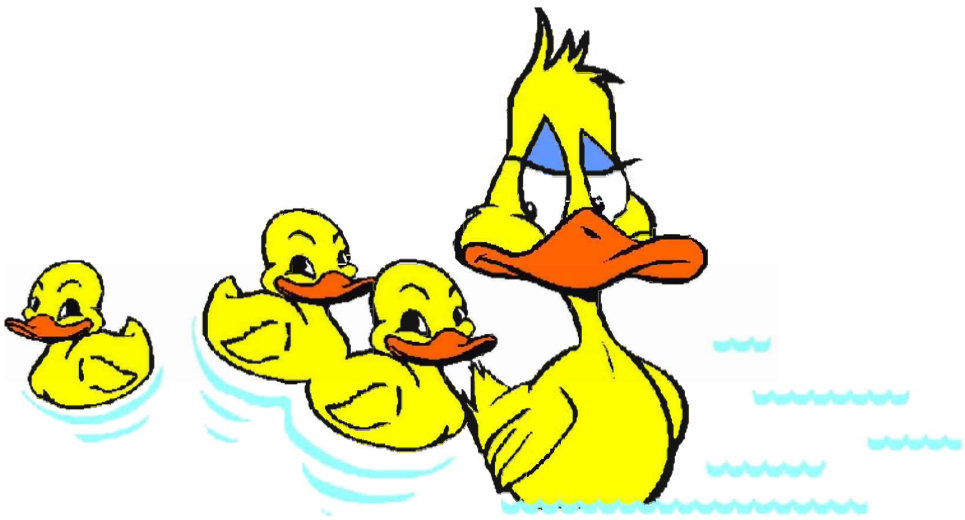


Duck Hollow Discovery Learning Center

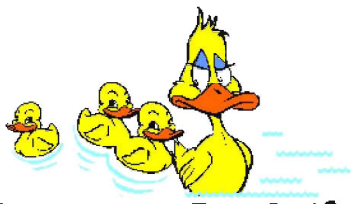


Policy & Procedure Handbook

7822 National Pike
Uniontown, PA 15401
724-438-6123

www.duckhollow.net

Updated June 2010



Welcome to Duck Hollow
Discovery Learning Center!

My name is Rebecca Belski. I am the owner and director. I have my B.A. in early childhood/elementary education as well as my Master's as a Reading Specialist. Duck Hollow has been operating since September 1999.

I work with 15 dedicated teachers/staff members that make this center a success!

To facilitate a greater understanding between the provider, parents, and caregivers, we have created this handbook. It covers all of our childcare philosophies, business policies, and expectations.

Please read this handbook carefully, and feel free to discuss with us any questions that you may have.

Background

Duck Hollow Discovery Learning Center is a private Center established for the care and development of children ages 2 months to 8 years. We provide a high quality, stimulating environment where children can explore and develop skills as well as motivate creativity.

Duck Hollow began operation in September 1987. Our Center is licensed by the Department of Public Welfare, NAEYC accredited and a Keystone STAR 4 Facility. Our Teachers and Supervisors surpass all state requirements.

Our facility has Labor and Industry approval and exceeds all state safety requirements. Some facility safety features include emergency exits with safety doors, heat and smoke detecting system wired directly to the police and fire departments, and a monitoring observations system.

Mission Statement

The mission of Duck Hollow Discovery Learning Center is to create and foster a learning community, which will ultimately prepare our children for the future. Our well-trained staff will provide diverse learners with a multitude of experiences that will enrich them socially, emotionally, morally, and intellectually. Our Center will continue to be a wonderful place for children to learn and grow, to develop self-esteem and friendships, and to celebrate and share accomplishments. Graduates from the Duck Hollow Discovery Learning Center will leave with a sound academic foundation, a lifelong love of learning, and a positive self-worth.

Enrollment Policy

There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible. All forms must be updated at least every 6 months, except for the child health assessment which is updated annually. The forms are as follows:

- Computerized Registration Form
- Signed and Dated Tuition & Agreement Contract Form
- Child Health Assessment Form

If you have any questions regarding the completion of these forms, please feel free to ask.

Tuition/Payment Procedures

- Parents are responsible for payments on a bi-weekly or monthly basis.
- A late fee of \$10.00 will be added to balances not paid by the Friday indicated on the calendar. If the fee isn't paid by Monday morning of the following week, your child's enrollment will be interrupted until the outstanding balance is paid. Continued late payments will result in termination of our contract. Should payment not be made for the scheduled week, the parent forfeits the one-week deposit and due payments must be made before a child can return to school.
- There is no reduction of fees due to the absence of a child.
- There is a \$10.00 processing fee for all returned checks. If two checks bounce in a year's time, cash payments will be required.
- The current rates are subject to change. A 30-day notice will be provided prior to a change in fees.

Registration/ Deposit/Late Fees

An annual \$45.00 non-refundable registration fee is required at the time of registration along with a one-week deposit, which will be credited towards your child's last week of enrollment. A late fee of \$1.00 per minute/per child/per teacher will be due upon arrival.

