



YOUR CHILD'S IMPORTANT INFORMATION

Center Name:	
Center Address:	
Center Phone Number:	
Center Fax Number:	
Center Director:	
Teacher Name:	
Teacher Assistant:	
Food Service Worker:	
Family Resource Specialist (FRS):	
FRS Office Phone Number:	
FRS Cell Phone Number:	
Community Engagement Specialist:	
Classroom Room Number:	
Classroom Times:	
Start Date:	
Physical Due Date:	
Dental Due Date:	

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

(Ph.) 724-836-0099 (Fax) 724-836-1346 (Website) www.shchildservices.org

As a result of the Covid-19 pandemic, SHCS has Covid-19 policies and procedures in place that over-ride some of the policies in this handbook. Until further notice, the Covid-19 policies will apply to ensure the health and safety of our children, families, and staff.

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,

Ashley Ohler

Director of Family Services

I. MISSION STATEMENT

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

Customers	Needs and preferences of our families are always considered
Integrity	Quality services and ethical behavior on the part of every member of our organization
Staff	Are our greatest assets and are treated with dignity and respect
Teamwork	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 provide all children with developmentally appropriate, culturally sensitive, high quality comprehensive education and support services which fully address the five domains of the Early Learning Outcomes Framework to ensure their successful transition to school and academic achievement and lifelong learning.

#2 Seton Hill Child Services, Inc. will strengthen families by partnering with parents/guardians to identify and address family needs and support family goals to improve family well-being, by creating support services needed to help all parents/guardians access continued learning and vocational/training opportunities, develop/utilize advocacy and leadership skills, and achieve self-sufficiency.

Seton Hill Child Services, Inc. is a private, not-for-profit agency. Our centers are licensed 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.
- SHCS does not discriminate against any cultures.
- ***If your child has an IEP or IFSP, please provide us with a copy upon enrollment.***

C. AFFIRMATIVE ACTION

The Executive Director 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 Executive Director.

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. If a family is in violation of the code of conduct they will receive a letter. The 3rd letter will be sent via certified mail and it will prohibit them from being on Seton Hill Child Services property.

G. 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, TikTok, 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 Executive Director 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.

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 Community Engagement 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, FRS, and or the Community Engagement 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 Community Engagement 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 seven locations throughout Westmoreland County, including Irwin, Jeannette, Greensburg, New Kensington, RK Mellon Elementary in Ligonier, Laurel Valley Elementary in New Florence and Scottdale. Services are offered to children from birth through 10 years of age, depending on the center.

Kindergarten and school-age children may participate in before-school and after-school programs at select locations 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. School-Age children are defined as a child who will entering into Kindergarten or are already in elementary school.

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.
- Shoes are not to be worn in infant/toddler classrooms. Socks or shoe covers are suggested when entering into the rooms.

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.

Teachers use children's IEPs or IFSPs for individual goal planning. Teaching staff meet with families and support staff to review goals. These are then used for planning lessons and activities in the classrooms where all children are included and have their individual needs met.

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. 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 10th 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.
- 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 are as follows; \$45 for one child (new enrollment), \$55 for two or more children (new enrollment), \$25 for one child (re-enrollment), \$30 for two or more children (re-enrollment)

Option	Ages	Description
Private Tuition	Birth – 12 years	Full or part time; number of hours & days selected by the family
Early Head Start	Birth – 36 months	Federal funded; 7 hours per day; 5 days per week; year round
Head Start	3-5 years	Federal grant funded; 6 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
ELRC/CCW	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 hours per day; 5 days per week; year round
**Blended Funding – any combination of funding options listed above		

B. SCHEDULING OPTIONS; PRIVATE PAY, ELRC/CCW, WRAP AROUND CARE

- Full Time
 - 5 or more hours per day
 - Any number of weeks
- Part Time
 - Less than 5 hours per day
- 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 ELRC/CCW funded hours. Additional hours and/or days must be paid through private fees, ELRC/CCW, or other sources of tuition assistance. *If you are using supplemental hours and your child is in diapers/pull-ups they must be provided along with wipes to use during the requested time (with the exception of EHS-CCP, those are covered through COTRAIC).*

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: 5-15 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 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.
- There are payment boxes located in the centers for payments.
- VISA, MasterCard and Discover are accepted by phone or in person, **no cash payments**.
- Services cannot be added if families have outstanding fees.
- Center staff are not permitted to accept regular weekly payments.
- Center staff may accept Early or Late Fees.
- Discount for payment of one month in advance.
- Statements are generally mailed by the 10th of each month.
- Registration fees are paid yearly.

