



*A loving start for a brighter future...*

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## **Our Center**

### **Mission Statement:**

1. We are a Christian childcare center. The foundation of our faith in God above motivates us to provide childcare with love, honesty, and integrity.
2. We are dedicated and passionate to serve you and your family above and beyond what one might expect, however and whenever we can.
3. We want to stir your child's natural curiosity and love for learning, inspiring them to discover and grow beyond expectation in all areas of development.

### **Our Philosophy:**

- We recognize that learning begins at infancy and we intentionally plan the day to include a plethora of experiences to awaken the brain to make new connections.
- We value an education that balances self-exploration and adult guidance.
- We look for teachable moments to demonstrate personal responsibility, proper and caring social interaction, creativity, risk taking, physical health and development, and cognitive strength.
- We place a high value on fun, joy in learning, and daily interaction between adults and children.
- We believe that families should be treated with respect and transparency, we believe strongly in integrity and following regulations at all times for the safety of staff and children.
- We will work with families in all areas necessary to foster a community of support.

### **Discipline Philosophy:**

When it comes to discipline and training, there are responsibilities for both the teacher and the student. First, our staff must set realistic, age appropriate and clear boundaries that respect others

and keep everyone safe. Our teachers also try to keep the children occupied enough during the day so that boredom does not contribute to unnecessary negative behavior. Teachers also have the responsibility to properly supervise all activities from the table to the playground. Once clear instructions and boundaries are established, there are two strategies we incorporate into our day. As a childcare facility, we attempt to reinforce good behavior on a regular, moment to moment basis. But a child has a choice. When a teacher has properly fulfilled her responsibility, it is up to the child whether or not to comply.

Most discipline issues can be solved with simple redirection, pleasant correction, and teaching. Other behavior may need a more logical solution such as separating children for a time, moving to a different place, or simply removing a misused item. At our discretion, inappropriate behavior may be documented on a Parent Communication Form, which will be completed by the supervising staff and filed with the parent/guardian's signature. Extreme defiance or harmful behavior may necessitate a phone call to the parent/guardian. A conference may be scheduled. A child who must repeatedly be removed from the classroom, or a child who refuses to stay with his class must be sent home. If the problem becomes a constant disruption in a preschool class, and the parent/guardian is not willing to participate in evaluations and/or center procedures, a child may be dismissed without a refund of fees. Any display of physical aggression toward the staff, including but not limited to hitting, kicking, or biting, will necessitate immediate dismissal for the day. **This is not a form of discipline, but a practice that serves to protect our staff and students from harm and allows the classrooms to function in a way that is conducive to everyone's learning.** A child whose parent/guardian does not make arrangements to pick them up from the premises in a timely manner will be permanently dismissed with no refund of fees. A child's behavior will be discussed only with the parent or guardian. Please respect the privacy and confidentiality of our families by not discussing other student's behaviors.

## Toddler Learning Program

**One-year old focus:** independence – self-feeding, self-soothing, self-discovery, physical development, potty introduction as children are ready

**Two-year old focus:** social interaction and awareness - sharing, communicating and listening, exploration and imagination

## Preschool Program

**(All 3's and 4's includes a daily preschool schedule.)**

**Threes turning Four:** for children who are 3 before Sept 2<sup>nd</sup>: **A more formal approach begins.** Here the child is considered a true preschooler and the day includes an actual preschool setting for the morning time every day. A large portion of the day is still used for play. The learning time is structured, but multi-faceted. Table time includes more cognitive activities such as matching and sequencing. Cutting and pre-writing skills are introduced. Age appropriate art allows for exploration of new mediums and self-expression.

**Fours turning Five:** (for students who are 4 before September 2<sup>nd</sup> or 5-year olds not quite ready for kindergarten): **An introduction to kindergarten.** These classes are specially designed to lay a solid foundation for future learning. The goals for this age group are to solidify number and letter recognition, form beginning reading skills (including rebus and sight words), formally instruct handwriting through a multi-sensory curriculum, and to explore basic science, geography, social skills, health, and math.

