will earn days to be used for vacation or illness. You will receive credit for those days only if you attach a note to your payment preceding or immediately following the child's absence. Accrued days may be used individually or all in one week, and they must be used in whole day increments. Vacation/sick days are accrued between January 1<sup>st</sup> and December 31<sup>st</sup>. Vacation/sick days may not be carried over. Any accrued days not used by January 1<sup>st</sup> will be lost. Vacation/Sick days may be used towards the above 7 charged holidays. Earned vacation/sick days are as follows:
  - Enrolled 5 full days per week – 1.5 days per month
  - Enrolled 4 full days per week – 1.5 days every two months
  - Enrolled 3 full days per week – 1.5 days every three months
  - Enrolled 3-5 varied FULL days per week- 1.5 days every three months

**H. WITHDRAWAL**

- Clients must give notification in person, by phone, or written notice of intent to withdraw directly to the Family Resource Specialist AT LEAST TWO WEEKS prior to the withdrawal date. Clients will be billed for a minimum of two weeks from the date the Family Resource Specialist was properly notified of the intended withdrawal date. This includes those that pay for supplemental care.

**V. CLASSROOM GUIDELINES**

Staff supports the social and emotional growth of each child through positive and creative inter-personal relationships using the following classroom management guidelines:

- States suggestion or directions in a positive form
- Gives the child a choice (when you intend to leave the situation up to the child)
- Uses words and tone of voice that help the child feel confident and reassured
- Never shames a child or labels his/her behavior naughty or selfish
- Never compares children to motivate competition
- Redirects children
- Avoids making models (any art form) for the children to copy
- Minimizes helping the child in order for the child to grow independently
- Reinforces suggestions
- Foresees and prevents problems
- Speaks to children at their level (bends down to talk with children)
- Defines limits and maintains them consistently
- Strategically positions self for most effective supervising (zoning)
- Acknowledges, respects and incorporates cultural differences

## A. BEHAVIORAL CONTRACT

### **SETON HILL CHILD SERVICES, INC. BEHAVIORAL CONTRACT**

#### **Behavioral Concerns in the Center**

It is our goal to ensure that all children are safe in our centers. Our staff is trained in using positive guidance techniques to encourage acceptable behavior in the classrooms. Children are just learning to develop social and emotional skills to help them manage their own behaviors. Our job is to encourage and to teach new social skills to young children. Each child develops social skills at different rates and occasionally we have children that struggle with keeping behaviors under control. In some cases, children may demonstrate some unsafe behaviors that put themselves, other children or staff at risk of injury. When a child exhibits persistent and serious challenging behaviors, Seton Hill Child Services will explore all possible steps and document all steps taken to address such problems in order to facilitate the child's safe participation in the program. Such steps may include:

- Scheduling a meeting with the family and other support staff who are working with the child when there is an extreme behavior report written
- Requesting an observation from an appropriate specialist (inclusion specialist, mental health consultant, coach, contracted facilitator)
- Providing staff with additional training, strategies, resources, and supports to utilize in the classroom
- Developing an appropriate behavior plan that documents the actions and supports needed
- Providing families with resources and information on outside services
- Communicating weekly with the family, center staff, and other support personnel
- Engaging in mental health consultation services
- Pursuing wrap around (TSS) services to work one on one with the child

We will make every attempt to work with a child and family to improve the behaviors however; there may be instances when we may talk with the parent about the following options may be utilized:

- We may ask the parent to come to the center within an hour's time of a phone call to help support their child for the remainder of the day if the behaviors are a serious safety threat that cannot be reduced or eliminated by reasonable modifications. The parent may also choose to provide time outside of the classroom with their child within an hour's time of a phone call if the behaviors are a serious safety threat that cannot be reduced or eliminated by reasonable modifications.
- We may talk with a parent about adjusting the hours of the child's day to help meet the child's developmental and social emotional needs or until support services are pursued and in place.
- If a temporary removal from the classroom must be used as a last resort in extraordinary circumstances where there is a serious safety threat, the teacher will be required to conduct a weekly home visit to ensure the child continues to receive instruction.

We do realize that all children have days when they are having some challenges in keeping themselves within the confines of the classroom rules and limits. Whenever children are refusing to go from the outside in or they fall on the ground and do not want to leave the bathroom, we may have to assist them or gently guide them physically in order to move onto the next part of the daily routine. In addition, if a child is being unsafe we may have to also move them physically out of the classroom or away from other children to keep them safe. Parents are being asked to sign this letter for staff to physically but gently guide them or carry them when needed.

## **B. BEHAVIOR MANAGEMENT**

- SHCS does not permit the use of corporal punishment of any kind in the childcare setting, including threats or any behavior that may intimidate, humiliate, or single out a child.
- Children that demonstrate challenging behavior(s) of any type are referred for a Behavioral Change Plan (BCP), which focuses on teaching children new, appropriate behaviors to replace behaviors that are not appropriate in the childcare setting.
- The BCPs are non-intrusive, non-punitive, and non-intimidating and are individualized to highlight each child's interests and gifts.
- Parents are encouraged to participate in the development and implementation of plans.
- *Behavioral Change Plan Design and Implementation* is a mandatory training for all staff.
- Plans and training are supported by professionals within the agency or contracted by the agency.
- Classrooms are observed in an effort to monitor existing behaviors and target new and challenging behaviors immediately.
- Parents are also invited to attend *Behavioral Change Plan Design and Implementation* training sessions to help address challenging behaviors at home. Interested parents should contact your Family Resource Specialist.

## **VI. PARENT and PROGRAM COMMUNICATION**

Parents are anxious to know what and how their child is doing throughout each day. Feel free to visit your child at the center anytime; advance notice is not needed. You are always encouraged to call or talk to the Center Director or your child's Teacher anytime you have questions about your child or the program. If you need more than a few minutes, please schedule a conference so that the Teacher and/or Center Director can be available without disrupting the children's daily routine.

- The Teacher will provide a written or electronic Daily Report which highlights your child's activities of the day every day that your child is in attendance
- Scheduled conferences with your child's Teacher are encouraged at your convenience
- Parent-Teacher Conferences are scheduled in the fall and spring to review your child's progress and teachers' observations.
- You are invited to contribute to a monthly newsletter/calendar for families that contains information about center activities, committee meetings and community events. Parents may submit information for the calendar by contacting the Parent and Community Involvement Specialist.
- You are invited to contribute menu items and to conduct a nutrition lesson in the classroom.
- You are invited to serve on committees such as Education & Kindergarten Readiness; Interview; Recruitment; and Finance
- Monthly Family Nights are held at every center and parents are encouraged to attend these meetings. A light meal or refreshments are served for parents, children and other family members.
- Parents/Guardians should not request personal contact information from any staff member.