F. ELRC/CCW Absences ELRC/CCW funded families will be charged the private rate for each absence after the 40 absences allowed by ELRC.

G. Closures. Clients **ARE** required to pay for any day the center closes for emergencies and the observance of the following holidays if that day falls on your scheduled day of care:

New Year's Day	Good Friday	Christmas Eve	Independence Day
Labor Day	Thanksgiving Day	Christmas Day	Day Before Independence Day
Memorial Day	May Training Day	June Training Day	November Training Day

Centers may also close from time to time for staff training. These days are indicated on the yearly program calendar and are posted at each center. Clients are not billed for those days. If clients are given a notice prior to the school day of a closure they are not charged for the day. If clients are not given a notice of a closure they are charged for the day.

H. 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 can be used in whole or half day increments. Vacation/sick days are accrued between January 1st and December 31st. Vacation/sick days may not be carried over. Any accrued days not used by January 1st 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

I. WITHDRAWAL

- Clients must give written notification 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 staff is trained in using positive guidance techniques to encourage acceptable behavior in the classrooms while encouraging and teaching new social skills. 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. It is our goal to ensure that all children are safe in our centers

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 include:

- Requesting an observation from an appropriate specialist (inclusion and education coordinators, mental health consultant, 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
- Scheduling a meeting with the family and other support staff who are working with the child
- Providing families with resources and information on outside services such as wrap around services

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 after the steps listed above have been 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 an ongoing serious safety threat that cannot be reduced or eliminated by reasonable modifications. In the event that this occurs on multiple occasions, the individual providing support will be required to have all necessary volunteer clearances (Criminal History, Child Abuse History, Federal Criminal History, and National Sex Offender Registry (NSOR)) before entering into the classroom. The parent may choose to take their child home or help support for the remainder of the day.
- 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. Once supports are in place management can re-evaluate the reduction of hours. In the event that we are unable to reach the parent and/or the

parent does not come into the center within one hour's time, on 2 separate instances of calling for behavior support, the child's hours will be reduced. For example, if teachers are contacting the parent for support on Monday and the parent fails to answer the phone call or provided support in the classroom and this same instance happens again on Wednesday, you will be asked to sign a new contract with reduced hours.

- We may ask for 1:1 support be provided while in the center to meet the child's developmental and social emotional needs. This could be provided by a parent, family member or a provider chosen by the parent. In the event that this occurs, the individual providing support will be required to have all necessary volunteer clearances (Criminal History, Child Abuse History, Federal Criminal History, and National Sex Offender Registry (NSOR)) before entering into the classroom.
- If a temporary removal from the center must be used as a last resort in extraordinary circumstances where there is a serious safety threat, the agency will provide resources for an alternative program and/or 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 transition and/or being unsafe we may have to assist them or gently guide them physically in order to move onto the next part of the daily routine.

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.
- 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.

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 and home visits are scheduled throughout the year 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 Community Engagement 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 School Readiness; ERSEA, Finance, Policy Council, Agency Planning, and Staff Wellness.

- 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, audiotape, 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, 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.

This institution is an equal opportunity provider.

A. FOOD POLICIES

Seton Hill Child Services is a **NUT FREE FACILITY**. Any donated item or items that are to be sent home contains nuts it **will not be accepted into the center**. SHCS will provide all meals and snacks for your child(ren). Homemade food donations are not accepted. A donation list will be posted monthly at the centers. These nonperishable food items are the **only foods** that can be donated. SHCS does not accept food donations for celebrations (holidays, birthdays, end of the year parties, etc.). If you or your family would like to provide a donation for celebrations of holidays, birthdays, or end of the year parties it **must** be prepackaged, and it will be sent home.

Monthly Birthday Treat

Monthly menus will contain a special birthday treat once per month to celebrate birthdays! 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.

A. 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.
- Infants are fed on demand and follow the parents feeding schedule.