**Before and After-School Care Program:** Kindergarten through 5<sup>th</sup> grade program offers a great start to each day with supportive staff and time for breakfast, play and interaction before school begins. The after-school program includes physical activity and social interaction, help with homework, art, games and time to relax.

## Enrollment

### Schedules:

Parents must schedule regular days and hours for a child's attendance. Changes for a part time schedule must be approved through the office in advance. See below.

### Part-Time Students:

Days for attendance must be set at enrollment. However, schedule changes **may** be accommodated with prior **approval from the office.** We must be sure that we are in compliance with state regulated staffing requirements. A \$10, non-refundable fee per child will be assessed for each approved change in schedule (this includes swapping days missed due to sickness, holiday or vacation.) A request form must be submitted before any change in schedule is made so the teacher may properly prepare. Additional days may be added, but the parent will be charged the full-time rate for the week **plus** the \$10 schedule change fee per child. Permanent changes will be accommodated as long as the day care can remain in compliance with state regulated ratios. There is no fee for a permanent change in schedule.

School-age all day care is available when schools are closed, (provided it is a day we are open) including Christmas break, but the office must be given two weeks' notice to allow time for scheduling staff. Once the request has been made, it cannot be withdrawn if it is inside of the two-week window.

### Forms:

All appropriate forms must be filled out completely before any child may begin attending A&B with the exception of the health form. This form with a vaccination record must be submitted within 60 days of starting attendance and must be updated every six months for 1-year olds and annually once they have reached two years of age as required by the state of Pennsylvania. **Failure to keep health records current must result in suspension of services.** Student records are available upon request.

### Termination of Services:

Students being withdrawn from the program must give 2 weeks' notice. Billing will continue for 2 weeks after notification is given. (Please see tuition and fees on pages 11-12).

A child may be dismissed from the center for the following reasons:

- Failure to make payments or consistently late payments
  - Three late pick-ups in a school year
  - Recurring misbehavior
  - Failure to provide DHS required forms
  - Failure of parents to cooperate with the expectations of A&B
  - Mistreatment of A&B staff by student or parents/guardians
- \*\*\*If expulsion is necessary from A&B no refund is granted\*\*

## A&B Closings

Labor Day

Thanksgiving Day and the Friday after

3:00 on Christmas Eve, Christmas Day

3:00 on New Year's Eve, New Year's Day

Good Friday

Memorial Day

Independence Day

Staff in-service days (end of August and beginning of June)

Attendance the week of Christmas is optional. No charge will be billed if the center is not used this week. For this one week, parents may choose to use the center for part of their normal schedule and only pay a daily fee, Merry Christmas! The child's schedule will be needed two weeks' in advance to allow for adequate staffing.

Holidays: Because we are a Christian center, holidays like Christmas and Easter will be celebrated from a Christian perspective. We will celebrate and focus on Jesus while recognizing other traditions as part of the seasons. We will celebrate the fun of Halloween and other holidays with consideration and respect to those around us.

\*\*\*In case of snow emergency: Closings and delays due to weather will be listed on Facebook and WGAL 8 (by 6:00am if at all possible).

Billing will not be altered for the first 3 closings due to weather. All subsequent closings will result in a prorated credit on the next billing cycle. A&B must close when Penn Township declares a snow emergency.

## Health, Safety, and Sanitation

### Clothing:

Children must be able to **run and play safely**. **Clothing should be appropriate for the season**. Shoes should be supportive and safe. Sneakers are best. Flip flops, backless shoes, and high heels are NEVER appropriate for the day care. Should a child attend the facility in such footwear, other appropriate footwear will be provided if at all possible. For modesty and sanitary reasons, please consider shorts under dresses.

Extra clothing must be kept in the child's bin, stored in the bathroom, in case of an accident, spill, or soiling. Above and Beyond will not be responsible for lost or damaged items. If a child does not have a change of clothes, parents must be satisfied with what the day care can provide. New and unused underwear will be provided and billed at the cost of \$1 per pair and is yours to keep.

In the winter months we will continue to take the children outside, weather permitting, so make sure that proper winter clothing (including hats, coats, and mittens which you may leave at the day care) is always available. Please label all these items.