### **A. DAILY INTERACTION BETWEEN PARENTS AND CENTER STAFF:**

- Gives staff some clues about life at home so that they can carry on meaningful conversations with the child; likewise for parents in talking about the child's center experience.
- A child makes long-term gains when parents, teachers, and staff partner and communicate to reinforce center experiences in the child's home environment.
- Ensures that transition between home and the center minimizes stress to the child and parents.
- Parents gain deeper insight into their own child's development and a deeper appreciation of the program.

### **B. CONCERNS AND COMPLAINTS**

SHCS staff will attempt to resolve any complaint or concern as quickly and efficiently as possible. We recommend that you address your concerns to the most immediate person. Your child's Teacher, the Center Director, and your Family Resource Specialist will assist you in any way that they can. If you still have concerns, please contact any of the management staff at Central Office. Phone numbers are listed in the front of this handbook for your convenience.



## **VII. NUTRITION SERVICES**

SHCS participates in the Child and Adult Care Food Program (CACFP). CACFP funding comes from U.S. Department of Agriculture and is administered in Pennsylvania by the Department of Education. This enables SHCS to be reimbursed for partial meal costs for families who meet eligibility requirements. \*All children are served the same meals and are served at no separate charge.

### **USDA Nondiscrimination Statement (Continued)**

**For all other FNS nutrition assistance programs, State or local agencies, and their sub recipients, must post the following Nondiscrimination Statement:**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

### **A. FOOD POLICIES**

SHCS will provide all meals and snacks for your child(ren). Parents/guardians are not permitted to bring any food into the center unless it is an approved Non-Federal Share donation. Homemade food donations are not accepted and food items must be pre-packaged. A donation list will be posted monthly at the centers. These nonperishable food items are the **only foods** that can be donated.

### **Effective September 2<sup>nd</sup>, 2014**

SHCS will no longer be accepting food donations for celebrations (holidays, birthdays, end of the year parties, etc). Our agency is working towards achieving healthy standards and this is a change that is being made in order to benefit the whole agency.

\*If you or your family would like to provide a donation for celebrations, ask your center director, teacher or nutritionist for suggestions and ideas.

### **Monthly Birthday Treat**

Monthly menus will contain a special birthday treat once per month to celebrate birthdays! SHCS no longer accepts cupcakes, cookies, candies, etc. donations for birthday celebrations. This policy will allow all children to be celebrated together, while encouraging healthy habits. If your child has a summer birthday, they will be celebrated early!

## **Children's Birthdays - Donations and Supplementation for Non-Federal Share**

For your child's birthday we encourage parents/guardians/grandparents to come in to the center to volunteer their time by planning an activity, game or lesson that can be completed with the classroom. This will help us meet our Non-Federal Share requirement, and allow you and your family members to interact with your child and the other children in the room. Children feel special and experience a sense of pride when their family members or friends visit and interact with the teaching staff and peers. We think birthdays are a special day for your child and also encourage you to donate a book or new toy for the classroom in honor of your child's birthday. The donation of a book or new toy for the center supports the concept of sharing and community that is at the foundation of the Seton Hill Child Services mission.

### **B. INFANT NUTRITION**

#### **1. FORMULA**

- SHCS offers a choice of formulas as determined in accordance with CACFP requirements
- A parent may elect to decline the offered formula and supply the preferred infant formula.
- If a parent chooses to provide formula, it must arrive in center in original unopened containers.
- If the infant formula supplied by the parent is not iron-fortified, we must have a medical statement on file to document that it is the formula recommended by the infant's doctor.
- Breast milk may be provided by the parent and given to the child by center staff. It must be brought to the center in clean bottles with lids, labeled with the child's name and date received, and identified as breast milk.
- Mothers may also breast feed their infants in the center in a location that affords some degree of privacy. (See your center director for the location in your center.)

#### **2. BOTTLES**

- If required, parents must provide three or more bottles each day. Bottles must be empty, sterile, plastic with a lid, and labeled with the child's name.
- Each morning, bottles will be filled in the kitchen or in the classroom by the teacher, stored in the refrigerator in the infant room, and offered to the child on demand according to their feeding schedule.

#### **3. INFANT FOODS**

- All foods must be introduced to the child at home before they are offered in center.
- All food provided in center will be according to the parents' wishes and in keeping with CACFP requirements Parents will complete the *Baby Foods or Table Foods* sheet once they have introduced new foods at home. This will allow the center to now provide those foods for your child.
- Food from the menu is pureed or cut into very small pieces for infants from six to twelve months of age.
- The center will supply jars of fruit and vegetable baby foods
- Infant cereals will be supplied by the center, mixed with formula or breast milk, and served to infants 4 to 12 months of age after previously introduced at home.

#### **4. INFANT MENUS**

- Birth – 6 months: Three 4-6 oz. bottles of infant formula or breast milk
- 6-8 months: Three 4-8 oz. bottles of infant formula or breast milk, & up to 3 T. infant rice cereal & fruit/vegetable combination for lunch
- 8 – 12 months: See chart below

<b>Breakfast</b>	<b>Lunch</b>	<b>Snack</b>
<ul style="list-style-type: none"> <li>➤ Formula or breast milk</li> <li>➤ Infant cereal</li> <li>➤ Fruit or cooked vegetables</li> </ul>	<ul style="list-style-type: none"> <li>➤ Formula or breast milk</li> <li>➤ Infant cereal</li> <li>➤ Ground cooked meat, egg, or cheese</li> <li>➤ Fruit or vegetables</li> </ul>	<ul style="list-style-type: none"> <li>➤ Formula or breast milk</li> <li>➤ Bread/cracker/grains</li> </ul>

**\*Infants are fed on demand and follow the parents feeding schedule**

**C. TODDLER, PRESCHOOL AND SCHOOL AGE NUTRITION**

**1. MEALS**

- All meals meet requirements of the CACFP and Head Start Performance Standards.
- The combination of meals meets at least 2/3 of the daily requirements of each child.
- Foods are prepared and served in a variety of ways to introduce children to new and different kinds of foods.
- Children are encouraged to set the table, serve themselves, and clean up after meals.
- All meals are served family-style. Foods are served in child-size serving bowls, which the children pass to one another after serving themselves a portion of each food.
- The Teachers and children share a meal together, eating the same foods, and engaging in pleasant mealtime conversation.
- During nutrition lessons, children help with simple preparation of foods in the classroom.

