



Mission Statement

Maria's Childcare & Learning Center, LLC, is a family-centered program that focuses on providing a nurturing environment to enrich a young child's personal development on an emotional, social, physical, and cognitive level.

Program Philosophy /Goals

Our goal is to build a childcare center that puts the children first by providing a nurturing learning environment that encourages them to take developmentally appropriate risks through our childcare activities.

To create a home away from home environment in the center where parents are secure in the relationship with staff members who honor family values. In turn, we will encourage family involvement, open communication, and trust.

To construct a center where the staff is encouraged to develop and grow professionally and work together to create strong bonds with children, families, and other staff members.

Enrollment Policies

Maria Childcare & Learning Center, LLC, accepts children ages one to twelve. Registration shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy, or disability.

In order to enroll their child in Maria Childcare & Learning Center, LLC, parents must complete our Enrollment Application (found on our child forms tab at mariaschildcarecenter.com) and pay the \$25.00 Registration Fee and \$10.00 per additional child. **Refunds are not available for the Application Fee.**

We require the completed enrollment application, signed fee agreement, and registration fee to begin enrollment. **We require a copy of the child's recent immunization records and health records (if an upcoming appointment has taken place, we will need a copy) prior to the child's start date.**

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

Maria Childcare & Learning Center, LLC reserves the right to dismiss any parent or child at any time, with or without cause.

Continued enrollment at Maria Childcare & Learning Center, LLC, is contingent upon the parent's, emergency contact persons, and child's adherence to the policies and procedures of Maria's Childcare & Learning Center, LLC, as outlined in this handbook, including but not limited to, timely payment of all fees and tuition.

Parents are required to notify Maria Childcare & Learning Center, LLC immediately, should any of the information be collected at the time of enrollment or any time after that change. Failure to do so may result in the child(ren) being disenrolled from the program and forfeiture of any deposit.

Maria's Childcare & Learning Center Hours of Operation

Monday through Friday from 6:30 am to 5:00 pm.

Holidays & Special Occasions

- The center will be **CLOSED** for holidays and staff training days. A list of these dates is distributed annually and is posted in each classroom.
- Severe weather can lead to closure. We will contact you through **Procare** (app) if we need to close or delay.
- We will be closed if a "state of emergency" is declared.

Late Pick-Up

- You will be charged \$15.00 if you pick up your child(ren) after the time agreed in your agreement form. A late fee will be charged to any parent or guardian picking up their children after 5 pm (closing time) unless contacted beforehand.

Tuition

All custodial parents or legal guardians must sign a Fee Agreement before enrolling their child in Maria's Childcare & Learning Center, LLC. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Procare Online (credit card) or cash may pay tuition. We will need exact cash. We do not carry change. Receipts will be given for every tuition payment. All cash payments must be handed directly to a staff member. Fees for field trips are not included in tuition, but enrichment programs such as activities inside the center are.

All payments are due every Monday for the current week of care. A late fee charge of \$10.00 will be added to your account if not received by Wednesday.

Nonpayment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at Maria's Childcare & Learning Center, LLC; however, if you anticipate difficulty paying on time, please immediately discuss the matter with the Center Director. If alternative payment arrangements are approved, you will be notified by the Director.

Maria's Childcare & Learning Center, LLC, **does** accept childcare subsidies. Subsidized children must have the case manager call before they start to care. We follow our contractual obligation with CCIS and require parents to pay their copay by Tuesday, the beginning of the week, or we will have to report nonpayment to our CCIS office.

Clothing

Children should wear comfortable clothing and shoes that allow them to move freely.

The children play hard and do lots of messy and entertaining activities. We suggest comfortable, casual, wash and wear clothes that are appropriate for the weather. We go outside each day, weather permitting, so that children can run, jump, climb, play, and walk around the neighborhood. Sneakers or tie shoes are the safest protection for your child's feet during outdoor activities. **Sandals, flip-flops, and open-toe shoes are UNSAFE!** Please provide a complete change of clothing in a marked bag for your child in case of a spill or accident. Children are embarrassed and uncomfortable in wet clothing.

Personal Belongings

ALL personal belongings MUST BE CLEARLY LABELED with their name. Please Do Not Allow Your Child to Bring Toys or Electronics. We will not be responsible if they get lost or broken. Children should arrive daily with some backpack or tote bag with their diapers, wipes, bottles, and extra clothing. PLASTIC BAGS ARE NOT ALLOWED!

