



Lois Johnson Learning and Child Care Center
Parent Handbook
2022

WELCOME

Welcome to Lois Johnson Learning & Care Center. We are pleased that you have chosen our center to care for your child.

Lois Johnson Learning & Child Care Center has been caring for children in the South Hills for over 60 years. Lois Johnson began as a nursery school educating preschool students. As the community grew, working parents had a need for childcare and Lois Johnson included childcare for children ages 6 weeks through 8th grade. Lois Johnson Learning & Child Care Center currently operates early learning centers at 5397 Brightwood Road and 3881 Brownsville Rd. Our Extended Care Centers are located at Franklin, Lincoln, Memorial, Penn, and Washington Elementary Schools for elementary students through grade 6 in the Bethel Park School District. Our centers operate from 6:30am until 6:00pm, Monday through Friday.

Lois Johnson staff are carefully selected for their experience, training, educational background, and their sensitivity to the individual needs of children. Staff members are trained in pediatric first aid, CPR, and have current child abuse clearances. Continuing education is essential in a quality program, and staff members acquire additional education and training annually as required of Keystone STARS centers.

Lois Johnson Learning & Child Care Center is an active supporter of the Bethel Park community. Our support to the community includes donations to the local police and fire departments and multiple contributions to local organizations. We employ students enrolled in the Child Development classes at Bethel Park High school and offer scholarships annually to a graduating senior.

PHILOSOPHY

- Each child is an individual with his/her own needs and will be treated as such.
- Each child will be treated with respect.
- Each child needs care and nurturing in the absence of his/her parents as well as with them.
- Each child needs to feel safe and secure while in care.
- Each child needs directions for his/her activities with room for creativity.
- Each child must treat the other students with respect and fairness in work and play.
- Each child relaxes and participates well in an atmosphere of informal structure.
- Each child works best with guidelines that are consistent.
- Each child will be treated equally and fairly regardless of color, race, religion, or origin.

LICENSING AND MEMBERSHIPS

Lois Johnson is licensed by PA Department of Human Services (DHS) and is a Keystone STARS Center (a collaboration between PA Department of Education and DHS) establishing goals for quality childcare in Pennsylvania. We are also members of NAEYC (National Association for the Education of Young Children), PAEYC (Pennsylvania Association for the Education of Young Children), and PACCA (Pennsylvania Child Care Association).

ENROLLMENT

Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin (including limited English proficiency), gender, pregnancy or disability.

Parents can register for enrollment of their child in the center by completing the Service Agreement, paying the registration fee and first week's tuition. The registration fee and first week's tuition is non-refundable.

Initial enrollment is contingent upon receipt of the completed signed Service Agreement, registration fee, first week's tuition, completed Emergency Contact/ Parental Consent form, completed health assessment (including immunization records dated with a physician's signature).

The Service Agreement is not meant to serve as a contract guaranteeing service for any duration.

Continued enrollment at Lois Johnson is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Lois Johnson Learning and Child Care Center (Lois Johnson) as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify Lois Johnson immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being disenrolled from the program.

TUITION

A custodial parent and/or legal guardian is required to sign a Service Agreement prior to enrollment of their child in Lois Johnson. Parents are required to indicate to whom all billing information and correspondence are to be addressed. Service agreements are signed every 6 months or when schedule/information changes occur.

Tuition payments can be made by cash, check, or debit/credit card. If you wish to make a cash payment, please see a director to make a payment. All check payments must be placed in the tuition drop box at the Brightwood Road or South Park center. Your canceled check will serve as your receipt for payments made by check. There will be a \$35 fee charged for tuition checks returned by the bank. If at any future time the bank returns that same parent's check, all future tuition payments must be made by cash, certified check, or money order. Tuition payment is considered late if not paid before the first day of the week care is provided. A late payment fee of \$25 will be assessed weekly for all late payments. Tuition does not include fees for field trips or special activity fees.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at the center. However, if you anticipate difficulty with paying on time, please discuss the matter with the center director immediately. If alternate arrangements for payment are approved, you will be notified by the center director.