**2. MENUS**

- Monthly menus are sent home with the child to inform parents of meals being served and aid parents in planning and shopping for home menus.
- Monthly menus are posted in the center.
- Menus are subject to change due to availability of items or other extenuating circumstances
- Daily menus are written on a dry erase board in a common area to remind parents about meals served that day and to inform them of any changes.
- Whole grains and fresh fruits and vegetables are used whenever possible
- The daily menu includes the following:

<b>Breakfast</b>	<b>Snacks</b>	<b>Lunch</b>
All components are served: <ul style="list-style-type: none"> <li>➤ Bread/Grain</li> <li>➤ Eggs (at least once a week)</li> <li>➤ Fruit</li> <li>➤ Milk</li> </ul>	Two components are served: <ul style="list-style-type: none"> <li>➤ Bread/grain</li> <li>➤ Fruit or vegetable</li> <li>➤ Meat or meat alternative</li> <li>➤ Milk</li> </ul>	All components are served: <ul style="list-style-type: none"> <li>➤ Fruit and vegetable</li> <li>➤ Bread/grain</li> <li>➤ Meat or meat alternative</li> <li>➤ Milk</li> </ul>

\*Whole milk is served to children 1-2 years of age.

\*Nonfat milk is served to children from ages 2 and up.

**3. SPECIAL DIETS**

If your child has a special dietary need, a written statement from a licensed physician must be submitted to the Center Director, who will then work with the parents, Nutritionist, Nurse and center Food Service Worker to accommodate special dietary needs. A special menu will be put in place as needed.

**VIII. DEVELOPMENTAL SCREENINGS**

Screenings in early childhood programs are used to help detect conditions that could inhibit a child's ability to grow and develop optimally (speech delay, visual impairment, etc.). Our support staff are qualified in the areas of education, health, nutrition and inclusion/mental health and are available to discuss any concerns parents may have.

With parental consent, all children birth through preschool-age will receive free developmental screenings at certain points throughout the year while enrolled with SHCS. Screenings may be conducted by the

child's teacher, agency support staff, or in conjunction with a collaborating agency. These screenings include:

- |                     |  |
|---------------------|--|
| ✓ Height and Weight | ✓ Speech                                     |
| ✓ Hearing           | ✓ Behavioral/ Social & Emotional Development |
| ✓ Nutrition         | ✓ Cognitive Development                      |
| ✓ Vision            |  |

## **IX. HEALTH AND SAFETY**

SHCS maintains a safe and healthy environment for all children in accordance with local, state and federal rules and guidelines. Please note the following health and safety items to ensure the health of your child and other children enrolled with SHCS.

### **A. HEALTH ASSESSMENTS AND DENTAL EXAMS**

- A Child Health Record must be completed by the parent or legal guardian at intake to identify any health or developmental concerns.
- A Well Child Health Assessment must be completed by a licensed physician or CRNP and turned in within 60 days of enrollment. Every line of the Health Assessment must be completed. "N/A" for "Not Applicable" is an acceptable response. The Health Assessment must be submitted according to the American Academy of Pediatric recommendations for specific age groups:
  - Infants up to 6 months – due every 2 months
  - Infants from 6 to 18 months – due every 3 months
  - Toddlers from 18 to 30 months – due every 6 months
  - Children from 3 to 6 years old – due every year
  - Children from 6 years and up – due every 2 years
- Age appropriate immunizations are required in accordance with the Center for Disease Control (CDC) immunization schedule.
- Head Start preschoolers must have a dental exam, completed by a dentist, within 90 days of enrollment. Dental exams are recommended for all children. The American Academy of Pediatric Dentistry (AAPD) encourages parents and providers to help every child establish a dental home by 12 months of age.
- The Emergency Contact/Parental Consent Form must be signed by the parent or legal guardian giving permission to take a child for emergency medical treatment or provide minor first aid treatments if necessary.

### **B. MEDICATION**

- A written order from a licensed physician and a signed permission form from the parent are required before staff may give any medication, prescription or non-prescription, lotion or cream (including sunscreen, diaper cream, lip balm, etc.), variation in diet, or any other special procedure or treatment.
- Medication must be in its original container and can only be given to the child whose name is on the label and in the manner prescribed. Medication logs must be completed by parents and staff each time medication is given.

### **C. DAILY HEALTH CHECKS**

- Parents and center staff complete a brief health check for each child upon arrival in the center.
- A center staff member looks for the following: rashes, bruises, or other marks appearing on the child's body; indicators of communicable diseases; early symptoms of upper respiratory illness; and other symptoms which may indicate that a child is ill or has been injured.
- This is a time for parents to discuss any recent changes or concerns with staff.
- Parents (or any other adult) who bring the child to the center **MUST** stay for the few seconds it takes to complete this brief assessment and ensure the child is able to participate in the program.
- Findings are documented by staff on the Health Check Log, and a parent must initial the log before leaving the center.
- *Center staff may refuse admittance of a child due to illness or concerns expressed during the daily health check.*

### **D. COMMON INFECTIOUS DISEASES AND ACCIDENTS**

Children who have symptoms of illness will be temporarily excluded or sent home as soon as possible if one or more of the following exists:

- The illness prevents the child from participating comfortably in activities as determined by the childcare staff
- The illness results in a greater need for care than staff can provide without compromising the health and safety of the other children as determined by the childcare staff
- The illness poses a risk of spread of disease to others

Temporary exclusion is recommended for other manifestations of illness as referenced in Caring for our Children: National Health and Safety Performance Standards, **3.6.1.1: inclusion/exclusion/dismissal of children, which can be found at <http://cfoc.nrckids.org>.**

The local health authority recommendations will be followed in the event consult is necessary, for reportable disease outbreaks .

#### **E. PHYSICIAN'S EXCUSES/ORDERS**

- SHCS reserves the right to request evaluation and documentation of advice from a primary care provider for any manifestations of severe or infectious illness or injury upon exclusion and /or return to center.
- Instructions from a physician may be required for children with restrictions, limitations of activities, or other special needs.

#### **F. FEVERS**

- Generally, children with a fever accompanied by behavior change, rash, or other symptom of illness will be asked to return to daycare when well.
- ***Fever is generally defined as a temperature greater than 100 degrees axillary (armpit) or 101 degrees orally or temporal artery. If a child reaches or exceeds these limits, the parent will be notified.***

#### **G. VOMITING AND DIARRHEA**

- Vomiting and diarrhea are often contagious and make it difficult to maintain a clean and hygienic environment. Exclusion will be determined individually, taking into consideration possible relation to dietary changes or other diagnosed medical conditions. Generally, a child who has vomited more than 2 times in 24 hours, or a child with diarrhea that is not contained in the toilet (if toilet trained) or in the diaper (for diapered children) will be excluded, and section " D " as noted in Health and Safety is referenced.

#### **H. COMMUNICATION**

- Quality care is promoted through open communication between parent and provider. Please notify your child's teacher/center staff of any illnesses, accidents or medical conditions that may occur for staff to be sensitive to any effects on your child.
- Health Files are kept up to date through parent communication and documentation provided from health care practitioners, and all documents provided remain part of the child's file. Parents may have supervised access to this file.
- If you have special health concerns we will be happy to work with you to arrange a convenient time to discuss these by phone or in person.