### Illness:

**Please reference the "What and Why" policy which you received at enrollment for more specific details.** Parents may not send a sick child to the day care. When a child displays the following signs of illness, a parent will be contacted to remove the sick child from the facility.

- **Several episodes of diarrhea**
- **Vomiting**
- **100+ degree temp accompanied by other symptoms (including lethargy, irritability, etc.)**

- **Weeping, pink eyes**
- **Temp of 101+ without other symptoms**

**\*\*\*All children must be symptom free for 24 hours without medication before returning to school. A child dismissed for illness will not be permitted to return for 24 hours unless a doctor's note specifically identifies a non-contagious cause for fever such as an ear infection. Teething is not an accepted medical diagnosis for a fever over 101. Any new symptoms, including rash, that appear when the child returns will result in dismissal for another 24-hour period.**

### Medicines:

Please administer medications at home as much as possible. If medication **MUST** be given during school hours, follow these medicine procedures as regulated by the Department of Human Services. We cannot make exceptions.

#### **ALL PRESCRIPTION MEDICATIONS MUST BE:**

- ✓ In their **original container**.
- ✓ Accompanied by **WRITTEN instructions from the physician** (these are listed on the medicine label - check the box.)
- ✓ Identify the **type of medication and the name of the child** for whom the medication is prescribed
- ✓ **Documented on the proper form** with exact dosage and specific time to be administered (please do not write "mid-morning", etc.)
- ✓ Stored according to package instructions. Medication needing refrigeration will be stored in the staff room.
- ✓ **Handed to the staff person** currently responsible for your child.

#### **NON-PRESCRIPTION MEDICATION MUST:**

- ✓ **Be handed to the staff person in the original package** (we will not administer single doses left in a Ziploc bag or other generic storage container).
- ✓ Include the child's **First AND Last name** on the package.

- ✓ **Be documented on the proper form** with exact dosage and specific time to be administered (please do not write “mid-morning”, etc.) We must follow package dosage instructions unless instructed otherwise IN writing by a physician.

**\*\*\*\* Lotion, Chap Stick, lip gloss, sunscreen, etc. are considered medication by the state and therefore MAY NOT be carried through the day by a child, only by the staff.** The child may use these items upon request or at the teacher’s discretion. The medical permission form must be completed for the file.

**All severe medical concerns such as allergies requiring use of an Epi-pen, asthma requiring an inhaler, or seizures with diazepam must have an action plan created by a physician on file which must be updated every 6 months.**

**Incident Reports:**

All injuries that occur at A&B during time of care will be documented in an incident report, to be signed by parent/guardian, and kept on file.

**In an Emergency:** In most cases, situations that are not life threatening will allow us to call the parent/guardian before medical personnel are contacted. Situations in which EMS (emergency medical services) may be contacted before the parent include but are not limited to: the child is not responding, is unconscious, has a severe injury (such as uncontrollable bleeding or a disfigured broken bone), apparent head trauma, and severe allergic reactions. Should the parent/guardian request EMS be contacted, the day care will comply. The parent/guardian will be responsible to meet all costs of emergency transportation.

Injuries which occur on A&B property may be submitted to A&B insurance. Please inform the office and request information.

**Progress and Development Reports for toddler and preschoolers:**

A progress report will be issued for each child in January and in

May/June. The purpose of these reports is to inform you of your child’s growth and development within the context of the services provided by our facility. Please contact the teacher if at any time you wish to schedule a conference.

**Food Guidelines:**

**Breakfast:** We do not provide breakfast, but breakfast items may be brought from home in a labeled lunch box and served until 8:00 a.m. Sippy cups will be dumped and rinsed when the child is done. (No bottles, please.)

**Snacks:** Snacks are provided around 9:15 a.m. and 3:15 p.m. If you wish to provide a snack for your child’s classroom, please check with the teacher to see if there are any children who have allergies. All snacks brought to share must come prepackaged and unopened.

