



PARENT HANDBOOK

2017

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INTRODUCTION

WELCOME

Welcome to Westview Early Learning Academy LLC (WELA). Please take time to read this handbook, as it will answer many of the questions you may have concerning our policies and procedures. Our goal is to supplement your parenting and support you in your role as a parent. We encourage you to become an active participant in our school activities and programs offered. If you have any questions, concerns or problems, feel free to talk to your child's teacher or the center's director. We want the best for you and your child.

MISSION STATEMENT

Westview Early Learning Academy's mission is to provide accessible, affordable, high-quality early education by keeping the learner's needs at the center of decision-making and working in partnership with families and our dynamic, multicultural community.

Westview Early Learning Academy LLC strives to enhance each child's individual emotional, social, and intellectual development while also building the physical skills need to navigate daily life. Westview Early Learning Academy LLC provides an environment that is developmentally appropriate, nurturing, and safe.

At Westview Early Learning Academy LLC Children are encouraged to:

- Explore
- Discover
- Be creative
- Embrace diversity
- Strive for excellence
- Become lifelong learners

PHILOSOPHY

We believe in the value of human diversity and the fair treatment of all people. Our primary goal is to provide a nurturing environment that supports all children as they become creative, independent, responsible, fully-functioning, self-directed individuals who have a strong sense of self and accomplishment. Secondly, as adults, we must strive to continue learning and growing in our relationships with others to role model a peaceful environment and surround the children with understanding and warmth.

PROGRAM OVERVIEW

Our developmentally appropriate program is child-centered and based on best practices research in Early Childhood Education. Our belief is that the best way for children to learn is through play, and our classrooms reflect this belief by providing a planned environment that is designed to stimulate children's interest. Our individualized educational approach meets each child's different and unique needs and interests.

The program focuses on the child's cognitive, social-emotional, psychomotor, language and communication, and creative development. Learning centers encourage children to choose freely

from a wide range of play and learning experiences, and help them recognize, understand, and express their own emotions as well as to sympathize with the emotions of others.

We use the *CREATIVE CURRICULUM* for all age groups. Children learn best through hands-on experiences with people, materials, events, and ideas; this principle, validated by research, is the basis of *[blank]* approach to teaching and learning. On-going observation of children is documented and shared with parents through classroom bulletin board displays, reports, newsletters, and parent conferences. Our program enables children to reach their fullest potential.

Objectives

The daily schedule provides children with opportunities to make meaningful choices and actively learn in their environment. Children's time is spent in learning centers, group activities such as creative movement, music, storytelling, and dramatization. Field trips are also part of the pre-school children's experiences. Days are planned so children will:

- feel safe, nurtured, loved, and respected
- have a wide variety of age appropriate materials and toys
- participate in stimulating, interactive activities, and hands-on experiences
- join in activities willingly without feeling pressured
- have predictable routines that include active and quiet times
- make choices
- solve problems and think critically
- are allowed to make mistakes and can laugh about it
- have parents as partners
- know that their unique abilities and cultural backgrounds are honored
- are in small class size with low teacher ratios
- receive individual attention and affection
- develop satisfying relationships with other children and adults
- develop self-discipline
- experience successes in order to develop a positive self-image
- learn to respect the personal and property rights of others
- develop intellectual, physically, creatively, socially, and emotionally

LICENSING

Westview Early Learning Academy LLC is licensed by the state of Pennsylvania Office of Child Development. A copy of the licensing rules is available for review in the office, and on the internet at <http://www.pacode.com/secure/data/055/chapter3270/chap3270toc.html>

WHO WE ARE

Westview Early Learning Academy began in 2005 as a home daycare run by the Center's Director, Chanda Jones. Over the years she diligently served the families in the community while preparing to expand into a center. The current Center, at 1720 S. State Road opened in 2017 in Upper Darby PA. It is the desire of the Director for Westview to be a quality and accredited childcare center that serves also as a community resource.

CENTER INFORMATION

Director: Chanda Jones, Assistant Director:
Corrine Jones
Westview Early Learning Academy LLC
1720 S. State Road
Upper Darby, PA 19082

Phone:610-352-1084
Email:
westviewearlylearningacademy@gmail.com
Website: www.westviewELA.com

HOURS OF OPERATION

Westview Early Learning Academy LLC is open Monday through Friday 6:30 am to 6:00 pm. The center is closed for the following holidays:

- Labor Day
- Thanksgiving (2 days)
- Christmas (2 days)
- New Year's Day
- Memorial Day
- Independence Day

There are 3 additional days the center will be closed for professional days. Parents will be notified at least 1 month in advanced.

WEATHER-RELATED CLOSINGS

Westview Early Learning Academy will remain open during most severe weather. The Director/Assistant Director will monitor the weather and local new stations to determine when it is appropriate to close the center early or cancel care for the following day.