#### **I. INCIDENT REPORTS**

- A report is completed in case of an accident or an incident involving behavior that is threatening toward others, unusual for that child, or developmentally inappropriate.
- Staff who witnessed or became aware of the incident completes the report including all pertinent information about the child.
- Parent or guardian must sign the form and receive a copy
- No other child's name may appear on a child's report

#### **J. CHILD ACCIDENT INSURANCE**

SHCS carries medical excess insurance to handle medical expenses which are due to an accident while in our care and which are not covered by the family's insurance. Please contact our Central Office as soon as the need for this insurance is known.

## **X. TRANSITIONS**

As children develop from birth throughout childhood they move, or *transition*, from one learning environment or setting to a new one. The transition might be from one age group to another within the same building. Or, it could be moving from SHCS to kindergarten. Often, these transitions involve a process of change that requires a period of adjustment for the child and family. To help families adapt to change, staff needs to provide as much continuity of education, care, and services as possible. This is accomplished when staff from the old setting and new setting works together. Therefore, future experiences of children build upon previous experiences and supports to families remain available.

When your child is ready to transition from one room to another, the Teacher will invite you to a meeting to plan your child's transition activities. This will include visits to the new classroom, review of goal sheets, and discussion of developmental screenings. For those children moving to kindergarten, the local Kindergarten teachers are invited to a parent meeting at the center to answer questions about the transition. SHCS arranges visits to kindergarten classrooms for the children and their parents whenever possible. In addition, the child's parents and Teacher will determine how the child's records will be transferred to the kindergarten program.

- For children, a good transition process:
  - Promotes continuity and cooperation with earlier educational experiences
  - Increases the child's motivation and openness to new experiences
  - Increases the child's self-confidence
  - Promotes a greater sense of trust between the child and the teacher
- For parents, a good transition process:
  - Increases confidence in their child's ability to achieve in the new setting
  - Improves self-confidence in their own ability to communicate with educational staff and to effectively influence the educational system
  - Promotes a sense of pride and commitment in their ongoing involvement in the education of their child
  - Builds a greater knowledge and appreciation of early childhood programs and staff
  - Parents are encouraged to participate in assisting their child to their new environment during the transition period when possible. This will ensure proper transition when ratio at centers does not permit.
- For teachers, a good transition process:
  - Increases knowledge of the children which enhances her ability to meet individual needs
  - Increases parental and community support
  - Provides more resources and a larger network of professional support
  - Increases awareness of the early childhood or kindergarten programs offered in the community
  - Promotes a renewed sense of professionalism and pride in their efforts to reach out to young children and their families.

## **XI. AGENCY POLICIES**

### **A. PARENTAL ACCESS AND RESTRICTIONS**

Both parents shall be afforded immediate, equal access to their child without notice, while in the care of SHCS without a Court Order, as stipulated by law. SHCS cannot limit the access of a parent without a Court Order. SHCS cannot, at the request of anyone except the issuing judge, allow a Custody Order, Protection from Abuse Order and/or a Restraining Order to be violated.

Exceptions include:

- An individual that has been convicted or is awaiting trial on charges involving a crime of child abuse, child neglect, physical violence or moral corruptness is not permitted in any childcare center.
- In cases where the child is the subject of a Court Order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), SHCS must be provided with a Certified Copy of the most recent Order and all amendments thereafter.

If conflicting Court Orders are presented, the most recently dated Court Order will be followed. Parents/guardians are not permitted to change any detail to court orders without having an amendment from the issuing judge. Once presented with a Court Order of any type, SHCS is obligated to follow the order for the entire period it is in effect. Parents may be required to provide additional documentation from the Court if the Orders are unclear.

## **B. REFUSAL TO RELEASE**

No child will be released to any parent or guardian who exhibits any signs of visible intoxication or appears to be under the influence of any substance in or around any SHCS centers. If any staff member smells alcohol or other drug substances or feels any parent or guardian is not fit to drive, an emergency contact person will be contacted to pick up your child (ren). Authorities will be called if a parent/guardian does not comply.

## **C. ATTENDANCE**

- Regular attendance is essential for your child to gain the maximum benefit of our program.
- Federal Head Start and Early Head Start Performance Standards and PA Pre-K Counts guidelines require that all programs maintain an attendance level of at least 85%, meaning that a child should have no more than 3 unexcused absences per month.
- Parents are asked to communicate with staff about their child's absences and complete written excuses when their child is absent.
- Parents should also speak with their Family Resource Specialist about any extenuating circumstances that may affect their child's attendance in the program.
- Families with CCIS funding must abide by CCIS regulations.

## **D. ARRIVAL TIME**

- It is important that children have the opportunity to experience all the planned activities and develop a consistent daily routine. Please refer to Program Options for daily schedules.
- All children must be in the center and ready to begin the day's activities by their designated agreement time.
- If your child is not in the classroom **within 15 minutes** after the designated agreement time, you will be asked to wait in the kitchen with your child until the teacher is able to complete the morning sign-in and daily health check procedure. A light breakfast will be available for you to serve your child while you wait to go into the classroom.
- If your child arrives **more than 15 minutes** after your designated agreement time, you will be asked to wait outside of the classroom until there is a natural break in the daily routine and the teacher is able to leave the group. *In some instances, it may be necessary to refuse services for the day.*
- Upon a child's arrival, staff will ask the parent to complete a daily health check on their child and initial the health check form. Please refer to Section IX for more information about health checks.
- If you arrive at the center before your scheduled agreement time, you must wait with your child until staff can accept the child. Early fees may apply. Please refer to Section IV for more information.
- Parents should contact their Family Resource Specialist immediately to adjust agreement times if the needs of the child or family are not being met.

## **E. DROP-OFF / PICK UP PROCEDURES**

- **ALL CHILDREN MUST BE IN AN AGE-APPROPRIATE CAR/BOOSTER SEAT IN ACCORDANCE WITH STATE LAW.**
- **We will not release children to parents without proper car/booster seats.**
- Park your car so other traffic is not blocked and abide by the parking restrictions/procedures at each center.
- TURN OFF ENGINE AND TAKE KEYS!
- Never leave any child unattended in the car.
- All children must be dropped off in a room where a caregiver/teacher is present, and the parent must sign the child in with the arrival time.
- *School age and kindergarten children who ride a bus must be dropped off and picked up in the center. Children may not be dropped off/ picked up at the bus stop.*
- Parents must notify the center in writing if someone other than a person designated on the agreement or the emergency contact is to pick up the child. If a verbal arrangement is made in an emergency, please follow it up in writing.
- All adults (including parents) picking up children should be prepared to show **current** photo identification and must have appropriate car/booster seat if operating a vehicle.
- Pick-up persons should be at least 16 years of age or older with a current photo ID.
- Late fees will be charged according to Section IV if your child is picked up after the agreement time.
- Parents should never attempt to hold or have physical contact with another child during drop off and pick up of their child.
- All children must be signed out by the approved individual that is picking up the child.