**Lunches:** A nutritious lunch is provided daily. Each child is encouraged to try new foods. You may choose to not have your child eat the food served at the day care on any given day, in which case you may request a cheese sandwich or provide a packed, ready-to-eat lunch. All food from home must be ready-to-serve and brought in daily. We will provide plates, utensils and milk, but when a child packs, our food is no longer available. This way the child is eating a balanced lunch. Lunch boxes must have your child’s name. No refund for lunches is offered. Milk alternatives must either be brought in an unopened, original container with a listed expiration date to be stored in the kitchen or brought in daily in a single serving container which will be sent home at the end of the day. Packed lunches containing precooked foods must be refrigerated or kept in a cold lunch bag with an ice pack. Please make sure the teacher is aware the child has a packed lunch. The menu is available on the website and hanging by the kitchen. A copy is available upon request.

**Napping:**

Through the school year, all students preschool and younger will nap after lunch. Timing depends on the age group. The center will provide a mat for each child that is sanitized daily, but any other sleeping items must be provided from home. Due to health/sanitary

reasons, nap items MUST be kept in a backpack or cloth bag. If you do not have one, the office will provide one at the cost of \$1. Children will be limited to 1 stuffed animal, 1 small pillow, and 1 small blanket. Please take these items home and wash them every week. During the summer, school-age children may have a short quiet time. ALL ITEMS BROUGHT FROM HOME MUST BE LABELED.

### **Potty Training:**

Parents whose children are in diapers are required to provide disposable diapers along with diaper cream if desired (with the permission form). We will provide wipes. If pull-ups are preferred, ones that open on the side are required. A child must be consistently accident free and be able to communicate the need to potty before underwear is permitted. When you are ready to potty train your child, please discuss this desire with your child's teacher. Due to sanitary reasons, a child who has frequent accidents in underwear will be required to wear a pull up over their underpants.

### **Facility Safety:**

The door code will change at the beginning of each session to eliminate access by those who no longer need to enter our facility. Please, do NOT open doors for people you do not recognize. If there is no one in the office and someone is waiting to come in, please tell the guest that you will notify a staff member, making sure the door closes and locks behind you.

### **Pick-up and Drop-Off**

- Siblings may not pick up children without an adult present unless they are an authorized adult (at least 17) and listed on the pick-up form
- Children who are not A&B students may not play in the outdoor play space due to insurance limitations
- A&B has an open-door policy per state regulations. Parents have equal legal rights to a child unless a custody agreement specifically states otherwise.
- All legal custody agreements must be in the child's file at A&B and will be strictly enforced by A&B staff and administration.

### **Office Contact Information:**

We, the day care staff, will do our best to meet the needs of every student with love and patience according to the standards outlined in this manual. However, at times our office staff may be called away or have left for the day, and the phones are left unattended. If you must contact us at such a time (such as not getting here before closing time), call 717-855-5326 which is a cell phone that a staff member always has available.

A&B depends on weekly income from each filled spot to meet financial obligations. Tuition is set for the year and increases may be scheduled for summer or fall as needed. Tuition increases will be announced in advance.

### **At enrollment:**

- A \$60 registration fee is due at enrollment which holds the spot for up to 2 weeks. Requests to start after 2 weeks require a holding fee. See description below.
- A \$25 book fee will be assessed for each 4-year-old class student to cover the cost of extra materials used in their schooling for the year that are not reusable.
- A payment agreement must be signed and kept on file.

### **Weekly tuition:**

- **\*\*\*Payment is made for each week that a child is enrolled. Tuition billing will continue as long as your child is enrolled regardless of missed days due to illness, vacations, suspension or any other interruption.** (See medical billing - next page).
- Payment must be made by cash, check, or electronic withdrawal on Monday or the first day of attendance each week (month for preschool only children). Credit card payment is also available for an additional \$5.00 service charge per transaction/per child.
- A late fee of 5% will be added to any unpaid balance by close on Wednesday of the current billing period.

- Children with an unpaid balance on Thursday may be suspended at the discretion of the director or administrator until the balance is paid in full, including the late fee.
- A \$30 fee is charged for a bounced check and a \$20 fee for a rejected electronic withdrawal or credit card charge. The 5% late fee will be applied from the initial date due, and the child suspended immediately upon notification. These fees and the tuition must be paid in cash before the child may return.
- If there is a second bounced check within 12 months the acceptable payment will be changed to cash only.
- A late-pick-up fee of \$10/child will be charged for any part of the first 5 minutes that a child remains at the center after closing (6:00pm) regardless of the reason. \$5/child will be charged for each part of 5 minutes thereafter. Please be considerate to our staff, and make sure that you arrive on time and leave promptly with your child.