Lois Johnson Learning and Child Care Center accepts childcare subsidies. A contract from the appropriate subsidy agency must be given to the center director prior to attendance. Parents of a subsidized child must complete all required paperwork on time to continue enrollment at the center. Parents of subsidized children are also required to sign a service agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive childcare subsidies or the subsidy amount does not cover the tuition fees. Copays assigned by subsidy agencies and any additional fees must be paid before the first day of the week care is provided. A late payment fee of \$25 will be assessed for all delinquent accounts.

Lois Johnson Learning and Child Care Center offers a multiple child discount for one or more siblings enrolled during the same school year. The youngest sibling pays the full tuition rate and each additional child's tuition is discounted. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above.

Full time (5 days) children who attend the Brightwood or South Park Centers are eligible for two weeks of vacation credit per calendar year. This credit is equivalent to half the price of tuition. Please notify a director two weeks prior to receive your credit.

Weekly tuition is based on registration, not attendance.

Leave of Absences will be granted for extenuating circumstances, maternity/paternity leave, and illness or injury. Please speak to a director regarding your needs. Your child's place can be held for up to 60 days with a deposit equivalent to two weeks of your contracted tuition per calendar year.

Schedule changes can be made with permission from your center director.

Should the center need to close due to unforeseen circumstances (acts of god, mandated closures, etc.), tuition will not be credited for the week that the event occurs. Subsequent weeks will be half price tuition with a maximum of 3 weeks. Should a closure extend longer than 4 weeks, a \$100 monthly holding fee will be implemented.

CONFIDENTIALITY

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

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

Parents may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. tantrums, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of Lois Johnson Learning and Child Care Center are strictly prohibited from discussing anything about another child with parents.

VIOLATIONS OF THE CONFIDENTIALITY POLICY

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

MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

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

As mandated reporters, the staff of Lois Johnson Learning and Child Care Center cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

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

- ◆ Unusual bruising, marks, or cuts on the child’s body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs and/or alcohol
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to care overmedicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- ◆ Children who exhibit behavior consistent with an abusive situation

Prevention of Shaken Baby Syndrome and Abusive Head Trauma

Belief Statement

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

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death. In accordance with PA childcare regulations, each childcare facility licensed to care for children shall develop and adopt a policy to prevent SBS/AHT.

Recognizing and Identifying:

- Children are observed for signs of abusive head trauma
- Irritability and/or high pitched crying
- Difficulty staying awake/lethargy or loss of consciousness
- Difficulty breathing
- Inability to lift the head
- Seizures
- Lack of Appetite
- Vomiting
- Bruises
- Poor feeding/sucking,
- No smiling or vocalization
- Inability of the eyes to track and/or decreased muscle tone.

Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Prevention strategies to assist staff and parents in coping with a crying, fussing, or distraught child

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If no physical need is identified, staff will attempt one or more of the following strategies:

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

In addition, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors

Behaviors that are prohibited include (but are not limited to):

- shaking or jerking a child
- tossing a child into the air or into a crib, chair, or car seat
- pushing a child into walls, doors, or furniture

Reporting:

- Instances of suspected child maltreatment in childcare are reported following CPSL guidelines and mandated reporting as discussed in the previous policy.

CCDBG requires training in prevention of shaken baby syndrome, abusive head trauma, and child maltreatment. As a result, training in this health and safety topic is a requirement at 55 Pa. Code § 3270.31(f)(6), § 3280.31(f)(6), and § 3280.31(g)(6). This requires all childcare staff to successfully complete all training requirement related to the prevention of shaken baby syndrome, abusive head trauma, and child maltreatment prior to a childcare staff caring for children unsupervised.

PARENT CODE OF CONDUCT

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

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

PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN

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

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

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the staff member or director's attention. At that point, staff and/or the director will address the issue with the other parent. Although parents may be curious as to the outcome of such a discussion, staff and/or the center director are strictly prohibited from discussing anything about another child with parents. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. Parents may be assured that we will not discuss anything about a child with another parent or adult visiting the center.

SMOKING

For the health of everyone and by law, smoking and/or vaping is prohibited on school property, both inside and outside. If you are seen smoking and/or vaping on any Lois Johnson property, your child will be immediately terminated.

CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES

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

PARENT'S RIGHT TO IMMEDIATE ACCESS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Lois Johnson, as provided by law.

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

In the absence of a court order on file with Lois Johnson Learning and Child Care Center, **both** parents shall be afforded equal access to their child as stipulated by law. Lois Johnson cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Lois Johnson Learning and Child Care Center, Inc. suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Lois Johnson Learning and Child Care Center staff will contact the local police should a conflict arise.

Lois Johnson Center will dismiss any child whose parent is prohibited from entering the center. Due to the parents' right to immediate access policy, as well as state and federal regulations, Lois Johnson Learning and Child Care Center cannot have a child at the center when the child's parent is prohibited access. Lois Johnson Learning and Child Care Center will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

FAMILY ENGAGEMENT

Lois Johnson Learning and Childcare Center promotes family engagement. We encourage you to contact your child's teacher directly with any concerns or questions you may have. You may schedule a time to meet with your child's teacher outside of pickup/drop off through your center's director at any time. Our teachers strive to discuss daily progress with your child as well as biannual parent/teacher conferences to discuss your child's progress, behavioral, social, and physical needs. We utilize LifeCubby and Frog Street curriculum programs to provide your child with an age appropriate assessment completed by your child's teacher every 6 months. We complete ASQ Developmental assessments as an aide in screening for any additional needs your child may have. We work with our families to find the appropriate supports for your child, should the need arise for additional interventions. We partner with our local Early Learning Resource Center and other community organizations to assist in these transitions. We have multiple disciplines visiting the centers to work with our children, such as physical therapy, occupational therapy, behavioral therapy, and speech therapy.

We encourage our families to be interactive with their child's care and any concerns you have. We strive to engage our families in making our centers the best they can be by suggesting policy changes, programming changes, extra activities and overall involvement in developing day to day activities. We strive to plan at least quarterly family networking activities such as family picnics, mother's/father's day events, Holiday activities, field trips and graduation activities.

INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be given and discussed with you.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or one designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident Report and return a copy to the center director within 48 hours. Failure to sign and return an Incident/Accident in this time period will result in your child's exclusion from the program until such time as the Report is returned signed. You are able to electronically sign via LifeCubby .

TRANSITIONS, ACADEMIC ACHIEVEMENT, AND LANGUAGE DEVELOPMENT

There are a number of transitions that children will encounter within their early years. Change and transitions can be unsettling and upsetting to children when in unfamiliar surroundings, introduced to new caregivers or routines. As children develop from birth throughout childhood they move, or transition, from one learning environment or setting to another. At Lois Johnson Learning and Child Care Centers we recognize children learn best when they feel safe, nurtured, and have positive experiences with their caregivers and peers. Your child has a designated teacher and we aim to develop a caring, professional, and respectful relationship with our children and families. We feel transitioning takes time, preparation, planning and patience. Adults can help a child by supporting them before, during and after transitions occur. These transitions occur when starting at a new environment, every day transitions from home to daycare setting, transitioning into a new age group and classroom, with a new provider, and transitioning to school. We are committed to assisting our families and children in making these transitions as seamless and comfortable as possible.

Transitioning into our Center

Parents and Caregivers need to work together, share information they have about the child and what support he or she needs. Transitioning into new care includes a few visits if possible to acclimate the child to the environment, meet their caregiver(s) and peers. Additionally, days may need to be shorter to begin with, to allow children to have a positive experience, and to have as little stress placed upon them as possible. We ask that parents have some flexibility during these first days of transition and attendance.

Transitioning into new age groups and caregivers

The same patience, planning, and care needs to be implemented for transitioning children into new classrooms. When a teacher is preparing for transitioning a child they will first discuss this with the parents. Children are transitioned into new classrooms according to space availability, age, as well as physical, social and emotional development. When preparing to transition, your child will get to visit the other classroom for short times to meet the teacher and other children in the classroom, and explore and become familiar with the environment. This also allows teachers to gauge when and if your child is emotionally ready to transition to the older classroom. Each of our children are given academic achievement and language development support through the use of our Infant, Toddler, Early Pre-K and Pre-K curriculums through Frog Street Press. Our Bilingual Pre-K Excel program introduces our children to the Spanish language through songs, stories, and special activities. Our infants through young toddlers begin sign language exposure on their introduction into our centers. Children who's first language is not English are given support to both aid in their English language development as well as support to the child's home language.