#### **F. CENTER SECURITY SYSTEMS**

SHCS makes every effort to find ways to ensure that centers are as safe as possible for children, parents, and staff. **In order to ensure maximum safety, staff and parents should not allow anyone else to enter the building at the same time, even if you recognize that person. Circumstances may have changed and that individual may no longer be permitted to enter the center. Make sure the door is closed securely.**

- Security access systems present in centers require an access card to enter the building.
- Upon enrolling in the center, parents must complete a form and will receive two access cards or fobs.
- Each card must be assigned to an individual who will be using the access card(s), with only one name listed per card.
- Additional cards/fobs and replacement cards/fobs are available for purchase at \$5.00 and fobs are \$10.00 each from the Center Director.
- Any changes or lost or stolen cards must be reported to the Center Director immediately.

#### **G. PEDESTRIAN SAFETY**

Young children do not always recognize danger or react to it appropriately. They often believe that if they can see a driver the driver can see them. Children under the age of 8 may think that cars can stop instantly. They have difficulty judging how fast traffic is moving. Children learn pedestrian safety by watching and doing. Adults should be role models and set positive examples by practicing safe habits. Please practice these rules with your child.

- Children under 10 should never cross a street without an adult
- When crossing the street, stop at the curb or edge of the road. Never run into a street.
- Listen and look for traffic. Look left, then right, then left again for moving cars before crossing. Children that do not know left and right can be taught, "Look this way, that way, this way"
- Wait until the street is clear
- Keep looking left and right until you are safely across the street

#### **H. CELL PHONES**

Please be courteous and abstain from using your cell phone while in our center so that we can communicate with you regarding your child. Cell phones **may not be used to take photos** of children, staff, or other adults in classrooms or on agency property.



## I. PLAYGROUND RESTRICTIONS

In some centers we do not have a playground on site and may use local community playgrounds. Some equipment may be off limits to our children due to the latest safety standards.

## J. CIGARETTES/E-CIGARETTES/VAPORIZERS

- It is against policy to smoke in front or around the children while on SHCS property. Cigarette butts are not permitted on the grounds. Any use of tobacco must be a minimum of 200 feet from Seton Hill Child Services' buildings and **must NOT be within the view of children.**

## K. ALTERNATE CARE:

- Parents must be available or have a responsible emergency contact (alternate care) available to pick up the child immediately if there is a reason for the child to be sent home.
- It is critical that we know where to reach you while your child is in our care.
- Work hours and home and work phone numbers must be kept up to date.
- Names and phone numbers of responsible relatives or friends to call in case you can't be reached in an emergency must be on file and up to date.

## L. CENTER CLOSINGS

Upon enrollment, all parents receive a listing of all scheduled center closings. This list should be reviewed frequently for the exact dates of specific center closings. Parents will be notified of any changes or revisions to the list. We will also use our School Messenger system to alert you of any closings or changes to regular operations.

### 1. HOLIDAYS:

All centers are closed for the observance of the following holidays:

- New Year's Day
- Spring Holiday (Good Friday)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the following day
- Winter Holiday (Christmas Eve and Christmas Day)

### 2. EMERGENCIES:

On a rare occasion, a center may need to close temporarily in order to handle an emergency situation such as frozen water pipes or lack of heat.

- The agency makes every effort to make childcare arrangements for the time of the site's closing; however, every parent is required to have his/her own alternate care available in such situations.
- Parents will be notified by phone anytime a center has an emergency closing.
- According to your contract, Seton Hill Child Services does charge for emergency closings

### 3. SEVERE WEATHER:

Seton Hill Child Services realizes that most parents must report to work regardless of weather conditions. To accommodate those needs, we will remain open unless a state of emergency is declared by the governor. Our hours of operation will not be effected due to severe weather or cold temperatures. We do not follow any school district for closings or delays. If your child will be absent or late, you are required to call the center to notify them.

### 4. PROFESSIONAL DEVELOPMENT:

- The entire agency will be closed three (3) days per year for staff training. Please refer to the agency parent calendar

- The Head Start/Early Head Start programs are also closed for staff training or recruiting, typically two days per month. These days are indicated on the agency parent calendar.
- The PA PreK Counts program also closes for staff training and recruitment. These days are indicated on the agency parent calendar.
- During Head Start/Early Head Start or PA PreK Counts closed days, Head Start/Early Head Start and PA Pre-K Counts parents may make arrangements for day care services for a fee.
- Parents may inquire about options through their Family Resource Specialists in advance.

#### **M. OUTDOOR ACTIVITIES:**

- All children go outside daily, as mandated by State and Federal regulations, unless we are experiencing extreme weather conditions.
- Fresh air, even cold air, reduces the spread of germs being shared in a classroom.
- Your child cannot be kept back from daily outings because of illness or inappropriate clothing. Please be sure to wear weather appropriate clothing on your child. If your child is dropped off without weather appropriate clothing, you may be asked to bring something for them if the center does not have extra clothing.
- Your child must have a jacket, hat, boots, and mittens, as dictated by weather conditions.

#### **N. FIELD TRIPS**

- All fees for children for field trips are covered by SHCS and are included in a child's enrollment with the agency.
- Parents are welcomed and encouraged to join their child's class on field trips, but must remain with the group, have all clearances, and abide by fieldtrip rules and procedures.
- Parents must provide their own transportation and pay any admission fees
- Siblings are not permitted to accompany the class on field trips
- A packed lunch or agency purchased lunch will be provided for the enrolled child on the field trip
- Enrolled children are welcome to come on an unscheduled day to participate in a field trip if space is available; however, proper arrangements must be made in advance through your FRS or Center Director, and fees for an additional day will be charged.
- Parents must give written permission for their child to be included on field trips. If permission is not given, the center may not be able to provide care in another classroom. In that case, the parent will be asked to keep the child at home on the day of the field trip.

#### **O. SHOES**

Children are physically active throughout the day so shoes should be sturdy and secure to prevent slips and falls.

- Toes and heels should be covered.
- Soles should have traction and be flexible while providing support.
- Jellies, sandals (including thongs), or *Crocs* are not permitted.
- Tennis shoes are preferred for safety reasons.
- If a child comes to center with inappropriate shoes, you may be asked to take the child and get appropriate shoes before they can remain in the center.
- *If your child does not have the proper shoes, our FRS can help you obtain proper footwear.*

#### **P. CLOTHING/ACCESSORIES**

Children engage in many hands-on experiences throughout the day, including going outside daily. Please send children to the center in comfortable casual clothing so that they can run, play, paint, etc. without worry.