4. INFANT MENUS

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

B. 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:

Breakfast	Snacks	Lunch
All components are served: <ul style="list-style-type: none"> ➤ Bread/Grain ➤ Eggs ➤ Fruit ➤ Milk 	Two components are served: <ul style="list-style-type: none"> ➤ Bread/grain ➤ Fruit or vegetable ➤ Meat or meat alternative ➤ Milk 	All components are served: <ul style="list-style-type: none"> ➤ Fruit and vegetable ➤ Bread/grain ➤ Meat or meat alternative ➤ Milk

*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.

In accordance with program regulation and parental consent, 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 | |
| ✓ Vision | ✓ Cognitive Development |

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. At any time, we may use local, state and national resources, including the PA Department of Health, Caring for our Children: National Health and Safety Performance Standards. (<https://nrckids.org/CFOC>), Department of Human Services, PA Dept. of Education, and Head Start Association etc. to make informed decisions and assist with developing/ reviewing policies regarding health and safety.

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 2 weeks 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.
- Preschoolers must have a dental exam, completed by a dentist, within 90 days of enrollment. The American Academy of Pediatric Dentistry (AAPD) and the American Academy of Pediatrics recommend that all children see a pediatric dentist and establish a "dental home" by age one.
- 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 or CRNP **and** a signed permission form from the parent are required before staff may give any medication, prescription or non-prescription, 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 the drop off adult 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 <https://nrckids.org/CFOC>. The local health authority recommendations will be followed as necessary.

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 101 degrees F (38.3 degrees C) by any method in children older than 2 months. If a child reaches or exceeds these limits, the parent will be notified.***
- ***During Covid-19 pandemic if a child has a temperature 100.4 or greater they will be excluded and will follow the current guidelines exclusions issued by governing bodies.***

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 able to provide appropriate care for 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 FRS 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

All 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 on the premises of 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 suspects use of other drug substances or may feel any parent or guardian is not fit to drive, an emergency contact person will be contacted to pick up your child (ren). A report will be made to **CHILDLINE** and the local police when these situations arise. Authorities will be called immediately if a parent/guardian does not comply.

C. ATTENDANCE

Regular attendance is important for your child to gain the most from their educational experience. A regular schedule helps them learn routine and be successful in our program. We want your child to experience all the learning activities planned daily. Too many absences can cause children to fall behind and decrease the chance to build a habit of good attendance that will carry them into college and careers. It is important to build a healthy habit of daily school attendance right from the beginning. Children fall behind if they miss just 3 days each month. Head Start, Early Head Start, and PKC require 85% attendance in the classroom. If you have difficulty with regular attendance, your Family Resource Specialist will work with you to make an attendance plan. We ask for your cooperation to help your child maintain good attendance and receive a head start as they prepare for kindergarten.

- Regular attendance is essential for your child to gain the maximum benefit of our program.

- Federal Head Start, Early Head Start including CCP, as well as state PA Pre-K Counts, & HSSAP Standards and 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 call to report their child's absence and give a reason for the absence by 9am.
- A staff member will contact you if you do not call the center to report your child's absence
- 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 ELRC/CCW funding must abide by ELRC/CCW 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 a designated area 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 adults 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 with a caregiver/teacher 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 fob to enter the building.
- Upon enrolling in the center, parents must complete a form and will receive two access fobs.
- Each fob must be assigned to an individual who will be using the fob(s), with only one name listed per fob.
- Additional fobs are available for purchase at \$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/ vape in front of 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 20 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 Tadpoles 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
- The Day Before Independence Day, and Independence Day
- Labor Day
- Thanksgiving and The Day After Thanksgiving
- The Day before Christmas Eve, 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; the individual picking the child(ren) up must arrive within one hour of center notification.
- Centers may also close from time to time for staff training. These days are indicated on the yearly program calendar and are posted at each center. Clients are not billed for those days.
- If clients are given a notice prior to the school day of a closure; they are not charged for the day.
- If clients are not given a notice of a closure; they are charged for the day

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 affected 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.

4. **PROFESSIONAL DEVELOPMENT:**

- The entire agency will be closed six (6) 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. 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 are encouraged to go outside daily, 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.
- 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. Foot coverings or socks are to be worn in our infant/toddler rooms. No shoes are permitted in those specific classrooms.

- Toes and heels should be covered.
- Soles should have traction and be flexible while providing support.
- Jellies & Crocs are permitted with the exception they are being worn properly with the strap on the back across the heel.
- Sandals such as thongs 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, your 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, shoes, 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.
- Our food service workers hand make and prepare the infant/toddlers organic baby food for our enrolled children.
- ***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 in a grant funded program and requires specific diapers/wipes, a doctor's note is required for our program to purchase the special items for the child.