Hours of Operation

Normal hours of operation are Monday through Friday from 6:30 a.m. to 5:30 p.m. Add-ons may be accepted to our daily schedule if there is a position open for that day, and they will be accepted on a first come, first serve basis. We would appreciate as much notice as possible, although we know there are often emergencies. Please give us a call in the morning and we will let you know if we have space available.

Signing In/Out

I ask all parents to use the attendance tracker to sign their children in and out. Directions are located on the monitor for your convenience. Please remember your code and remind any other authorized pick-up person of this procedure. As always please feel free to ask a teacher for assistance if needed.

Absences

There are no refunds or adjustments made for days missed due to absence or illness. We do not permit flexible scheduling or switching days that are missed. This is not possible when we must abide by a certain staff-child ratio.

Arrival and Departures

State law requires that certain procedures be followed when arriving and departing the Center. When entering or exiting the parking lot, please drive slowly and watch for children being accompanied to and from the Center or Playground area. Please do not park next to the building, including the handicapped zone. Exits must be easily accessible and may not be blocked by vehicles. The ignition of all cars must be turned off and the keys removed from the ignition. No child may be left unattended in a vehicle.

All children must be accompanied by a parent or designated adult into the Center. While the children are in the hallways or walking to or from their cars, their care and safety is the responsibility of the parent.

The children will be released only to their parents unless written instructions are received in the morning permitting pick-up by another adult that is listed on the pick-up list. We will also ask for photo identification of the person picking up your child. I do not mean to offend them. It is simply a measure taken for your child's protection.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop-off brief, the longer you prolong departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In my experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. Feel free to give us a call to see how he/she has adjusted.

Holidays

We are closed for several holidays. Please check our website for a listing of these days as they do change annually. Please remember if your child attends these days, payment is still required.

Vacations

You are required to pay for holidays. You will be eligible for one-week unpaid vacation, only after 6 consecutive months of your child attending the Center. Please give the director a two-week written notice of any permanent schedule change, vacation, or enrollment termination. Failure to do so will result with payment of required weekly fee. If your child leaves the center for any amount of time and returns, you are subject to an additional registration fee.

Coordinated Child Care Services

CCIS provides funding for families in need of childcare and pre-school for young children. Certain requirements and income guidelines need to be met in order to qualify. Please see the director or call the number below for any information needed regarding this service. (724-425-1818)

Dress Code

Although we do not have a specific dress code at school, we do ask that the children wear clothes that they can manage easily when going to the bathroom. The children are involved with outdoor play, art activities, and meals that soil their clothing, so wear clothes that are easily washed. Keep in mind the kind of shoes the children are wearing to school. Sandals and shoes without toes may be difficult to wear on the playground. During inclement weather, children wearing boots would be more comfortable with a change of slippers.

Items Needed

The following are a few items that children need to bring with them to school:

Infants

- Diapers/Wipes/Ointments/Powder
- Binkie (if your baby prefers)
- bottles, formula, baby food
- Blanket
- 2 complete sets of clothes, including socks (please replace when soiled)

Waddlers

- Diapers/Pull-Ups/Wipes
- Lunch box with a cold pack 1 breakfast/1 lunch/2 snacks
- Bottle of juice and milk weekly or bi-weekly (depending how often your child attends)
- Nap Blanket (can be purchased in the office to meet STARS requirement)
- 2 complete sets of clothes, including socks (please replace when soiled)

Toddlers

- Diapers/Pull-Ups/Wipes
- Lunch box with a cold pack 1 breakfast/1 lunch/2 snacks
- 1 Sippy Cup to stay at school
- Bottle of juice and milk weekly or bi-weekly (depending how often your child attends)
- Nap Blanket (can be purchased in the office to meet STARS requirement)
- 2 complete sets of clothes, including socks (please replace when soiled)

Preschool/Pre-K

- Lunch box with a cold pack 1 breakfast/1 lunch/2 snacks/3 juice boxes
- Nap Blanket (can be purchased in the office to meet STARS requirement)
- 2 complete sets of clothes, including socks (please replace when soiled)

All personal belongings should be labeled with child's name. It is not necessary to bring eating utensils, cups, dishes, or toys as they will be supplied. If any of these items are brought, please label with your child's name to avoid mix-ups with the other children.

Curriculum

At Duck Hollow Learning Center, we implement a literature-based curriculum that focuses on 11 interest areas outlined in Creative Curriculum. We also align our curriculum to meet PA Early Learning Standards. Discovery techniques are used to allow children to explore, observe, compare, and promote creativity.