- Each child must have a complete change of clothing at the center. This includes shirt, trousers, underpants, socks, and an extra sweater, sweatshirt, or jacket.
- Items must be marked with the child's name.
- The clothing will remain at the center and be used when your child needs to be changed.

- Clothing which is used and sent home must be replaced the following day.
- Occupational Safety and Health Administration (OSHA) regulations prohibit childcare staff from rinsing items soiled with body fluids.
- Soiled items will be sealed in plastic bags and returned to the parent, however, we will continue to do whatever is possible to help your child avoid accidents.
- Post earrings with screw-backs only will be permitted.
- Necklaces or bracelets are not permitted due to potential hazards.
- *SHCS cannot be held responsible for damage to clothing due to normal daily activities.*

**Q. BLANKETS/TOWELS**

- Parents are responsible for supplying a small blanket or towel (recommended) as a covering for children who sleep on a mat or cot.
- This covering must be taken home weekly to be washed and returned to the center.

**R. BABY FOOD and SUPPLIES**

- The Infant Formula Meal Plan participation form must be completed for every infant less than one year of age enrolled in our centers.
- If required, each infant must have a sufficient supply of baby bottles, nipples and caps clean and ready to use each day.
- All supplies must be identified with the child's name.
- Any formula or food provided by the parent (by the parent's choice) must be in the original container and marked with the child's name.
- Please refer to Section VII for specific guidelines on infant Nutrition.
- ***Your FRS will discuss this in detail during enrollment.***

**S. DIAPERS and WIPES**

At the time of your enrollment, your FRS will help you to determine if you need to provide diapers and wipes for your child. If your child wears diapers or pull ups and you are required to provide them, please:

- Supply a sufficient number of disposable diapers for daily use with the child's name clearly labeled on the bag/box
- Supply a sufficient number of diaper wipes for daily use with the child's name clearly labeled on the container

If your child is being toilet trained, please supply several pairs of training pants and an extra change of clothing, as accidents can happen frequently during this time.

**T. COSTUMES**

Costumes are permitted on specifically planned days and must be brought to the center and then changed into for a short period of time. Children may not wear costumes to the center. Children are *not permitted* to wear costumes that include:

- Masks
- Weapons
- Long skirts/pants that interfere with the ability to walk/move
- Pose the risk of tripping, falling or choking

**U. WEAPONS**

Toy or real weapons are not permitted in Centers at any time.

**V. PARTISAN POLITICAL ACTIVITIES**

Partisan political activities are not permitted on SHCS premises.

**W. CELEBRATIONS**

For your child's birthday and other holidays/celebrations, we encourage parents, guardians, grandparents, etc. to come in to the center to volunteer their time by planning an activity, game or lesson

that can be completed with the classroom. This will help us meet our Non-Federal Share requirement, and allow you and your family members to interact with your child and the other children in the room. Children feel special and experience a sense of pride when their family members or friends visit and interact with the teaching staff and peers. We will not be accepting food donations for individual children's birthdays. It is an important part of the food experiences and curriculum to consistently provide food options that meet the healthy food choices standards. Once per month the Center Director will post a Non-Federal Share food list of food items the food service worker will use to make a "birthday treat" for the entire center. The food service worker will use these donated items to make a healthy birthday dessert for the whole center and we will celebrate all birthdays in that month. Summer birthdays will be incorporated into other months so all children will have their birthday celebrated at the center and no one will be left out. We think birthdays are a special day for your child and also encourage you to donate a book or new toy for the classroom in honor of your child's birthday. The donation of a book or new toy for the center supports the concept of sharing and community that is the foundation of the Seton Hill Child Services mission.

## **XII. NON-FEDERAL SHARE, VOLUNTEERING, & PARENT INVOLVEMENT**

### **A. NON-FEDERAL SHARE**

Our Federal Early and Head Start grants require us to demonstrate a commitment from our community to support our services to children and families. This is called Non-Federal Share. This can include donations of cash, goods, and services that enhance the services for our children and families.

Our greatest source for Non-Federal Share is the time our parents spend in our centers or the time spent at home completing activities that match our curriculum. Community volunteers are our next best source for Non-Federal Share. If SHCS does not meet the required amount Non-Federal Share, the agency could be mandated to pay back some of the funding and risk continuation of the Early Head Start and Head Start programs.

SHCS believes that you, the parents, are the primary educators of and role models for their children. By participating in activities and volunteering to help the center and children, children learn the value of education and experience the positive aspects of your involvement in our programs.

*\* Parents/guardians are not permitted to bring any food into the center unless it is an approved Non-Federal Share donation. These are **THE ONLY** food items that can be donated.*

### **B. VOLUNTEERING**

Volunteer positions within SHCS are as important as paid positions. Volunteer support is necessary to provide the best possible programs for children and their families and to build and strengthen family ties and community support. Without the involvement of families and communities, the agency would cease to exist.

- Volunteer opportunities can be found in all areas of the program and can occur at the "central office levels" or "center levels"
- Volunteers may choose activities in which they feel comfortable
- Volunteers may be professionals or non-professionals
- The experiences gained as a volunteer can be used on an employment resume.
- Volunteers do not have to have prior experience. Agency staff will assist volunteers as needed to help develop skills
- Volunteers cannot bring siblings or other children under the age of 16 with them while they are volunteering
- Volunteers must be **16 years** of age or older
- Clearances will be required for any volunteer over the age of 18

## 1. AIM

- To provide support for staff in all areas of the program
- To create an interest with the local community and business concerns that would foster community support
- To ensure the program's required Non-Federal Share contribution level is met

## 2. TRAINING:

- Training can take place through observation and hands-on classroom experience.
- If volunteering at the center, the Center Director and center staff will be directly responsible for the training and monitoring.
- If one chooses to volunteer at Central Office, designated staff will share information and offer guidance to the volunteers to allow for greater effectiveness in their duties.
- Volunteers will go through a detailed volunteer handbook and also be asked to sign a code of conduct and a confidentiality statement while being trained.
- A regular volunteer will be required to have a personnel file at Central Office

## 3. PARTICIPATION

- Staff are instrumental in assisting volunteers in all aspects
- Staff kindly remind the volunteers of their day, one (1) week prior to the scheduled date, by phone, message, or as they bring or pickup their child at the center.
- Before regularly volunteering, each volunteer is given a volunteer packet to read over along with the Center Director or center staff. At SHCS we truly value each child and each family. In order to fully enhance and support that philosophy, we do not allow volunteers to bring other children with them for their volunteer time/experience at SHCS.
- Staff will integrate the volunteers into the daily routine of the center.
- If a volunteer has a "specialty" or "craft" of interest, staff will encourage the volunteer to share their expertise with the children.