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. 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 all volunteers.

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:

- Attend volunteer orientation with Community Engagement Specialist, Center Director, or designee.
- 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 which includes clearances, physical vaccination status.

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. VOLUNTEER 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), complete monthly calendar activities and reading to your child.

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 all required 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. CASUAL 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. Casual Volunteer Requirements:

- a. Be cleared and set up through Center Director or Community Engagement Specialist.
- b. Complete a volunteer application.
- c. Sign a volunteer code of conduct form.
- d. Attend a volunteer orientation.
- 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.

E. Regular Volunteer: Any community or parent volunteer or legal guardian who volunteers 40 or more hours per month.

1. Regular Volunteer Requirements

- a. Be cleared through Community Engagement Specialist or Center Director.
- 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 NSOR (National Sex Offender Registry) Clearance.
 - Go to <https://www.dhs.pa.gov/KeepKidsSafe/Clearances/Pages/National-Sex-Offender-Registry.aspx>
Print & fill out application.
 - Mail to the Clearance Verification Unit, ChildLine at the following address:
 - Department of Human Services, PO Box 8170, Harrisburg, PA 17105-8170;
 - Scan and email the application to: RA-PWNSOR@pa.gov with "NSOR Verification Applicant (Your Last Name)" in the subject line
- i. 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.
- j. Sign a Disclosure Statement.
- k. Complete an Emergency Form.
- l. Complete Emergency Training.
- m. Complete Fire Video Safety Training.
- n. OSHA training video.
- o. Workers/Comp form.
- p. Sign Confidentiality Policy.
- q. Sign Code of Conduct.
- r. Complete Non-Federal Share forms.
- s. Covid Vaccine or test

F. DURING EACH VOLUNTEER EXPERIENCE A VOLUNTEER WILL:

- a. Complete Non-Federal Share Form.
 - i. 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 books located in the centers. See your Center Director or teacher for the location in your center.
- b. Provide proper identification.
- c. Be supervised by staff at all times when volunteering with children.

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. Activities related to the curriculum are listed on the calendar and are encouraged to be completed at home.

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

6. 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.

7. 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.

8. 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.

9. 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 their convenience. Communication through Tadpoles is also encouraged.

10. 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.

11. How can I pay my childcare bill?

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.

Here is a link to the PA Department of Human Services Standards That our program follows:

<http://www.pacode.html&d=>

[.gov/Display/pacode?file=/secure/pacode/data/055/chapter3270/chap3270toc](http://www.pacode.gov/Display/pacode?file=/secure/pacode/data/055/chapter3270/chap3270toc)



PARENT HANDBOOK RECEIPT & VOLUNTEER WAIVER FORM

CHILD'S NAME: _____ CENTER: _____
PARENT'S NAME: _____ DATE: _____

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.

_____ I have read the General Volunteer Waiver. I have knowledge, understanding and agree to abide by this policy.

_____ 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.

Seton Hill Child Services, Inc.



Parent/Guardian

Signature

Date

ADULT CODE OF CONDUCT & SUPERVISION

CHILD'S NAME: _____ CENTER: _____

PARENT'S NAME: _____ DATE: _____

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:

- 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, Confidentiality Policy or any program policy
- Any breeches of signed agreements/contracts
- Bringing or using illegal drugs, alcohol, or weapons to Seton Hill Child Services centers and/or events

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. Two warnings will be given once a parent receives a 3rd parent conduct, the letter be delivered via certified mail which will prohibit the parent from the premises.

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 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.

Parent/Guardian Signature

Date

SHCS Procedure on Suspension and Expulsion

Seton Hill Child Services, Inc. will make every effort to not to expel a child due to their behavior. If a suspension is necessary, it will be only temporary in nature and used as a last resort in circumstances where there is a serious safety threat, persistent or serious challenging behaviors that cannot be reduced or eliminated by the following reasonable modifications:

- ❖ Observations completed by Center Director, Infant/Toddler, Preschool and/or Inclusion Coordinator
- ❖ Collaborate with the parents
- ❖ Mentoring or coaching needs to help with classroom management
- ❖ Trainings or visiting other classrooms may also be required at this time. Staff can receive mentoring/coaching on any of the following topics: *Building Positive Relationships, Designing Supportive Environments, Social Emotional Teaching Strategies, Individual Intensive Interaction*
- ❖ Engage with a mental health consultant
- ❖ Utilize appropriate community resources- behavior coaches (Systems 1-2-3, psychologists), WIU, WCSI
- ❖ Other resources as needed to determine no other reasonable option is appropriate

If temporary suspension is deemed necessary, SHCS will help a child return to full participation while ensuring child safety by:

- ❖ Continuing to engage with the parents and a mental health consultant
- ❖ Continuing to utilize appropriate community resources as described above
- ❖ Develop a written plan to document the action and supports needed (Extreme Behavior Plan and/or Crisis Intervention Plan with documentation and follow up on Child Plus)
- ❖ Providing services including home visits
- ❖ Determine whether a referral to a local agency responsible for implementing IDEA is appropriate

If a child meets the definition of disability in 29 U.S.C. 705(9) (b) of the Rehabilitation Act, SHCS will ensure a child with an Individualized Family Service Plan (IFSP) or Individualized Education Plan (IEP) will receive the needed support services. If a child does not have an IFSP or IEP, SHCS will work with the local agency responsible for implementing IDEA to determine the child's eligibility for services.

**HEAD START PROGRAM PERFORMANCE
STANDARD: 1302.17 Suspension and expulsion
1302.45 Child mental health and social and
emotional well-being**

SHCS follows the Inclusion Announcement from the Pennsylvania Office of Child Development and Early Learning. The agency also follows regulations stated by Head Start (HSPPS 1302.17) regarding inclusion, suspension and expulsion. Currently, SHCS staff members attend inclusion, suspension and expulsion trainings during professional development days. The Inclusion Specialist attends inclusion, suspension and expulsion trainings to guide SHCS staff in following procedures set forth.

<http://www.pakeys.org/wp-content/uploads/2017/11/OCDEL-Inclusion-and-Suspension-Expulsion-Timeline.pdf>

SHCS and parents may inquire about services by calling 1-800-692-7288.

Babysitting Policy

At SHCS, employees engaging in babysitting services for enrolled families is discouraged but if it occurs, the staff member must notify their supervisor of the arrangement and a babysitting release must be completed and kept on file. A copy of the release is as follows:

BABYSITTING RELEASE

I, _____, and employee of Seton Hill Child Services, Inc. (hereinafter "the Staff Member") understand, acknowledge, and agree as follows:

1. Seton Hill Child Services, Inc. (hereinafter "SHCS") does not support or sanction the practice of families engaging the services of any SHCS employee for babysitting.

2. Staff members are employed by SHCS. In the event that the Staff Member is engaged by an enrolled family to babysit, SHCS does not, in any way, warrant or guarantee the suitability of the Staff Member for this purpose. SHCS shall not be responsible, in any way, for such arrangement nor shall SHCS be responsible, in any way, for any disputes of any kind and nature, which may arise between the enrolled family and the Staff Member, including any claims, injury, or damage to the enrolled family, their minor child/children, the Staff Member or either party's property. SHCS does not encourage or prevent its employees from working for other employers during the employees' non-scheduled work time as long as it does not interfere with the employees' job performance or availability to work hours required by SHCS.

3. While engaged by an enrolled family as a babysitter, the Staff Member shall be employed by the enrolled family and not as an employee of SHCS. Any activities, incidents, claims or injuries that occur to the Staff Member or the Family, or their minor child/children receiving such babysitting services, are not the responsibility of SHCS. SHCS does not authorize and specifically prohibits the Staff Member from transporting children to or from SHCS facilities. Any transportation of children by the Staff Member is not covered by SHCS insurance protections and may be non-permitted commercial transportations that will not be eligible for benefits pursuant to either the Staff Member's personal motor vehicle insurance policy or that of the enrolled family, unless specific insurance protections are obtained by the Staff Member or the enrolled family. By signing below, the enrolled family, on behalf of themselves and their minor child/children, and the Staff Member hereby agree to release, hold harmless, and indemnify SHCS and its employees from any claims, injuries or damages of any kind and nature arising therefrom.