In the event that Westview Early Learning Academy LLC closes early or cancels care for the following day, parents will be contacted and notified of the situation. Children should be picked up in a reasonable amount of time to ensure all parents, children and staff can travel home safely.

PROGRAMS

There are 4 child care programs offered at Westview Early Learning Academy LLC. They are:

Explorers	6 weeks to 12 months	1 staff for every 4 children
Pathfinders	12 months – 24 months	1 staff for every 5 children
Globetrotters	24 months – 36 months	1 staff for every 6 children
Trailblazer	4 years – 5 years	1 staff for every 10 children

ENROLLMENT

Enrollment at Westview Early Learning is open to children from six weeks to age twelve. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

ADMISSION

Parents can apply for enrollment of their child(ren) at Westview Early Learning LLC by completing the Enrollment Application and paying the \$50.00 Registration Fee for one child and \$75 for multiple children. The Application/Registration Fee is non-refundable.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration. A pre-admission meeting is required before admission into the program.

The interview will include:

- Completion of enrollment forms
- Introduction to your child's teacher
- Tour of the center
- Explanation of procedures

Prior to admissions (your child's first day), the following documentation, must be completed in full and returned to the Center Director. You will receive a registration packets that include:

- Copy of Admission Agreement
- Identification and Emergency Information
- Consent for Emergency Medical Treatment
- Permission to Photography
- Updated immunization form
- Family Handbook

Westview Early Learning reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at Westview Early Learning is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Westview Early Learning as outlined in this handbook including, but not limited to, timely payment of all fees and tuition. Parents are required to notify Westview Early Learning immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit and payment.

TUITION AND PAYMENT POLICIES

Tuition is payable in full without regard to the child's attendance (sick days, vacation & holidays.) Westview Early Learning Academy does not give discounts or credits for children who are absent on their regular schedule day. Families will be responsible for the full tuition rate if they fail to provide a two week written notice of withdrawal.

A break in care in excess of 4 weeks will require a new registration and payment of fees.

Tuition is due and payable on the Friday before service is rendered preferably by check or money order. Failure to submit payment by Friday at 6pm will result in a \$15 late fee.

DELINQUENT TUITION

Tuition is due on the first day of the month.

If tuition and all late charges are not received in 14 days daycare services will be terminated. We rely on tuition to cover all of our program and teacher expenses each month. If enrollment terminates due to unpaid balances, RDC will make every effort to recover any unpaid tuition. This includes utilizing a collection agency or initializing the small claims court process.

TUITION ASSISTANCE

All parents are ultimately responsible for ensuring the center receives full payment for their child's tuition. If your family receives tuition assistance for payment of your child's tuition, and the organization facilitating payment fails to pay the full payment of the tuition due, the parent is responsible for submitting the tuition differential.

Westview Early Learning Academy will notify the parent immediately following receipt of the organization's payment, of any tuition differential due in writing. Once notified, the parent is to submit payment no later than 15 days after notification is made of the amount due. Failure to submit any payment differential within 15 days of notification will cause the child's enrollment to terminate.

MULTI-CHILDREN DISCOUNT

Families with two or more children enrolled full-time at Westview Early Learning Academy are eligible for a 10% discount. In such cases, the first child's tuition will follow the regular rates; additional children will have their tuition discounted by 10% per week.

LATE PICK-UP FEE

Westview Early Learning Academy closes at 6:00pm, Monday through Friday. Parents will be charged \$1.00 per minute a child is present after 6:00PM. Teachers will record late fees for processing. If there is a late pick-up fee, parents will receive a written notice from the director stating the amount of the late pick-up fee. The fee will be added to your payment the following week.

RETURN CHECKS/ INSUFFICIENT FUNDS

All returned checks or direct debit payments rejected due to insufficient funds will be subject to a \$45.00 penalty. Missed payments and late fees must be paid within 1 weeks.

PAID HOLIDAYS

Westview Early Learning Academy is closed for the following eight paid holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day (2 days)
- Christmas Eve
- Christmas Day

VACATION

Each family who attends Westview Early Learning Academy full time will receive seven vacation days per calendar year. Any vacation days not used by December 31 will expire. Vacation days may not be used on a paid holiday. Please provide the director with three weeks' notice when you wish to use vacation days. Requests to use vacation days must be provided in writing.

EXTENDED ABSENCE

In the event that a child needs to take an extended absence, such as summer break, and wishes to return to the program after a period of time, a fee of \$100.00 per month must be paid each month the child is absent. More than two consecutive months of non-payment and no contact with the director could result in termination of enrollment. If possible, notify the Director at least 30 days before an extended absence.

CLOTHING & ITEMS FROM HOME

Children should be sent to Westview Early Learning Academy in comfortable play clothes and shoes.