Transitioning to school

Successful transition to kindergarten requires more than ensuring that children have the necessary academic and social skills. Smooth transitions from preschool to kindergarten depend on connections made between participants in the process. Aligning preschool and kindergarten practices, routines and curriculum is an important element for promoting successful transitions. Aligned preschool and kindergarten curricula help to create an instructional environment in which children are naturally progressing from what they have learned from the infant stage to preschool to what will be expected of them in the kindergarten setting. To ensure alignment, Lois Johnson uses Frog Street Press curriculum, which is also aligned with the PA standards. In addition to Frog Street, our preschool curriculum also incorporates fine and gross motor skills, such as yoga, meditation, and dance, and Spanish. Children will keep journals and participate in hands-on centers. Our program also allows Kindergarten children to attend as part of a wrap-around program. The preschool children will have the opportunity to observe them come on and off the bus, see homework they may have and hear about their school days. Promoting successful transition and alignment practices requires continued communication.

We Aim to..

- * Talk to parents about their child before they start in the setting, to become familiar with their needs.
- * Allow all children to have the opportunity to spend time with the environment and with their caregiver or teacher where possible before starting in the new setting.
- * Support children through the transitions. This is also to support staff and parents in getting to know each other as well as children, keeping lines of communication open.
- * Ensure all parents know who their child's caregivers are and by providing a confidential area (staff lounge/ office area) where parents can discuss any concerns.
- * Provide contact through verbal and written exchanges, as well as the acknowledgement that parents can call the Center to contact the Director and/or Teacher.
- * Inform parents when children are ready for their transition to another classroom and provide the new caregiver/ teacher with information to support the child, alongside with parents, in as smooth a transition as possible.
- * To provide ongoing communications throughout the transition period among staff and parents. Communication is an essential means to aid a smooth transition for each and every child.

POTTY TRAINING

We need to work as a team to insure your child's success. Although the signs of readiness to toilet train at home are often different than in a group setting, we are on board when you think your child is ready to start. Please make sure that you let teachers know when you are going to start toilet training at home. Keep us up to date on the progress.

Children need to be able to tell their teacher(s) when they need to use the bathroom without constant reminders. During the onset of training, children must wear pull ups while at Lois Johnson before transitioning to underwear. Children should be sent to care in clothes that are easy to pull up and down by themselves. Children need to be comfortable wiping themselves as well. Our teachers can help, but it is too time consuming to assist multiple children in wiping, as well as getting their pants up and down every time they use the toilet.

Some children might be completely potty trained at home, but have difficulty training in a group setting while at daycare. In a group setting, children face challenges that can delay their readiness; such as: fear of missing out on something. This can cause a child to wait until the last second. For this reason, we require that children are completely accident free for a **period of two to three weeks before transitioning into underwear to reduce the risk of accidents**. Once your child has transitioned into underwear, please consider sending extra clothes, including sock and shoes.

We will require potty-trained children to use pull ups during nap time for an additional two weeks after they have proven to be day trained, since sleep training takes a bit longer for most children. We ask that families keep teachers in the loop regarding how children are doing at home during nap/bed in case we need to extend the time that the children need to nap with a pull up.

BITING

If you are enrolling a toddler you will need to be aware that some toddlers go through a "biting phase." Although biting is undesirable, this is a typical toddler behavior. Often, everyone overreacts to biting, and the overreaction to it fuels the toddler's inclination to keep biting. Usually, toddler's bite impulsively, as a result of overwhelming feelings that he/she has not yet learned to master. For example, the toddler is developmentally unable to verbally express himself, "I want that toy" or "I don't want you to go away, I want you to stay with me". And so, he bites his peer to get a reaction. Often, biting in toddlers is a result of oral sensations that the child finds pleasurable.