4. The Staff Member will not discuss any business or confidential information with the enrolled family and shall not identify SHCS program participants, or share any SHCS information with the enrolled family. The Staff Member will not be covered by SHCS's workers' compensation or unemployment compensation insurance, and will not have protections afforded by SHCS in connection with maintaining OSHA standards, while privately employed by the enrolled family. SHCS is not a joint or shared employer with the enrolled family, and hours worked for the enrolled family will not count as hours worked in meeting overtime thresholds or any other benefits of SHCS. The Staff Member's agreement with the enrolled family is a completely private arrangement; however, if the Staff Member impedes the business reputation of SHCS, or engages in behaviors that adversely affect SHCS's reputation or the Staff Member's ability to effectively perform his/her job duties with SHCS, the Staff Member may be disciplined by SHCS for harming it by the Staff Member's away-from-work behavior. In the event that the Staff Member resigns or his/her employment is terminated by SHCS, it will not affect the Staff Member's babysitting arrangement with the enrolled family, because SHCS is not a participant to that arrangement and derives no benefit from the Staff Member's babysitting arrangement with the enrolled family.

I have carefully reviewed this Babysitting Release and understand and agree to its terms and understand that nothing in this Release or any other agreement changes my at-will employment relationship with SHCS.

As a result of the Covid-19 pandemic, SHCS has Covid-19 policies and procedures in place that over-ride some of the policies in this handbook. Until further notice, the Covid-19 policies will apply to ensure the health and safety of our children, families, and staff.

-Seton Hill Child Services Inc., Management Team

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Return to Child Care/COVID-19 Enrollment

Forms/Postings:

COVID-19 Agreement Form

Incorporated/Revised: 6/2020, 9/2020, 6/2022, 8/2022

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 8/15/2022.

When a child becomes enrolled during the COVID-19 pandemic or returns to child care after remote learning or a long absence the following applies:

The parent must notify the center in writing of the date of intended return (ie: Enrollment Agreement) and complete the following:

- Emergency Contact form updated
- Agreement Form updated (Arrival times noted and strictly followed)
- Sign off on Policies and procedures
 - Exclusion Criteria
 - Health Check
 - Outside Items and Extra Clothing
 - Return to Child Care
 - Illness During the Day

FRS staff will keep documentation of the above information in the child's file.

FRS will collaborate with the Center Director to place the child in the most appropriate classroom in the center.

FRS will update the enrollment spreadsheets in the FRS Enrollments folder on the OneDrive to ensure proper communication of enrollment status at each center and within each program.

In order to ensure that SHCS staff are prepared for each enrolled child and able to properly implement COVID-19 guidance, the following information is important for FRS/CD/AD to communicate to families

If a parent attempt to drop off a child without a confirmed classroom assignment, they will be given the above documents to complete and they can return to care on the following Monday. Parent will be given a remote learning packet to complete with the child at home.

If a child who is already assigned to a classroom arrives and at the center after their agreement time, the child will not be allowed to attend that day due to inability of staff to safely follow drop off procedures. They will be allowed to return the following day provided that they are within their window of time for arrival and show no signs of illness.

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Screening Procedures

Forms/Postings:

Incorporated/Revised: 9/2020, 7/2021, 6/2022, 8/2022

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 8/11/2022.

Exclusionary symptoms:

Fever (measured or subjective) Cough Shortness of breath Difficulty breathing New loss of taste or smell Rash accompanied by fever	Rigors (Chills) Myalgia (Muscle aches) Headache Sore throat Fatigue Congestion or runny nose Nausea or vomiting Diarrhea
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As Per OCDEL Announcement C-20-12

The best way to prevent the spread of COVID-19 is to prevent it from getting inside the facility. SHCS will

- Conduct a daily health screening of any person entering the building, including children, facility persons, family members, and other visitors to identify symptoms, diagnosis, or exposure to COVID-19.
- Not allow facility persons, children, family members, or visitors to enter the child care facility if:
 - They have tested positive for or are showing COVID-19 symptoms as outlined in the chart above.
- Continue to monitor all facility persons and child health throughout the day.
- Immediately isolate a child or facility person that develops COVID-19 symptoms as send them and any family members home as soon as possible.

- While waiting for a sick child to be picked up, if the child has symptoms of COVID-19, the caregiver should remain as far away as safely possible from the child (preferably 6 feet) while maintaining supervision. The caregiver must wear a cloth face covering. If the child is over the age of 2 and can tolerate a face covering, the child should also wear a cloth face covering.