Play is usually active and often messy. Outdoor play is scheduled every day as an integral part of our planned curriculum. We expect that you will send your child dressed for both indoor and outdoor activities. Children must be dressed prior to coming to center. **Children may not wear open toed shoes at any time.**

Please send your child in clothes that are easily manageable when toileting. Each child needs a complete change of clothing, including underwear, to be kept at Center and replenished as needed. Please be sure to clearly label all items of clothing. Let the teacher know whenever your child's clothing or other items cannot be located.

Seasonal attire is required for all children enrolled. Parents must maintain appropriate seasonal clothing for their children.

Westview Early Learning Center is not responsible for any items brought from home.

WEAPON PLAY

There is a strict policy of allowing no weapon play at Westview Early Learning Academy. Children are not permitted to play with weapons of any type or size or to pretend that other items are weapons, including their fingers, hands, or blocks. Bullying is not considered acceptable behavior; all efforts will be made to guide children in finding appropriate ways to interact with others. Your help in this area is especially appreciated.

CONDUCT & ETHICS/ CONFIDENTIALITY

Westview Early Learning Academy complies with all applicable laws and regulations and expects its Directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, statutes, ordinances, and regulations and to refrain from any illegal, dishonest, or unethical conduct.

CONFIDENTIALITY

This Confidentiality Policy has been adopted to insure confidentiality and protection of individual rights of privacy for children, families, and employees of Westview Early Learning Academy. The individual dignity of children, families, and employees shall be respected and protected at all times in accordance with all applicable laws. All children's private records (medical information, home address, etc.) are confidential and locked in a secure file. Classroom binders only contain information specific and necessary to care of the children in that classroom, and access to those binders is restricted to staff members who work in that room and the Director. Any other information about children, families, or employees will not be divulged to anyone other than persons who are legally authorized to receive such information. This policy extends to both internal and external disclosure of information this policy applies to our employees 24 hours a day, 7 days a week. In matters regarding behavioral issues, some information may be released to the lead teacher and assistant teacher to whom your child's care has been assigned.

ARRIVAL & DEPARTURE

The safety of your children and our staff is of paramount importance to us, these are the policies which apply to the arrival of your child at the Center at the start of the day to your child's departure at the end of the day. In order to continue to keep Westview Early Learning Academy safe and secure, doors will remain locked at all times. Visitors will be required to present photo identification and sign in. For the safety of our children, visitors without photo identification will not be permitted to enter the building. Please do not ask us to compromise the safety of our children by making exceptions.

PARKING LOT SAFETY

We share a parking lot with several other businesses therefore parking during drop off and pick up times can be extremely busy. There is limited short-term parking available to the left of the center. Parents should limit drop off/pick up time to no more than 10 minutes. Please park only in designated parking spaces.

For health, safety, and legal reasons WELA must insist on the following parking regulations

- Never leave unattended children in your vehicle.
- Children should be escorted by adults at all times. Enter the building to drop off and pick up your child(ren).
- Stop and watch for children - Please drive slowly and carefully when you are in the parking lot, especially at high traffic times (8:30am-9am and 5:30-6pm). Even with reminding, children can dart out in front of cars. Also, please be on alert for children coming from any direction while driving in the parking lot.
- Do not use your cell phone while driving in the parking lot
- Lock vehicles - Do not leave valuables where they can be seen.
- Do not leave your unattended car running in the parking lot.
- Be aware and be safe. Parking lot incidents happen in a matter of seconds.
- Children must be properly restrained in appropriate safety seats when on WELA property.
- If no parking spots are available, please use the adjacent neighborhood blocks and find appropriate parking. Do not park on State road, it is a major road and it will impede traffic. It is also against the law.

ARRIVAL

Upon arrival at the Center, we ask that you accompany your child into his/her room, inform the Staff of his/her arrival and sign your child In. This not only ensures the safety of your child, it is Day Care Regulation. Make sure that you say good bye, and reassure him/her of your return. It is also a good idea to communicate with the staff about how your child may be feeling (if he/she had a bad night etc.), special events that he/she may be excited about, or events that may influence the child's well-being. If your child has not arrived by 10:00 a.m., we will assume he/she will not be attending for the day

DEPARTURE

During departure, it is also important to follow a routine. We recommend that you greet your child and the teachers upon arrival and let your child know how much time he or she has to wrap up the project or activity. While your child is finishing up, you may talk with the teachers to discuss your child's day. However, we ask that this conversation be kept to a minimum as the teachers still have responsibilities of supervising other children. If more conversation is needed, we invite you to arrange a time to talk to your child's teacher. On the way, out of the classroom, check your child's cubby/basket and mailbox. Be sure to say goodbye to your child's teachers so they know you are leaving and follow the sign out procedure. You are asked to avoid a prolonged departure.