## 4. RIGHTS AND RESPONSIBILITIES

### Rights:

- To be treated with respect
- To be given information needed in order to perform properly
- To choose from volunteer opportunities
- To give suggestions
- To be given meaningful tasks
- To ask questions or seek help

### Responsibilities:

- To treat others with respect
- To work to the best of your ability
- To ask questions
- To inform staff when you will be late or absent

- To schedule days and hours you wish to volunteer
- To be familiar with program rules and regulations

**C. OPPORTUNITIES FOR PARENT INVOLVEMENT**

The following are examples of parent involvement opportunities that can be recorded as Non-Federal Share/Volunteer contributions:

- Attend monthly Family Nights in center
- Read a story in the classroom
- Share your cultural heritage, ethnic make-up with the children
- Bring in a musical instrument to play and/or sing and/or teach a dance with the children
- Share in the making of a craft
- Plan an art lesson or cooking lesson with the children
- Come into the center and eat breakfast/lunch with your child and help clean up
- Assist the Center Director or Classroom Teacher
- Be a candidate to represent your center at monthly Policy Council meetings
- Act as an officer in the Center Parent Committee
- Donate clothing, supplies, or toys to be used at center
- Help with field trips
- Serve as a center representative during the agency’s self-assessment
- Contribute ideas for the monthly Parent Opportunities Calendar/Newsletter
- Maintain and update Parent Bulletin Board at your child’s center
- Do activities at home relating to the weekly theme with your child (record your time)

An adult defined as an individual over 18 years of age and applying for an unpaid position as a volunteer responsible for the welfare of a child or having direct contact with children will need clearances. Direct contact with children is defined as the care, supervision, guidance or control of children and has routine interaction with children. Routine interaction is defined as regular and repeated contact that is integral to a person’s volunteer responsibilities.

Prior to the first day of volunteering, volunteers must obtain Pennsylvania State Police and Childline Clearances (Renewed every 5 years). Volunteers must report changes in clearance status within 72 hours to the Department of Human Services and Seton Hill Child Services, Inc. Failure to do so may result in criminal charges according to the law and denial of volunteer opportunities within Seton Hill Child Services, Inc. Programs.

**D. NON-REGULAR VOLUNTEER**

Any community or parent volunteer or legal guardian who volunteers less than 40 hours/month. Any parent who participates/volunteers at the center for more than one (1) hour during the program year would fall into this category; therefore, we require clearances from all parent/guardians with enrolled children.

**1. Non-Regular Volunteer Requirements:**

- a. Be cleared and set up through Center Director; Center Director or designee will review expectations with the non-regular volunteer
- b. Provide proper identification (all center volunteers must be at least 16 years of age)
- c. Be supervised by staff at all times (when volunteering with children)
- d. Complete Non-Federal Share Tracking Form
- e. FBI Fingerprints
  - If you **have not lived in PA for 10+ years**, you will need to provide FBI Fingerprints
    - Go to <https://www.pa.cogentid.com/index.htm> to begin the process

- This process is NOT FREE for volunteers
  - You will have to pay for this clearance and be reimbursed by Seton Hill Child Services.
- If you **have lived in PA for 10+ years**, you will need to sign a disclosure statement, which can be picked up at Seton Hill Child Services, Inc. or attached in an email
- f. Provide Act 34 clearance (PA STATE BACKGROUND CHECK)
  - Go to <https://epatch.state.pa.us/Home.jsp>
    - Click New Record Check (Volunteers Only)
    - Read the Terms and Conditions for the use of Patch, when finished click the box at the bottom of the page verifying that you are using the clearance as an unpaid volunteer.
    - Click Accept
    - Complete form
    - For Volunteer Organization Name type Seton Hill Child Services, Inc
    - For Volunteer Organization Telephone Number: 724-836-0099
    - Click next
    - Verify information then click proceed
    - Complete this form with as much of your information as possible
    - Click Enter this Request
    - If you are completing this form for one person click finished
    - If you are completing this form for more than one person, enter the information for each person then click Enter this Request. When finished completing information for all persons click Finished
    - On the next screen verify the information then click Submit. \*Do not close page unit site has finished processing information.
    - Click the Control # beside your name (the number should begin with an R followed by a series of numbers and is blue text).
    - On the next screen click Certification Form (in blue type at the bottom of the page).
    - If a dialogue box appears click ok
    - Print and Save your Certification Form
- g. Provide Act 33 clearance (CHILD ABUSE CLEARANCE)
  - Go to: <https://www.compass.state.pa.us/cwis/public/home>
    - If you do not have a Keystone ID, click Create Individual Account and complete all necessary steps
    - After creating an ID click Individual Login
    - On the next screen click Access My Clearances
    - Click Continue and login
    - At the top of the screen click Create Clearance Application
    - Complete all necessary steps
    - Be sure to click that you are completing the application as a **Volunteer**, otherwise you will have to pay for the clearance
    - Click other for Volunteer Category
    - Agency Name: Seton Hill Child Services, Inc
    - After completing the form, the clearance will take up to 2 weeks to be returned. You should receive an email when clearance has been completed
    - Once you have received the email, login in to your account

- Click on your clearance. It will open in a separate tab as a PDF 11
- Please print and save the PDF

If the Non-Regular Community/Parent/Legal Guardian wants to return on a regular basis, the individual should spend time in the center for one month to determine if they want to volunteer on a regular basis. At the end of the month, if the individual wants to volunteer on a regular basis, the individual should be referred to the Program Coordinator or designee to set up a paperwork date to verify that all the required paperwork is obtained.

**E. Regular Volunteer:** Any community or parent volunteer or legal guardian who volunteers 10 or more hours per week.

**1. Regular Volunteer Requirements**

- a. Be cleared through Program Coordinator or designee
- b. Provide 2 written references
- c. Provide proper identification (all center volunteers must be at least 16 years of age)
- d. Be Supervised by staff at all times (when volunteering with children)
- e. Provide a Health Assessment dated within the last year (from time the paperwork is being processed)
- f. Provide a TB Test dated within the last year (from time the paperwork is being processed)
- g. Provide Act 33/34, FBI Clearances ( if not lived in PA for 10 years) (See **REGULAR VOLUNTEER** section for directions)
- h. Complete Child Abuse reporting law training
  - Go to <https://www.reportabusepa.pitt.edu/>
    - If you have not previously registered please click the "Registration" link at the top of the page
    - Please make sure to complete all fields accurately. Enter your full name exactly as it appears on your license, be sure to include your correct Date of Birth and SSN as well
    - This course is approved for 3 continuing education credits
- i. Sign a Disclosure Statement
- j. Complete an Emergency Form
- k. Complete Emergency Training
- l. Complete Fire Video Safety Training
- m. OSHA training video
- n. Workers/Comp form
- o. Sign Confidentiality Policy
- p. Sign Code of Conduct
- q. Complete Non-Federal Share forms

**F. VOLUNTEER NON-FEDERAL SHARE FORM**

All volunteer hours and donations must be documented by the volunteer or donor and submitted to the Teacher or Center Director. \*Non-Federal Share forms are kept in the Non-Federal Share books located in the centers. See your Center Director or teacher for the location in your center.