#### **Summer terms:**

- All students leaving for the summer with intent to return for the fall session will pay a commitment fee equivalent to the tuition of the age the child will be in the fall.
- Children leaving for the summer with intent to return in the fall are considered enrolled through the end of the school year and will be billed until the end of the day care's school term unless the child is officially withdrawn.
- Summer only students pay a \$60 registration fee every year.

#### **Transitions:**

Recognizing the importance of consistency, A&B transitions children to another room only when deemed necessary. Typically transitions to another classroom only take place for the summer session and at the beginning of the school year. If a child does need to be moved in the middle of the session, a letter will be sent from the office prior to any permanent move to inform parents, introduce the staff, and share critical information such as scheduling. Children may be placed with different staff on days when staff is low or during a significant event.

#### **Withdrawal:**

- Families are required to give 2 weeks' notice when leaving. Billing continues 2 weeks after notice is given.
- When notification is given, no grace period for payment is offered for the last 2 weeks. Payment must be received on Monday at drop off, or the child may not attend.

#### **Medical Adjustments:**

Medical reduction in billing will require a doctor's note that in-home care is required. Families with medical leave will pay full tuition for 2 weeks and then will receive a 50% discount for up to 4 weeks. At the end of this 6-week period, individual cases needing a time extension, with a written recommendation from a physician, will be considered on a case-by-case basis.

#### **Items that may/may not be at the center:**

**Permitted:** comfort items, such as a blanket or particular stuffed animal, only when needed to help with drop-off, toys for show-n-tell which should be given to the teacher.

**Not permitted:** Toys not necessary for learning or adapting, pacifiers or bottles (we will work with parents on this), technology such as phones or electronic games (these must remain in the child's bookbag). Phones or technology that are taken out will be turned in to the office for pick up by a parent/guardian. A&B will not be responsible for any lost items. Anything dangerous or weapon-like including pocketknives or any other blade in a bag or on the child's person will be confiscated immediately and the parent/guardian given a written warning. Any subsequent infractions will result in dismissal.

## **Parental/Guardian Involvement**

#### **Visitation Rules**

When visiting our facility, parents must limit their visit to their own child's classroom and only while their child is in attendance unless other arrangements are made. Parents/guardians are invited and

encouraged to participate, our door is open. Please stop in the office to identify yourself and let us know that you will be in attendance. For safety, please obtain a visitor's tag so staff will be aware that your presence is permitted. Volunteers are required to have all their clearances.

### **Communication**

Parents/guardians must notify the office immediately of any changes of address, employment, family status, and any contact information (including business and cell phone numbers). Emergency numbers must ALWAYS be current. This is a PA state mandate.

We will keep in contact with parents daily through a notebook for every child, monthly e-mails and newsletters, communication slips for parents to leave notes to teachers, and through various written forms to communicate any injury or significant incident. Please make sure that you are available for emergency phone calls.

### **Waiver**

Please be aware that should you use the services of any of our staff off the premises of A&B ALL liability by A&B is waived. This is considered a personal contract and not covered in any way by A&B insurance.

### **Parents/Guardians**

If at any time you find that a situation or standard needs to be addressed, please contact me immediately. We are here to serve you and your family with the best we have to offer. We want to create a pleasant and nurturing environment for your child. If you find a way we can improve, please let me know. Thank you for trusting us with your child.

Sincerely,

Mary Richey, Director

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*Above and Beyond Christian Child Care Center, LLC's admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age, or sex.*

Above and Beyond Christian Child Care Center, LLC's entire facility and surrounding property is a non-smoking/vaping area. All staff, parents, and visitors are required to respect this policy at all times. Disregarding the policy can be grounds for terminating the relationship with A&B. Please make sure all family and friends you may have coming to our facility are aware of this policy.