Once you have reunited with your child and are departing, Westview Early Learning Academy is no longer responsible for your child. For safety reasons, please do not let your child run ahead of you inside or outside of the building.

If parents do not arrive to pick up their child from the program, staff members will first try to contact the parents. If parents are unable to be reached, staff members will try to contact your emergency contact persons. If staff members are unable to contact emergency contact persons,

the Director will be notified and she will then notify the Department of Human Services and/or the Upper Darby Police Department.

HEALTH & SAFETY PROCEDURES

HANDWASHING

Frequent hand washing with soap and warm, running water is the most effective way to reduce and prevent the spread of illnesses commonly found in childcares such as the flu, diarrhea, and pink eye. Parents are encouraged to assist their child in the hand washing process upon arrival and departure. Other times your child will be expected to wash their hands:

- Upon arriving at the center
- After each diaper change
- Before and after meal times
- Before or after sensory table
- After coming indoors from the playground, etc.

Children should wash for at least 20 seconds, or the time it takes to sing “Happy Birthday” or the “ABCs”. Help reinforce the importance of handwashing by encouraging frequent hand washing at home as well.

MEALS & SNACKS

Westview Early Learning Academy will participate in the C.B.S. Kosher Food Program. The program is state funded and children are determined eligible for free, reduced, or paid meals according to income eligibility forms. Menus will be posted in each classroom.

Children will be encouraged to sample all foods that are offered, but will never be forced to eat. Please inform your child’s teacher if your child cannot eat a certain food or has different dietary needs (e.g. vegetarian, vegan, lactose intolerant) and allergies so a substitution can be made. For certain dietary restrictions, you may be asked to provide food from home for your child.

FOOD FROM HOME

Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging.

Please check with your child’s teacher before bringing any snacks. A list of healthy snack options approved by the USDA and Pennsylvania Department of Education is available from the Director.

ILLNESS

Each child is briefly examined upon arrival to the center. If health is in doubt, the child will not be admitted for that day. Please observe your child for signs and symptoms of illness prior to arrival. Signs of illness are as stated within this policy. Your child may return to the center 24 hours after the symptoms stop. Parents must notify the center when their child has a contagious illness. If your child becomes ill while attending the center, he or she will be isolated from the other children and you will be contacted and required to come pick him/her up from the

center. When a child is separated due to illness, the parent or emergency contact must come pick up the child. If the child is diagnosed with having a communicable disease, parents are required to inform the center upon returning to the center and must include the date the child may return. This information is not meant to diagnose any specific disorder. The purpose of this sick policy is to assist in ensuring that the health and wellbeing of all children is maintained by consistently managing communicable illnesses and mildly ill children. Children will be excluded from the center if they are (a) not well enough to participate in normal activities including going outside, (b) if existing staff is unable to care for the sick child without compromising the needs of the other children in the group.

Please contact Westview Early Learning Academy at 610-352-1084 by 9:00AM whenever your child is ill. The following table outlines our attendance policy for several common illnesses. For a more complete list, please see the Director or Assistant Director.

If your child is exposed to a communicable disease, a notice will be posted at the entryway and outside all classroom doors. Families should immediately notify the child's teacher if their child becomes ill with a communicable disease.

MEDICATIONS

Over-the-counter medications must be given to a staff member in the original container.

Westview Early Learning Academy staff will not administer any medication without a signed Medication Authorization Form. Forms can be obtained from your child's teacher. All medication need to properly labeled with the child's name and the dosage. Unused medications will be immediately returned to the family and will not be stored at Westview Early Learning Academy. When medication is given, the teacher will document the medication administered, the dosage, and the time it was given.

Parents must document if any medication was given to a child prior to coming to the center that morning.

PHYSICAL AND IMMUNIZATION RECORD

Each child must have a current physical and immunization record on file at Westview Early Learning Academy. The physical on file must be updated at least annually; immunization records must be updated whenever a new immunization is received.

FOOD ALLERGY ACTION PLAN

If your child has a food allergy, please complete a Food Allergy Action Plan form. This form will be posted in your child's room, as well as food preparation areas. If medication for an allergic reaction is provided, please have your physician sign the Food Allergy Action Plan as well.

SUNSCREEN

Between the months of March and October, all families will be required to supply sunscreen for their child/ren for outdoor activities. A permission slip must be on file before sunscreen will be applied to a child. Sunscreen must be SPF 15 or above, and will be applied by classroom teachers regularly throughout the day.

PETS & VISITING ANIMALS

Pets and visiting animals that are brought into the classroom must be carefully considered for their temperament, health risks, and appropriateness for young children. No animal may be brought into Westview Early Learning Academy without first notifying and receiving permission from the Director. Once approved by the Director, pets and visiting animals must have documentation from a licensed veterinarian or animal shelter to show that the animal(s) is fully immunized and that the animal is suitable for contact with children.