We believe that children learn best in a safe, warm, loving environment. Our teachers nurture, assess, and encourage children to attain the following goals:

- * Self-esteem & Independence - encouraging each child's pride individual characteristics, families, experiences, and accomplishments.
- * Interaction & Cooperation - promoting children's social skills for diverse adult and peer relations, including listening, rules and routines, group participation, care for shared materials, and conflict resolution.
- * Communication - facilitating comprehension and expression skills beginning with oral and progressing to written language.
- * Discover & Exploration - fostering a positive attitude toward learning through questioning, observing, and experiments with varied materials related to diverse themes.
- * Physical Capabilities - giving children opportunities to use their growing bodies to develop small and large motor skills.
- * Creativity - cultivating each child's ability to express ideas and emotions through art, music, movement, and drama.

Progress Reports

Teachers will evaluate the students twice a year. (within 6 months of their start date, and there after). Student Portfolios will be given to the parents during Parent-Teacher conferences or upon graduation.

Nutrition and Physical Activity

Parents are requested to prepare a morning snack, lunch, and afternoon snack for their child each day. Children who come to school early may also bring breakfast with them. For healthy snack ideas visit:

http://nutrition.preschoolrock.com/index.php/preschooler_foods_meals_snacks/healthy_snacks_for_preschoolers

Outdoor Play

We will be playing outdoors everyday that weather permits. Please make sure your child is appropriately dressed for outdoor play. Our activities will include walks, playground, water play (sprinkler in summer), toy riding, and others. Children will engage in outdoor and/or indoor active movement at least 1 hour per day (i.e. floor exercises, a musical parade, dance, walking, etc.)

Discipline

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency, and firmness. We teach the children to focus on our 6 goals of character education which are: Fairness, Responsibility, Respect, Citizenship, Trustworthiness, & Caring. Our motto is: If a child is occupied, the teacher will have less behavior problems. Therefore we keep the children engaged in activities to avoid problems. We also have a set of rules that the children abide by throughout the day. If a child exhibits behavior that is threatening to other children, the parents will be contacted by the director to schedule a conference.

Rest Period

Our nap schedules for toddlers and pre-schooler varies between 12:00-3:00. Children are required to rest for twenty minutes. Those children who do not nap are welcome to engage in an inside quiet activity. Infants sleep in individual cribs labeled with their name. Bedding is washed daily.

Potty Training

Teaching children independent bathroom skills is a part of the development of toddler children. We attempt to keep children on a schedule and document their progress. We ask that you share with us any parental suggestions on approaches that have worked for you at home.

Illness

In order to protect the health of all of our children, we ask that parents keep children at home with the following:

- A temperature of 101 degrees or higher (a child needs to be fever free for a minimum of 24 hours before returning to the Center, that means without the aid of Tylenol, or any other fever reducing substance.)
- Sore throat, rash, vomiting, diarrhea, or earache.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.
- Vomiting: 2 or more times in a 24 hour period.
- Runny nose, draining eyes or ears.
- Any other childhood disease.

**Should a child develop any of these symptoms at school, parents will be notified immediately to pick up their children. Please remember that a doctor's excuse is needed to return to school anytime that your child is sent home with any of the above symptoms. Children too sick to participate in our program, including outdoor play, should be kept at home.

Medications

Medication can not be administered without written consent of a physician. All medicine must be in its original container with the pharmacist's label, child's name, dosage instructions, current date, name of medication, and times to be administered. The parent must complete the medicine sheet when the child is dropped off. A teacher may not fill in or sign the medicine sheet for you. Please do not store the medicine in your child's lunch box. To ensure your child receives the medication, please hand the medication to a staff member.

Child Abuse Policy

Regulation # 3270.19 of the Department of Public Welfare Pennsylvania Code Book states that all persons working in the facility are mandated to report any suspected child abuse. According to Regulation # 3270.4 in the Department of Public Welfare Pennsylvania Code Book, child abuse is a serious physical or mental injury, which is not explained by the available medical history as being accidental. We report suspected child abuse to a 24-hour toll-free Childline:

1-800-932-0313/1-800-932-0316 for the hearing impaired.

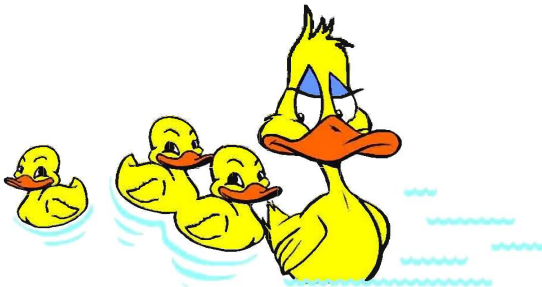
Non-Discrimination Statement

We do not discriminate on the basis of race, sex, religion, age, disability, marital status, national or ethnic origin, or any other legally protected classification. This policy applies to employment practices and acceptance into the program.

A Final Note

I am always willing to discuss any suggestions that parents have to improve our Center. I feel open communication is a very important part of this business. If there are any problems or concerns that you have with the center, teachers, or policies, I encourage you to talk to me about them. Thank you for sharing your child with us and we look forward to being an integral part of your child's education.

-Miss Rebecca



"Experience the Difference in Pre-Schools"