## Frequently Asked Questions:

**1. Why must my child go outside every day?**

Best practice for child development recommends gross motor outdoor play daily. Licensing regulations require children go outside everyday weather permitting. (PA Code Title 55, Section 3270.114)

**2. Why must my child be in Center at the time designated in my Agreement?**

We are staffed in compliance with licensing regulations; therefore we must know how many children we have at any given time, otherwise we would be out of compliance. (PA Code Title 55, Section 3270.51)

**3. Why is there an Early/Late fee?**

We may be required to pay additional staff to meet licensing teacher-to-child ratio regulations. PA Code Title 55, Section 3270.51

**4. Why doesn't my child always bring home work sheets, coloring pages, etc?**

Hands on activities, problem solving and large motor activities are much more appropriate to enhance young children's development. You may receive a few worksheets depending on the skill the child is working on. Additionally, worksheets and coloring pages are usually limited to free choice play for the children.

**5. Why are health assessments so important?**

Regular medical and dental visits help keep children healthy which enables them to grow and learn. PA Code Title 55, Section 3270.131

**12. Why are dental exams so important?**

Early dental screenings and examinations are important to our children because they can identify problems in early stages and aid in building strong teeth and gums. Oral health is important for overall health.

**6. Why does my child have a different teacher in the morning and afternoon?**

Most centers are open from 6:30 in the morning to 5:30 in the evening. Staff typically works an 8 hour shift; therefore your child may be with another teacher, or in another classroom, at the beginning or end of the day.

**7. Why are health checks completed daily and why must I stay until they are completed?**

Our policy is designed to identify injury, illness and to control infectious disease. This policy protects children, parents and staff. Also, it is an opportunity for parents to share concerns about sleeping, eating, toileting patterns, etc.

**8. What are the best times to communicate with my child's teacher?**

Please feel free to communicate with your child's teacher at all times, but know that when she is in the classroom, conversations may be difficult. You may call the teacher during quiet time (between 1:30 and 3:00). You may also schedule an appointment, attend a parent-teacher conference or leave a message to have the teacher contact you at her convenience.

**9. Why must I pay when my child does not attend or on holidays when the Center is closed?**

SHCS schedules staff at our Centers based on enrollment times and ratios. If a child does not attend, the staff that is scheduled to work must be paid. SHCS provides benefits to our employees, which include paid holidays.

**10. Why can't I pay my daycare bill at Center?**

SHCS policies require staff that accepts payments to be bonded. Payments may be made at Central Office, by mail, or via the telephone using Visa, Discover or Master Card. There are also drop boxes located at each center for payment. In this way, center staff can focus time and attention on the needs of the children.

SETON HILL CHILD SERVICES, INC.  
PARENT HANDBOOK RECEIPT & VOLUNTEER WAIVER FORM

By signing below, I acknowledge receipt of the Seton Hill Child Services, Inc. Parent Handbook. I have also received a copy of the Westmoreland Community Action Resource Guide, and/or I have been provided with the web address to view the Guide online.

**General Volunteer Waiver**

In consideration of the opportunity to engage in volunteer work through Seton Hill Child Services I, the undersigned, on behalf of myself, my heirs and my agents or assigns, hereby waive all claims for injuries, damages or losses to my person or property which may be caused directly or indirectly, by any act, omission or negligence arising from or related to the activities of Seton Hill Child Services. I understand that by participating in this volunteer activity I will be exposed to the risks of accident and injury and that I will follow Seton Hill Child Services safety requirements and instructions. I hereby release and hold harmless Seton Hill Child Services and their officers, parents, affiliates, agents, and employees from any and all claims, including bodily injury, emotional distress, death, or property damage which may occur due to me or my child's participation in these volunteer activities. I hereby covenant, and agree to indemnify and hold harmless, Seton Hill Child Services, and their officers, parents, affiliates, agents, and employees from any and all costs, charges, claims, demands, losses, damages, causes of action, suits and liabilities of any kind, including the expenses of litigation, court costs and attorney's fees, for injuries to, or the death or illness of any person, or for damage to any property, arising out of or in connection with my involvement in the volunteer activities, regardless of whether such injuries, illness, death or damages are reasonable or unreasonable, or foreseeable or unforeseeable to the parties to this agreement. I agree that Seton Hill Child Services may take my photograph & use my image to promote their mission, and may do so with no compensation owed to me.

## **CHILD SUPERVISION POLICY**

### **Parent/ Guardian Responsibility in ensuring supervision of children during arrival and departure from the building premises.**

Effective Date: 2/14/2014

To ensure the care and supervision of children at Seton Hill Child Services, Inc., so that parents also take ownership and responsibility in the care of the children when arriving at the center and departing from the center if they enter the building with their child.

#### **Parent/Guardian Will:**

- Hand children over to teacher on arrival and ensure staff member is informed when departing.
- Inform staff if someone other than the parent will be picking up/dropping off the child and they need to be listed on the emergency transportation list.
- Ensure that any changes in phone, address, emergency contacts are kept up to date.
- Inform staff of any current/pending court orders affecting the child and providing the center with a photo copy of the most current court order. (Staff to send copy to Central Office) and a copy kept in the child's center file.
- Adhere to sign in and out procedures.

**SETON HILL CHILD SERVICES, INC.  
ADULT CODE OF CONDUCT POLICY**

It is the expectation that all adults, including staff, parents/guardians, visitors, and other designated drop off/pick up persons in Seton Hill Child Services Inc. settings conduct themselves in the following manner:

- With Courtesy, Respect, and Patience
- By dressing appropriately
- By treating people the way you want to be treated
- By modeling how we want our children to treat others
- By acknowledging and celebrating the cultures and practices of other people and families

**UNDER NO CIRCUMSTANCES WILL THE FOLLOWING BEHAVIORS BE TOLERATED BY ANY ADULT WHILE IN ANY OF SETON HILL CHILD SERVICES SETTINGS AND OR EVENTS:**

- Physical or verbal punishment of children
- Threats to staff, other parents/guardians, and/or children
- Swearing or cursing
- Smoking in centers or at agency events near/around children
- Quarreling, verbal fighting, raising your voice to staff, other parents/guardians and/or children
- Violation of any of the center safety practices and policies
- Bringing or using illegal drugs, alcohol, or weapons to Seton Hill Child Services centers and/or events
- Violation of the Confidentiality Policy or any program policy

***If any of the above behaviors occur, the adult will be asked, privately when possible, by an appropriate staff member to stop the inappropriate behavior. If the adult continues to engage in inappropriate behavior and/or endanger children or others in any way, staff will immediately call the police. Discontinuation of services may be considered.***