CLOTH DIAPERS

Only commercially available disposable diapers or pull-ups may be used at Westview Early Learning Academy, unless the child has a medical reason that does not permit their use. Documentation from the child's physician must be provided to the director before cloth diapers will be used while the child is at the center. For children who require cloth diapers, the diaper must have an absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces and urine. Soiled cloth diapers will be placed in a plastic bag and sent home the same day for laundering.

MANDATORY CHILD ABUSE REPORTER

As childcare professionals who interact with children on a daily basis, each staff member of Westview Early Learning Academy is a mandatory child abuse and neglect reporter and must contact the Pennsylvania Department of Human Services whenever abuse or neglect is suspected.

**CHILDLINE AND ABUSE
REGISTRY INTAKE UNIT
1-800-932-0313**

EMERGENCY PROCEDURE

MEDICAL AND DENTAL EMERGENCIES

If a child is injured or becomes ill after arriving at Westview Early Learning Academy, a parent will be called immediately. It is the parent's responsibility to update the family's emergency contact numbers as needed. If we cannot reach a parent, the emergency contact will be phoned. Parents will be notified of all known minor and major injuries by a written incident report.

If a child needs **immediate** medical attention, the teacher will call **911**. Then the parent or the child's physician will be called. If we cannot reach the parent, the emergency contact will be phoned. A staff member, who witnessed the emergency situation, will accompany the child in the ambulance to the hospital and will bring records and parent permission forms. Similarly, if a child experiences a dental injury, the child's dentist will be called, as well as the parent or emergency contact person.

FIRE, TORNADO, SHELTER IN PLACE AND OTHER EMERGENCY PROCEDURES

Fire regulations and tornado warning procedures are posted near the exits in each classroom. In the event of a fire, bomb threat, or other evacuation emergencies, the children and teachers will immediately leave the building and meet at the playground. In case of a tornado or shelter in place children will be taken to the interior classroom (teacher lounge/play area). Parents will be called as soon as safely possible following an emergency situation. For the safety of children, parents, and staff, we ask that parents do not attempt to pick up their child during an emergency situation. If you are here during a fire drill (or in the event of a real fire) please remain calm and join the staff in the evacuation procedure.

SUPERVISION OF CHILDREN

Children on the facility premises and on facility excursions off the premises shall be supervised by a staff person at all times. Outdoor play space used by the facility is considered part of the facility premises. Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in his assigned group. The staff person shall be physically present with the children in his group on the facility premises and on facility excursions off the facility premises. The requirement for supervision on and off the facility premises includes compliance with the staff: child ratio requirements in § § 3270.51—3270.55 (relating to staff: child ratio).

- A facility person may not use any form of physical punishment, including spanking a child.
- A facility person may not single out a child for ridicule, threaten harm to the child or the child's family and may not specifically aim to degrade the child or the child's family.
- A facility person may not use harsh, demeaning or abusive language in the presence of children.
- A facility person may not restrain a child by using bonds, ties or straps to restrict a child's movement or by enclosing the child in a confined space, closet or locked room. The prohibition against restraining a child does not apply to the use of adaptive equipment prescribed for a child with special needs.

CURRICULUM

Curriculum at Westview Early Learning Academy LLC includes child-initiated and teacher-directed activities, experiences offered to young children that support and enrich their development physically, emotionally, socially, and cognitively. Westview Early Learning Academy uses the Creative Curriculum for Infants, Toddlers and Twos and the Creative Curriculum for Preschool as guides for planning the curriculum in each of its program rooms. Although weekly themes and daily activities are planned, the children's interests are considered and the curriculum is adapted.

Each classroom is set-up in centers, which include blocks, dramatic play, library, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and is included in both the morning and afternoon schedule. Self-selection or "free-play" is a daily part of the

curriculum and means a child has the opportunity to choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

ASSESSMENT

Ages & Stages is the assessment tool used by the programs to evaluate and track each child's individual growth development during their time at Westview Early Learning Academy LLC. A permanent assessment file will be kept for each child, and passed to the next teacher when a child transitions. By tracking a child's development, staff can plan activities that are appropriate for each child's developmental abilities, making the early education experience at Westview Early Learning Academy LLC more meaningful and long lasting.

At Westview Early Learning Academy LLC:

- All staff members are involved in the assessment of children.
- Observation is the primary method of gathering information for assessments.
- Dated work samples are used to document each child's progress noting the reason for its inclusion
- Ongoing assessment is used to develop narrative summaries and establish goals for each child in the four developmental areas.

The summaries and goals guide daily planning for each individual child and each classroom. Work samples, portfolios, and summaries are not released to individuals outside Westview Early Learning Academy LLC without written authorization.