The following steps are taken by our staff to avoid overreaction, which leads to more biting:

- Stop the child quietly, and say, "I don't like that" (without overreaction).
- Put the child down in a safe place and walk away (ignoring a behavior is the ultimate in limiting a toddler's behavior).
- Quietly say, "When you bite, it hurts your friend".
- Comfort the biter and the child that was bitten. Both feel overwhelmed by the behavior.
- Offer a safe object for the child to bite on, particularly if the child is teething.

In order to protect the privacy rights of our children we will not release information to any family member regarding the identity of a child involved in a biting incident. However, we will advise you of your child's involvement in such an incident through a standard incident report. Please do not ask our staff to violate another child's privacy rights by asking who bit your child, or who your child bit. We may consider dismissal of children who become habitual biters and who present a direct threat to the safety of other children. We will carefully consider each situation and determine if the dismissal would violate the child's rights. While we understand the biting incident may have been traumatic for you and your child, we cannot acquiesce to demands of dismissal of a child who bites your child. If you have questions or concerns we will be glad to discuss this matter further, or supply you with information to help you better understand the toddler developmental stages.

BEHAVIOR/DISCIPLINE

Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. Children are encouraged to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions. Lois Johnson Learning and Childcare Center recognizes the Conscious Discipline method of discipline that eliminates the need for reward and punishment-style discipline. It is intended to create stronger communication within families. Conscious discipline gives children a voice and empowers them with the ability and help to achieve behavioral goals.

Respectful Behavior

All children, staff and families will be treated with respect and dignity. Hostile or aggressive behavior is not tolerated from staff or families.

Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, including biting, staff will intervene immediately to protect all the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. *Physical restraint is not used or permitted for discipline.*

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with families as the first step to understanding your child's individual needs and challenges. We will work together to evaluate these needs in the context of our program. Incident reports for behavior/circumstances will be given to parents when warranted.

Developmental/ Behavioral Disabilities

For children with developmental or behavioral concerns, the program staff and the child's parents/legal guardians will complete an ASQ to describe the teacher's/caregiver's observations of the child. Parents/legal guardians take this to share with their child's health care professional. Staff members use the information to coordinate the child's care with the care the family provides at home. IEP or IFSP plans and/or special needs assessment, with family permission, are appropriately utilized to inform individualized instruction. Your child's teacher, director, and support staff will participate in group IEP/IFSP meetings with family members and EI specialists. We will work to the best of our ability to coordinate all needed services on site to provide the best care possible to your child.

Expulsion and Suspension

Recent data indicate that expulsions and suspensions regularly occur in preschool settings. The U.S. Departments of Health and Human Services and Education issued a policy statement and recommendations to assist states and public and private early childhood programs in partnering to prevent and severely limit expulsions and suspensions in early learning settings.

Lois Johnson Learning & Child Care Center will be taking important steps in preventing expulsion and suspension in the early childcare setting by combining developmentally appropriate and nondiscriminatory procedures and policies that are focused on promoting the social- emotional and behavioral health of all children.

Should a situation arise where there is documented evidence that all possible interventions and support recommended by a qualified professional, such as the mental health consultant, have been exhausted and it is unanimously determined by the family, program, and other qualified professional service providers that another setting is appropriate for the well-being of the child, then all parties including the receiving program should work together to develop a transition plan.

All procedures and policies developed, and the implementation of these policies are in accordance with State and Federal statutes. If needed, a family, staff or provider may contact the CONNECT helpline for support and for additional resources: 1-800-692-7288.

Discipline and Behavior Management Policy

Praise and positive reinforcement are effective methods of receiving positive, non- violent, and understanding interactions from adults and others. They develop good self- concepts, problem- solving abilities, and self- discipline. Based on this belief of how children learn and develop values, Lois Johnson staff will practice the following:

1. We WILL praise, reward, and encourage the children.
2. We WILL reason with and set limits for the children.
3. We WILL model appropriate behavior for the children.
4. We WILL modify the classroom environment to attempt to prevent problems before they occur.
5. We WILL listen to the children.
6. We WILL provide alternatives for inappropriate behavior for the children.
7. We WILL treat the children as people and respect their needs, desires and feelings.
8. We WILL ignore minor misbehavior.
9. We WILL explain things to children on their level.