Diaper Change & Potty Training

Parents of infants and young children enrolled in the program must provide their children with enough diapers and wipes each day.

It's important to keep in mind that we change diapers every two hours. A baby changes between 5 and 6 diapers a day.

Please inform your child's teacher of your potty training routine at home so that we may reinforce those habits during class time. If you are attempting to potty train your child, we strongly suggest that you either send your child to class in underwear with several extra changes of clothing or send your

child in the velcro tab Pull-ups and Diapers. Please dress your child in clothing that is easy to remove and change during this training stage.

Nutrition

- Our program provides breakfast, lunch, and mid-afternoon snacks daily.

Food Policies/Allergies

We must be alert to specific allergies of children in the class. It is crucial for the child not to bring in food items to finish eating because it can contain ingredients that can be very harmful to other children and teachers.

- This can be very **DANGEROUS!**
- Maria's Childcare & Learning Center is a **Peanut FREE ZONE!**

Rest Time

Most children physically required a period of rest during the day.

- If your child is enrolled in our program until 2:30 pm, they will be required to lie down for a rest period. We ask that you provide your child with a blanket and pillow. Please be sure that each item is clearly labeled with your child's name.
- At the latest, children begin napping by 12:30 pm. During this time, children will listen to soothing music in order to rest.
- No child will be forced to sleep, but all children must lie down to rest for a period of time.

Withdraw/Termination:

We reserve the right to terminate services provided for a child based on the child and parents' lack of cooperation with established rules and policies by child/parent. Such as:

- If copayments are not paid, reports to the credit bureau will be reported
- Documenting unacceptable behavior.
- Meeting with parents/guardians.
- Seeking professional help such as TSS and guardians put forth no effort on their part.
- Tuition payment falls in arrears for more than one week, with no payment arrangements made.
- Habitual late pick-up of the child(ren).

Illness Policy

Please consider our illness policy when your child is not feeling well!

- The policy is a state-mandated regulation and helps prevent the spread of contagious diseases. We may ask you to take your child to the doctor for a diagnosis because we are not licensed physicians and only use symptoms to suspect infectious diseases.
- **The child must be symptom-free without medication for 24 hours before returning to the center.**
- **If the child is sent home sick from the center, he/she may NOT return the following day unless you bring a note from a physician stating that the child is symptom-free and does not have any illness that could be contagious.**
- **If the child is too sick to go outside to play, he/she is too ill to attend the center. To maintain adequate teacher/child ratios, we are unable to keep a child from outdoor play.**

See our illness policy below:

Illness	May Return
Covid-19	Negative Test Results (home test not acceptable)
Fever of 101 or higher	When the fever is gone (after 24 hours)
Vomiting two (2) or more times	No longer vomiting (after 24 hours)
Diarrhea two (2) or more times	No diarrhea (after 24 hours)
Earache or draining with pain	When treated (doctor's note)
Pink eye	With a doctor's note
Impetigo (Sores)	With a doctor's note
Ringworm	With a doctor's note
Head lice	After treatment
Scabies	With a doctor's note
Influenza	With a doctor's note
Chickenpox	Return after 6 days when scabs are dry./ With doctor's note.
Active TB	State Health Official Approval
Unexplained Rash	With a doctor's note
Measles	Return after 6 days when scabs are dry./ With doctor's note.

Cold sores	Return until healed. No oozing or bleeding
Strep infection	Return after 24 hours of being treated
Scarlet fever	With a doctor's note

Medication Policy

Please review the following steps and supporting documents to ensure an understanding of this guidance.

- 1. Parents/Guardians must notify staff members about the medication to be given.**
- 2. Parents/Guardians must fill out the Medication Log sheet (provided by the facility) and sign it.**
- 3. Medication must be in the original prescription-level container to administer medication.**
- 4. The date on the container must be current.**
- 5. All medications will be kept in a locked area and will be kept out of all children's reach.**

Drop-off / Pick-up Arrangements

All children should be dropped off and picked up by their parents or persons designated in writing by parents!

Parents, legal guardians, and approved individuals are required to indicate the name and phone number of all authorized individuals who are clear to pick up the child. All parents, legal guardians, and approved individuals sign in and sign out on the provided sheet each day the child is dropped off and picked up from Maria's Childcare & Learning Center. Only persons designated to pick up a child will be allowed to do so.