OUTDOOR PLAY

Outdoor play is incorporated into the daily schedule. There is less structure in an outdoor learning environment; however, staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child-directed play, children are able to choose their friends and who to interact with.

Children will go outside year-round, including winter. Only during extreme weather conditions will the children remain indoors. It is important for parents to send their children in appropriate clothing and outerwear for the weather conditions (e.g., coat, snow pants, boots, gloves, etc.).

Please clearly label all articles of clothing with your child's name. Please ask your child's teacher if you have any questions about weather-appropriate clothing.

NAP/REST TIME

All children must be provided a regularly scheduled nap or resting time. Children will not be forced to sleep but are encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting. Children will be provided alternative quiet activities if unable to rest.

MULTIMEDIA

The use of multimedia in our program is an extension of the teaching and learning that takes place in our classrooms. Teachers may select movie, television, and computer game titles based upon weekly themes. Children are not required to view part or all of a video or television show, or to play computer games. Instead, the activity is offered as one of several centers. All multimedia must have a rating of “PG” or “E” and must possess an educational theme. Children are limited to a specified amount of time per week they may use or view multimedia:

EXPLORERS/PATHFINDERS	0 minutes/week
GLOBETROTTER	Maximum 20 minutes/week
TRAILBLAZERS	Maximum 30 minutes/week Maximum 1 movie/month; or 30 minutes/week

INFANTS, TODDLERS, & TWOS PROGRAM

The following information is specific to the infant, toddler, and two-year-old program rooms:

- Parents must supply diapers, wipes, diaper cream, bottles, formula, baby food, extra clothing, pacifiers, blankets. Please label all items with child’s name.
- All infants less than one year will be placed on their back to sleep. A request for alternative sleeping positions must be accompanied by a signed and dated physician’s note stating the reason for the request.
- Children may use pacifiers during rest time. To reduce the likelihood of spreading illness, pacifiers must be kept in a child’s cubby during all other times of the day.
- If you are breastfeeding, please discuss with your child’s teacher when your child should be fed breast milk, and when you would like to come in and feed your child.
- Breast milk must be brought in ready-to-use containers. For health reasons, we are not able to store bags of frozen milk for extended periods of time.

- We recommend that all new foods be tried at home first since a child could have an allergic reaction to foods they have not had before. Please inform your child's teachers on the daily charts of any new foods that your child has had.

GUIDANCE STRATEGIES

One goal of Westview Early Learning Academy is to help children develop a positive self-image. We hope to encourage children to be self-directed and to exhibit self-control. In order to do this, children need the opportunity to build a healthy self-concept. This includes giving children respectful, but honest feedback, acknowledging their accomplishments, helping them cope with their limitations, helping them to realize their own potential, and continual development of strengths.

Young children, due to their developmental age, are not capable of understanding the consequences of many of their behaviors; therefore, they need to be encouraged to make good choices and to be prevented from harming themselves and/or others. This can best be accomplished through close supervision, gentle guidance, and, most importantly, redirection.

Children need to learn to identify and express their feelings. However, often this requires the teacher to verbalize these feelings for them. For example, if we see a child about to hit another child for taking a toy away, we will prevent that child from hitting the other saying, "That really made you angry when Bobby took your toy. You wanted to hit him." Help the child say, "It's mine, I'm playing with it." This way, we hope to prevent one child from hurting another and at the same time help that child to learn to identify feelings and verbalize expectations.

Another important disciplinary approach is to remember that small children are very egocentric. They are not yet capable of understanding the concept of sharing and taking turns. Therefore, it is our responsibility to provide guidance through redirection to other activities when conflict situations occur.

Caring for young children requires a lot of patience, as they often need to be reminded about safety rules over and over again. Each ground rule will be stated clearly and precisely to help children follow the rule by showing other acceptable, safe activities. We will most often state directions in a positive manner as young children have a hard time comprehending the words "don't" or "no."

Specific Discipline Strategies Used by Westview Early Learning Academy Staff:

- Maintaining realistic expectations of children
- Providing clear and simple limits
- Planning an environment that facilitates a caring atmosphere
- Keeping children busy to prevent problems from occurring in the first place
- Modeling appropriate behaviors
- Redirecting inappropriate behaviors toward desired outcomes
- Giving children choices between two appropriate alternatives
- Encouraging children to work together to solve problems and make cooperative decisions
- Encouraging children to use their words to solve problems or to elicit peer cooperation

- Providing logical and natural consequences for children's actions
- Removing children from the situation until they are calm and able to discuss the problem Conflict resolution (for older preschoolers and school-age children)

If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report problematic behavior and what strategies have been attempted to the Director(s).
2. The Director and/or Assistant will observe the child and meet with the Lead Teacher to develop a behavior management plan.
3. The behavior management plan will be discussed with the parent and then put into practice.
4. The Director, Assistant Director, Lead Teacher and Assistant Teachers, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

If at any time the child's behaviors become dangerous to them, other children or staff members, the child will be removed from the program.