Lois Johnson reserves the right to dismiss any child, at any time, with or without cause. Parents will be refunded any unused tuition. An agency check will be mailed to the address indicated on the child's Emergency Contact Consent form. Any past due balances must be paid within 30 days of the dismissal. Any balances remaining after the 30 day period will be referred to the local magistrate for collection.

WITHDRAWAL

Two week written notice is required when withdrawing a child for any reason.

Parents who wish to change their child's days or times of enrollment at the center must submit a request to do so two weeks in advance of the proposed change. The center director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new service agreement is signed. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available or may choose to withdraw their child from the program. The date that the center director receives the request for the schedule change will be used toward the two week notice required for withdrawal.

COURT ORDERS AFFECTING ENROLLED CHILDREN

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

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

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

Once presented with a Protection from Abuse Order or a Restraining Order, Lois Johnson Learning and Child Care Center is obligated to follow the order for the entire period it is in effect. Employees of Lois Johnson Learning and Child Care Center cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Lois Johnson Learning and Child Care Center will report any violations of these orders to the court.

ARRIVAL PROCEDURES

Children are required to be escorted by their parent, or the adult dropping them off, into the building. Children are required by law to be supervised at all times while in the parking lot and building.

At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day.

Parents are required to notify staff of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them. These special instructions include but are not limited to: early pick up, alternative pick up person, health issues from the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

NOTIFICATION OF ABSENCE

Parents are required to inform the center by 10:30 a.m. if a child will not be at care on child's scheduled day. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at the center. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Lois Johnson Learning and Child Care Center will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the

reason for your child's absence from school. If your child is absent from school for an entire week, due to illness, your account will be credited with half rate tuition for that week.

AGENCY'S RIGHT TO REFUSE ADMISSION

Lois Johnson Center reserves the right to refuse admission to any child at any time with or without cause.

Lois Johnson Learning and Child Care Center strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and groups need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first come, first served" basis when seeking to maintain appropriate staff to child ratios and/or when closing groups.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate staff to child ratios as determined by state licensing regulations.
2. The need to maintain compliance with licensing regulations.
3. Domestic situations that present a safety risk to the child, staff or other children enrolled at Lois Johnson Learning and Child Care Center if the child were to be present at the center.
4. Parents' failure to maintain accurate, up to date records.
5. Parents' failure to complete and return required documentation in a timely fashion.
6. Child presents with illness in violation of the wellness policy.

PICK UP PROCEDURES

Parents must enter the building to pick up children. Once a parent has child while in the building, the parent is then solely responsible for supervising their child at all times while on school premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to retrieving their child from the classroom and are required to directly exit the building once they have taken their child out of care.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. Staff will be able to briefly discuss the matter with you or another authorized adult at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children. A telephone conference may be scheduled for later in the day or for the next day if the parent(s) is unable to meet at the center during the course of the day.

LATE PICK-UP:

Parents are considered late after 6:01 p.m. All measurements of time are to be according to the Lois Johnson Learning and Child Care Center's clock.

Parents are responsible for paying a late fee of \$15.00 per fifteen minute increments beginning at 6:01 pm. This fee is charged per child.

It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

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

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

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

EMERGENCY CONTACT/PARENTAL CONSENT FORMS

At enrollment, parents will be presented with an Emergency Contact/Parental Consent form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from Lois Johnson Learning and Child Care Center. In an emergency situation, the child's parents will be called first. If they can not be reached, staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact/Parental Consent form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the Emergency Contact/Parental Consent form have the right to act "In Loco Parentis." In Loco Parentis status affords the pickup person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency Contact/Parental Consent form are only afforded the right to pick up the child. Staff are not permitted to discuss the child's day with them.

The persons on the Emergency Contact/Parental Consent form will be required to provide a Government issued photo ID, prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency Contact/Parental Consent form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

Lois Johnson Learning and Child Care Center reserves the right to refuse/ban any person listed on the Emergency Contact/Parental Consent form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency Contact/Parental Consent form of the policies/procedures contained herein.