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Personal Protective Equipment

Forms/Postings:

How to wear a mask

How to put on and take off PPE

Incorporated/Revised: 6/2020, 9/2020, 6/2021, 9/21, 6/2022, 8/2022, 10/22

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 10/2022.

We will be providing masks, long sleeve smocks, protective eye wear, and gloves for our staff.

All personal protective equipment will be washed and kept at the center.

Masks will also be provided for children.

Gloves

- Gloves should only be worn during the following instances:
- When cleaning
- When mixing bleach
- When caring for someone who is ill
- When changing a diaper or pull up
- When handling/serving food
- When performing first aid
- When carrying out the trash

Wearing gloves outside of these instances (for example, when using a shopping cart or an ATM) will not necessarily protect you from getting COVID-19 and may still lead to the spread of germs. The best way to protect yourself from germs when running errands, working in your office, and after going out is to regularly wash your hands with soap and water for 20 seconds or use hand sanitizer with at least 60% alcohol.

Long Sleeve Smocks

These can be used under the following circumstances:

- Staff conducting arrival and drop off procedures –changed after each classroom is checked in
- During meal times/bottle feeding-changed after-changed after each infant fed
- Cleaning-changed after cleaning bathrooms/before carrying lunch trays to classrooms
- When caring for a child who has become ill during the day

Long sleeve smocks will be made available to all staff if requested.

Face Shields

Face shields can be worn under the following circumstances.

- During arrival and drop off procedures
- During meal preparation and dish washing
- When feeding infants and toddlers
- When cleaning

Face shields will be made available to staff if requested.

Masks

As per OHS guidance, Staff and children over the age of 2 must wear face coverings in when the county is in a HIGH Transmission Rate. SHCS staff will monitor the transmission rates weekly (on Tuesdays) and staff will be notified via email and their supervisors if the county has reached a high level of transmission. Data about transmission rates comes from the following website https://covid.cdc.gov/covid-data-tracker/#county-view?list_select_state=all_states&data-type=CommunityLevels.

Please remember staff members reserve the right to wear a mask if they choose to do so.

If there is a medical reason for not wearing a mask, staff must provide that documentation to HR. Below are the guidelines for wearing masks.

Wear your Face Covering Correctly

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily

Use the Face Covering to Protect Others

- Wear a face covering to help protect others in case you're infected but don't have symptoms.
- Keep the covering on your face the entire time you're in public.
- Don't put the covering around your neck or up on your forehead.
- Don't touch the face covering, and, if you do, wash your hands.

The Department of Health recognizes that getting younger children to be comfortable wearing face coverings and to keep them on may create some difficulties. SHCS staff will be highly encouraging children to wear face coverings. SHCS staff will offer praise and encouragement, but never use punitive measures to force children in wearing face coverings.

Masks will be labeled with staff/child initials and washed daily.

Masks are not required when children and staff are eating or drinking or when children are napping.

Mask breaks are allowed for children and staff to protect the mental health of children and staff as they adjust to wearing masks during the day. Masks break can occur when the 6 feet of social distance can be maintained.

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Exclusion Criteria

Forms/Postings:

Exclusion Criteria Chart

Incorporated/Revised: 6/2020, 9/2020, 1/2021, 12/2021, 1/2022, 6/2022, 8/2022

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 8/11/2022.

There are no updates to this policy as of 6/1/2022.

As per, OCDEL Announcement C-20-12, a symptomatic individual, determined by a health care provider to have an illness other than COVID-19, should be excluded until they are without a fever for 24 hours without the use of fever reducing medications AND symptoms are improving.

Due to the public health emergency, COVID-19 SHCS may exclude any child or staff with the following symptoms of illness.

Fever (measured or subjective)	Rigors (Chills)
Cough	Myalgia (body aches)
Shortness of breath	Headache
Difficulty breathing	Sore throat
New loss of taste or smell	Fatigue
Rash accompanied by fever	Congestion or runny nose
	Nausea or vomiting
	Diarrhea

Fever reducing medications should not be used prior to coming to the center.

Time of exclusion will be determined following the guidance within the CDC, DOH, and OCDEL recommendations.

Children or facility persons who meet criteria for illness at screening or who become ill while at the facility and are sent home will be referred to their healthcare provider for evaluation.

All children/facility persons MUST provide a note or a negative COVID-19 test if excluded for symptoms. Please note, notes must be signed by a physician or a nurse practitioner (CRNP). This is in accordance with the ODCEL guidance updated on 12/20/21.