BITING POLICY

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. There are a variety of strategies we implement at Westview Early Learning Academy to prevent and stop biting. This is the process followed when a toddler bites:

- The biting child is stopped and told, "Stop biting. Biting hurts" in a firm, calm voice.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- The biting behavior will be tracked in a log to help determine the peak times for biting. This helps to prevent biting in the first place.
- A child who has a tendency to bite will be shadowed by a staff member – someone will be within two feet of the child at all times, ready to intervene.
- Crunchy foods, teething rings, and cold washcloths will be provided to soothe a child who is teething.

If all the above strategies fail and the child's biting behavior has not stopped, the following process will take place:

- If a child bites *twice in one day*, that child will be sent home for the rest of the day.
- Once a child has been sent home, a meeting between parents, director, and teacher will be arranged.

If a child is sent home for biting *5 times in 4 weeks*, that child will be asked not to return to Westview Early Learning Academy until the issue has been resolved.

HOME & SCHOOL PARTNERSHIP

It is very important to the staff at Westview Early Learning Academy to develop and nurture a relationship with both the child and family. There are many ways we work to build a strong, caring relationship with each family:

DAILY CHARTS

For children enrolled in the infant & one-year-old room, a daily “recap” sheet will be completed to tell you about your child’s day. This chart contains information about toileting, meals, naps, and activities. Parents of children in the two, three and four-year-old program rooms may request a daily chart be filled out for their child.

NEWSLETTERS

A center-wide monthly newsletter will be posted in the main hallway. If the Director has your email address on file, a copy of the newsletter can be emailed to you each month. This newsletter provides you with general information about the center and also information about individual classrooms.

ROOM TRANSITIONS

Your child will transition to a new classroom when he/she has reached the developmental milestones for a particular classroom. As the time for a transition to a new room approaches, you will receive a letter containing information about your child’s transition into his/her new classroom. Both your child’s current and future teacher is available to address any questions or concerns you have during the transition process. Before the transition into a new classroom has been completed, parents are encouraged to schedule a meeting with the new teacher in order to familiarize themselves with the new classroom, children, and curriculum.

PARENT-SCHOOL COMMUNICATION & PARTICIPATION

Parent participation is strongly encouraged in our program. Some possible opportunities to participate and contribute to your child’s Westview Early Learning Academy experience:

- Chaperoning on field trips
- Leading or assisting special projects (sewing, carpentry, cooking, etc.)
- Lending objects for units of study
- Construction or collection of raw materials for art projects, dramatic play props, etc.
- Eating lunch or snack with your child – please inform the teachers one day in advance
- Volunteering as a class parent
- Serving on a Parent Advisory Board

- Helping your child at home with concepts we are studying here at the Center
- Participating in Special days similar to “Dads and Books” & “Parent Appreciation”.

PARENT-TEACHER CONFERENCES

Parent-Teacher conferences present teachers and parents with a unique opportunity to gain insights about the child, the classroom, and the home. Conferences provide an opportunity to share information, discuss educational goals, and to further strengthen the home-school partnership. Typically, conferences are held in the fall and spring, but parents are encouraged to schedule additional conferences with their child’s teacher whenever the need arises.

PROGRAM EVALUATIONS

Westview Early Learning Academy asks parents to complete a program evaluation annually. The information gathered from these anonymous surveys is used by the staff to develop program goals and to improve overall quality of care at our center. A parent’s point-of-view is different from a teacher’s point-of-view. Therefore, parent feedback on the program evaluations is very important.

QUESTIONS/CONCERNS

If you have a question or concern, do not hesitate to bring it to the attention of the teacher most directly involved. If the concern is not resolved, the director, Chanda Jones, can be reached at or by e-mail at westviewearlylearning@gmail.com. The director is available to assist parents and staff in resolving concerns.

OUR COMMITMENT TO YOU

We are here each day to welcome your child to a safe, fun, clean and nurturing environment. It involves a great deal of planning and commitment on our part in order to serve you and your child properly.

Westview Early Learning Academy believes that we supplement what the home environment offers and that a home /school continuity is essential. We encourage parent involvement in various activities throughout the year and ask that you join in their journey of discovery.

We are committed to making your child’s experience at Westview Early Learning Academy a joyful, entertaining and an educating adventure.

Westview Early Learning Academy has supplied this booklet in an effort to answer many of your questions. Please contact the director if you have additional questions.

COMMUNITY RESOURCES

This is a brief list of resources available to individuals and families living in Upper Darby & Delaware County.