TRANSPORTATION

Lois Johnson Learning and Child Care Center hires a yellow school bus transportation service for field trips. All students enrolled in the kindergarten wrap around program that have midday care at Washington Elementary center will be transported by a Lois Johnson Learning & Child Care Center vehicle or district transportation.

SCHOOL CALENDAR

Lois Johnson Learning and Child Care Center is open year round from 6:30 a.m. until 6:00 p.m., Monday through Friday, with the exception of the following holidays when the center will be closed: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Friday after Thanksgiving Day, Christmas Eve, and Christmas Day. Lois Johnson closes at 4:00 pm on New Year's Eve. The centers will be closed for 2 staff development days TBA per year.

EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by KDKA TV, the Lois Johnson Facebook Page and/or message on the main office's answering machine. An email will be sent to families if possible. If the centers are closed and care cannot be provided due to inclement weather, credits will be given. No credits will be given if care is offered at any of our locations.

Should the need to close in the middle of the day, an email will be sent and staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person, at the time of the call, of the pickup location should the children need to be evacuated from the building. Parents or emergency contact persons should report directly to the alternate location as indicated in our Emergency Plan.

DAILY SCHEDULE OF ACTIVITIES

A daily schedule of activities is posted in each classroom. Newsletters, calendars, menus, lesson plans and other information relevant to your child's day will be shared with parents through the LifeCubby application for our Brightwood and South Park families. Extended Care families will receive email notifications.

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STAFF TO CHILD RATIOS

Lois Johnson is a group care center and maintains a staff to child ratio as follows:

Infants:	1:4
Younger toddlers:	1:5
Older toddlers:	1:6
Preschool:	1:10
Kindergarten through age 12:	1:12

When groups are mixed, the ratio goes to the youngest child in the group. Lois Johnson does not provide one-on-one care.

PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the main office at the Brightwood Road or South Park center prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at Lois Johnson Learning and Child Care Center. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the center director for an immunization waiver form. Immunizations may be waived for certain reasons. Please discuss this with the center director to determine whether you have the right to be enrolled and not have your child immunized. Parents are required to have a waiver on file in place of an immunization record, so that the center can maintain compliance with licensing regulations. In addition to the immunization record, all children are required to have a physical examination form filled out by a licensed medical professional, in order to attend Lois Johnson Learning and Child Care Center. The Health Assessment Form, indicating the child's fitness to attend Lois Johnson Learning and Child Care Center, must be completed, signed, and dated by a licensed healthcare professional and returned to the main office along with the immunization record. Health records must be updated according to American Academy of Pediatrics.

CHILDREN WITH SEVERE ALLERGIES

For the safety of your child, parents are required to provide a signed copy of the "Authorization For Emergency Care for Children with Severe Allergies" form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from the center director.

Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases Lois Johnson Learning and Child Care Center from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the "Authorization for Emergency Care for Children with Severe Allergies" form, provided Lois Johnson Learning and Child Care Center exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

COMMUNICABLE DISEASES

Lois Johnson Learning and Child Care Center follows all health/communicable disease policies as outlined in Caring for Our Children, National Health and Safety Performance Standards Guidelines for Early Care and Education Programs, Fourth Edition by the American Academy of Pediatrics. A copy of this manual is on file with the Center Director and is available upon request for review. Additionally, copies can be purchased, for a nominal fee, from the National Association for the Education of the Young Child (NAEYC) or National Resource Center for Health and Safety in Child Care and Early Education.

Parents are required to pick up an ill child within hour of notification by phone. If a parent is reached but cannot pick their child up within an hour, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent cannot be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

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

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. A fever is defined as an oral temperature reading on a thermometer of at least 100.4 degrees Fahrenheit or more.

Children are required to be excluded from the program for any loose stool, whether uncontrolled or not, that soil clothing, occur 3 times in one day, or consistently occur over an extended period of time. The child will need to be evaluated by a physician to return to the program.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track illnesses, which may occur at our school. If your child has a communicable disease, we ask that you share the diagnosis with our director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Lois Johnson Learning and Child Care Center will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, or not share, the reason for your child's absence from school.