- Please be respectful to the other residents.
- Finding a parking space can be challenging at times; therefore, plan to find other alternatives.

MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

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

As mandated reporters, the staff of Maria's Childcare & Learning Center, LLC cannot be held liable for reports made to Child Protective Services, which are determined to be unfounded, provided the report was made in "good faith."

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

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, and season
- Transporting a child without appropriate child restraints (e.g., car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals, including a drink for your child.
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school overmedicated to hide symptoms would typically require the child to stay home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

Call Childline for all reporting at 1-800-932-0313

Parent Code of Conduct

Maria's Childcare & Learning Center, LLC, requires the parents of enrolled children at all times to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Maria's Childcare & Learning Center, LLC, is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of Maria's Childcare & Learning Center, LLC, but it is the responsibility of every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property. Please refer to the Policy on Parent's Right to Immediately access additional information regarding the child's Enrollment when a Parent is prohibited from accessing agency property.

SWEARING/CURSING

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to express frustration or anger using non-offensive language verbally. At **NO** time shall inappropriate language be directed toward staff members.

THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADULTS

ASSOCIATED WITH Maria's Childcare & Learning Center, LLC:

Threats of any kind will not be tolerated. Maria's Childcare & Learning Center, LLC, cannot afford to sit idly in today's society while threats are made. Also, all threats will be reported to the authorities and prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT Maria's Childcare & Learning Center, LLC

While Maria's Childcare & Learning Center, LLC does not necessarily support nor condone children's corporal punishment, such acts are not permitted in the childcare facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and seek advice and guidance regarding appropriate and effective disciplinary procedures. Parents are prohibited from addressing, for correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. Suppose a parent should witness another parent's child misbehaving or is concerned about behavior reported to them by their child. In that case, it is most appropriate for the parent to direct their concern to the classroom teacher and Center Director.

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

SMOKING:

For the health of all Maria's Childcare & Learning Center, LLC employees, children, and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Maria's Childcare & Learning Center, LLC. Parents who are smoking in their cars must dispose of the cigarette before entering the parking lot.

VIOLATIONS OF THE SAFETY POLICY:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences but to protect the welfare and best interest of the employees, children, and associates of Maria's Childcare & Learning Center, LLC. Please be particularly mindful of [Maria's Childcare & Learning Center] entrance procedures. We all like to be polite. However, we need to be careful not to allow unauthorized individuals into the center. Holding the door open for the person following you may be polite; however, that person may not be authorized to enter the premises. Security procedures are only as robust as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF Maria's Childcare & Learning Center, LLC:

While it is understood that parents will not always agree with the employees of Maria's Childcare & Learning Center, LLC, or the parents of the other children, it is expected that all disagreements be handled calmly and respectfully. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

VIOLATIONS OF THE CONFIDENTIALITY POLICY:

Maria's Childcare & Learning Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family but all children, families, and employees associated with Maria's Childcare & Learning Center, LLC. Any parent who shares any information considered confidential pressures employees or other parents for information that is not necessary for them to know would be considered to violate the Confidentiality Policy.

COMPULSORY SCHOOL AGE POLICY:

Maria's Childcare & Learning Center, LLC, will only allow kids under 6 to be enrolled full-time during operation hours. Schoolkids aged six and up must be enrolled in school before September 1. School kids can only be enrolled in the daycare for the before and after school program and during summer time. The compulsory school age in Pennsylvania has recently changed. These changes will go into effect beginning in the 2020-2021 school year and require all students to attend school no later than age six and until age 18 or graduation, whichever occurs sooner. These requirements will apply across Pennsylvania. In Pennsylvania, all "compulsory school-age" children must attend school. "Attend school" means that the child must attend a regular public school, a charter school, a licensed private or religious school, or an approved homeschooling program.



***Please ONLY print this page and sign & date it.**

* To find the virtual link to view our handbook, please visit our website:

<https://www.mariaschildcarecenter.com/childforms>

I/We have read, understood, signed, and returned this page and agree to the policies stated in this handbook. I/We understand that should there be updates to this handbook, I/We will be given a copy of the page with the updated information and a new copy of this page to sign and return. I/We will fill out, sign, and return the enrollment form (along with the registration fee, agreement, & authorization forms) and contract in their entirety. By doing so, I/We are enrolling my/our child/ren in Maria's Childcare & Learning Center.

Parent or Legal Guardian Signature: _____

Date: _____