Counseling and Support Resources

- Delaware county Office of Behavioral Health 610 713 2387
- Horizon House 610 328 2165
- Elwy 610 891 200

Food Pantries

- Delaware County MO Mobile 610-713-0570 Upper Darby, PA Call to make arrangements. Child Nutrition Programs Many programs help to improve the health of children by providing nutritious foods and/or nutrition information.
- Women, Infants & Children (WIC) Program
- Delaware County Office of Services 610-490-1300 for the Aging (COSA) For seniors 60 years of age or older by December 31st of the program year that meet the income eligibility guidelines.
- Blessed Virgin Mary Church 610-583-2128 Darby, PA Monday & Thursday, 9:30 am – 11:00 am Chester East Side Ministries 610-872-4812

The **Delaware County Community Action Agency** has a few offices around the county. The phone numbers of them are as follows. The Darby Office phone number is 610-583-9133, Chester can be reached at 610-874-8451 and the Media location can be contacted at 610-891-5101. Among services offered include employment/life skills training, housing, emergency shelter, and information on programs and resources that can help pay rent, security deposits, or help people avoid an eviction. Your local community action agency, no matter where you live, is always one of the best places to contact for financial assistance and support.

Domestic Abuse Project - Victims of domestic violence can access tenant-based transitional housing. Dial 610-565-6272, or a hotline that is open 24 hours can be called at 610-565-4590.

Office of Adult Services – Senior citizens and the elderly may be able to use this agency. The non-profit, which can be reached at 610-713-2115, provides and also coordinates a wide variety of services, including housing, to eligible families and individuals. Resources include case management, rent assistance, eviction prevention, emergency shelter, transitional housing.

Chester Pennsylvania Salvation Army. Dial 610-874-4266. Offers shelter, food, housing, and more.

AIDS Housing Program – Offers permanent housing for persons with HIV/AIDS. Dial Family & Community Service at 610-566-7540 or AIDS Care Group 610- 872-9101 for more information.

Catholic Social Services – Runs the Homeless Housing Resource Coordination program, provides counseling, and much more. Address is 130 E. 7th St., Chester, Pennsylvania 610-876-7101.

The non-profit **Connect to Permanency** offers Tenant-Based Transitional Housing for single adults. Applicants will need to have some sort of substance abuse disabilities or mental health issue. Stop by or dial 7200 Chestnut Street, Upper Darby, call 267-507-3970

Delaware County Housing Authority is located at 1855 Constitution Ave., Woodlyn Pennsylvania. Call 610-876-2521. Services available or referred to can include home repairs, housing vouchers, public assistance, and many other housing assistance programs and resources.

Family and Community Services is another option for homeless households in Delaware County. Services focus on persons with Mental Health or Substance Abuse. Telephone 610-566-7540

Additional options for the homeless include **Holcomb Behavioral Health** (610-352-8943), Horizon House, and Path Housing (610-328-1306)

A residential program for single pregnant women is offered by a charity known as **Mothers Home**. 51 N. MacDade Blvd., Darby, phone 610-583-4663. Receive case management and lodging from this charity organization.

Free dental and health care services

- **ChesPenn Health Services** (610-485-3800) offers all people, regardless of their ability to pay, comprehensive family health and dental care, and the programs serve adults and children in the area. They also run an in-house pharmacy, provide access to Social Services, provide general check ups, and a wide variety of other medical services to low income and people with no or poor health coverage.
- To learn about other local clinics, contact **Delaware Valley Community Health Network, Inc.** The organization is made up of a group of local, federally funded health centers and community clinics that provide a variety of comprehensive health and medical services. Individuals and families with or without medical health insurance may apply for care and assistance. There is a sliding scale fee for uninsured applicants, based on the patient's income. Dial (215) 684-5344 to learn about clinics and doctors in your area of Delaware County.
- **Lions Club of Delaware Valley** - This agency assists low-income, elderly or disabled individuals with eyeglasses. It can coordinate both eye exams and well as distribute free eye ware. Occasionally may have hearing tests and aids as well. Call 215.563.1679

Child care assistance in Delaware County

- To learn about day care and child care providers, or to learn about programs that can provide help with child care costs, dial 1.800.831.3117.
- Office of Early Intervention
20 S. 69th Street, Upper Darby, PA 610-713-2406

Notes

TUITION AND PAYMENT POLICIES

All enrollments must make childcare payments electronically with a checking or savings account. A Direct Debit Authorization form must be completed and returned with a voided check before or on a child's first day at the center. Special arrangements must be discussed and arranged with the Director if unable to make electronic payments.

Payments are withdrawn on Friday for the upcoming week of care. If a holiday falls on a Friday, payments will be withdrawn from your checking or savings account on the next business day

Day Care Association of Southeastern Pennsylvania, the Pennsylvania Association of Child Care Agencies, and the Association for Childhood Education International