DISPENSING MEDICATION

Lois Johnson Learning and Child Care Center will only dispense OTC and/or prescription medication that is in original, labeled containers, and is accompanied by a Medication Release form with explicit dosage and administration instructions. Lois Johnson Learning and Child Care Center will only give medication to the child for whom the Medication Release form is written and for whom the medication container is labeled. One Medication Release form per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

A medication log will be completed for each day that medication is to be dispensed by center staff. Medication logs and Medication Release forms can be found in the office. Medication forms, doctor's notes, Medication Release forms and medication are to be turned into the center director or classroom teacher.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

FIRE/EMERGENCY DRILLS

Lois Johnson Learning and Child Care Center conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within an hour of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

ALTERNATE SAFE LOCATION

Should the administration of Lois Johnson Learning and Child Care Center or any emergency services personnel determine the building which houses the childcare agency to be too dangerous to be occupied, the staff and children will be taken to a location stated in the Emergency Plan. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within an hour of the telephone call. A letter is given at enrollment and annually stating our procedure regarding emergencies.

EMPLOYMENT BY CLIENT'S POLICY

Staff members of Lois Johnson Learning and Child Care Center are prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ Lois Johnson Learning and Child Care Center staff will have their services terminated and any unused tuition will be forfeited. Staff who become employed by current or former clients of Lois Johnson Learning and Child Care Center will have their employment with Lois Johnson Learning and Child Care Center terminated.

Employment refers to any relationship outside of the agency's services which involves an employee of Lois Johnson Learning and Child Care Center, Inc. to interact with a current or former clients of Lois Johnson Learning and Child Care Center. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

AGENCY CONTACT INFORMATION

Lois Johnson Learning & Child Care Centers
5397 Brightwood Road, Bethel Park, PA 15102
3881 Brownsville Rd., South Park PA 15129
(412) 835-7324/ 412-833-7801

director@loisjohnsonchildcare.com

Executive Manager/ Co-Owner:	Ashleigh Bell
Director/ Co-Owner:	Jill Bianco
Early Learning Center Director (Bethel Park):	Shelly Dewitt
Early Learning Center Assistant Director (Bethel Park):	Brianna Miller
Early Learning Center Director (South Park):	Christina Parnell
Early Learning Center Assistant Director (South Park):	Skyy Sales
Extended Care Director:	Christian Tomchak
Administrative Director:	Brandi Rybicki
STARS Coordinator:	Aja McElhone

Thank you for your adherence to these policies and procedures as noted above in the Parent Handbook,

Ashleigh Bell and Jill Bianco, Owners of 2XtremeMoms LLC, DBA Lois Johnson Learning and Child Care Center



Parent Handbook Acknowledgement

I, the undersigned, acknowledge that I have received a copy of the Parent Handbook for Lois Johnson Learning and Childcare Center. While I understand that the Parent Handbook is neither a contract nor a legal document, I recognize that it is my responsibility to read and understand the policies, provisions, and procedures contained in the Parent Handbook.

In addition, I understand that the contents of the Parent Handbook are subject to change. I acknowledge that the Parent Handbook will be revised in accordance with the rules or regulations of state, federal, and accrediting entities, best practices for childcare service providers, or at the discretion of the directors at Lois Johnson Learning and Childcare Center. I recognize that any such revisions will supersede, modify, or eliminate the current contents of the Parent Handbook.

I acknowledge that it is my responsibility to stay informed of policy and procedure revisions to the Parent Handbook, which will be posted on the Lois Johnson website. In the event I do not have internet access, I understand that I can obtain a hard copy of the updated Parent Handbook upon request.

Moreover, I recognize that it is my responsibility to contact the Program Director for any questions I might have about the contents of the Parent Handbook now and in the future.

Guardian Name (Print)

Guardian Signature

Director Signature

Child Registered in Program (1)

Child Registered in Program (2)

Date

Date

Child Registered in Program (3)

Child Registered in Program (4)