Extra information on a mild cough in a child/facility person with allergies and/or asthma

Very commonly, an individual with previously diagnosed allergies and/or asthma might arrive with a cough and/or runny nose (mild respiratory symptoms which are NOT new for this person). SHCS will not exclude such children/facility person if they are behaving normally and have no fever.

- Testing or exclusion is not recommended, this is consistent with PA Code and Caring for Our Children

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Health Check

Forms/Postings:

Health Check Form

COVID-19 Health Check Form

Incorporated/Revised: 6/2020, 9/2020, 10/2021, 1/2022, 8/2022

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 8/15/2022.

Parents and center staff complete a health check for each child before entry into the building.

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.

A center staff member will ask the parent and child (depending on the age of the child) if there are any symptoms of illness.

Staff will ask the questions listed on the COVID-19 health check form.

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 time it takes to complete this health assessment and ensure the child is able to participate in the program.

Findings are documented by staff on the Health Check Log.

Staff 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.

A child with any exclusionary symptoms of illness may not be allowed entry into the building.

As per OCDEL Announcement C-12-20 issued on 12/20/21

- Symptomatic child/facility persons determined by a health care provider to have an illness other than COVID-19 should be excluded until without a fever for 24 hours (if fever present) without the use of fever reducing medication and symptoms improving.

All children/facility persons MUST provide a note or a negative COVID-19 test if excluded for symptoms. Please note, notes must be signed by a physician or a nurse practitioner (CRNP). This is in accordance with the ODCEL guidance updated on 12/20/21.

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Outside Items and Extra Clothing

Forms/Postings:

None

Incorporated/Revised: 6/2020, 8/2022

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 8/15/2022.

The following items will not be allowed in centers.

- Blankets
- Toys
- Backpacks
- Soft sided lunchboxes
- Stuffed animals

Car Seats and Strollers will be kept in designated locations within centers and stored no closer than 3 feet from one another.

Clothes brought into the center will be washed when needed and kept in the child's cubby in the centers. Each child must have 2 changes of clothes including undergarments and shoes. All clothes must be labeled by the parents.

Staff members should have at least 1 changes of clothes (including undergarments and shoes) that are to be stored in the center or in the staff's vehicle.

SETON HILL CHILD SERVICES, INC.

COVID-19 Policy

Name: Illness During the Day

Forms/Postings:

None

Incorporated/Revised: 6/2020, 9/2020, 8/2022

This policy has been updated to comply with the most current CDC, DOH, and OCDEL and OHS guidance issued as of 8/11/2022.

Entry into the building:

Anyone (children and staff) demonstrating any of the symptoms on the exclusionary symptoms list may not be allowed entry into the building.

Fever (measured or subjective) Cough Shortness of breath Difficulty breathing New loss of taste or smell Rash accompanied by fever	Rigors (Chills) Myalgia (body aches) Headache Sore throat Fatigue Congestion or runny nose Nausea or vomiting Diarrhea
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Children who become ill during the day:

There will be designated space within each facility for children who become ill during the day.

A child demonstrating symptoms of illness during the day will be removed from the classroom and taken to the designated space within the center and will be asked to wear a mask until they are picked up from care.

The Center Director or their designee will call the child's parents to inform them that their child is ill and they must be picked up within an hour of the call.

No child will ever be left unattended.

Staff attending to child will wear mask, face shield, long sleeve smock and gloves and provide care and comfort until the child is picked up.

- While waiting for a sick child to be picked up, if the child has symptoms of COVID-19, the caregiver should remain as far away as safely possible from the child (preferably 6 feet) while maintaining supervision. The caregiver must wear a cloth face covering. If the child is over the age of 2 and can tolerate a face covering, the child should also wear a cloth face covering.

A parent must make contact with us to inform who will be picking up their child should they become ill. If a parent does not make contact within an hour of the call, CYS may be called to report the incident.

After the child is picked up, staff will

- Clean and disinfect the area in which the child received care.
- Remove mask and smock and place it in the laundry.
- Remove face shield if used, the clean and disinfect
- Remove gloves and place in garbage.
- Wash hands and any other area that came into contact with any bodily fluids of the child.

Staff who become ill

Any staff member exhibiting sign of illness throughout the day will be sent home and can return following the guidance defined in the return to work/care policy.