

# **1.0 Introduction**

## **1.1 What is the Early Learning Center's philosophy toward all children's programming?**

The Scranton JCC's philosophy is to care for your children with warmth and guidance in an environment that honors and supports their individuality. We understand the importance of letting each child develop at his or her own pace. We will strive to give each child a balanced education, which is tailored to his or her own needs.

Our goal is to provide each child with experiences that will give your child the tools needed to succeed in forming meaningful and healthy friendships, develop attitudes and values that will help your child approach learning with delight and curiosity.

## **1.2 What is the curriculum we use at the Early Learning Center?**

Our center uses the Creative Curriculum which is a developmentally appropriate, play-based curriculum. A play-based curriculum allows each child to learn, while doing what they do best, PLAY! While it may look like your child isn't doing much, we guarantee that in each learning center each child is engaging in meaningful activities that are placed to develop the whole child.

The other great aspect to a play-based curriculum is that your child is given hands-on, real experiences each day. These hands-on experiences will lead to your child's creative, social, and cognitive development.

## **1.3 Who is the Early Learning Center licensed by?**

We are fully licensed by the Department of Public Welfare, and the City of Scranton. We are mandated to uphold all of the ECE standards set pertaining to a Child Care Facility. If you are interested in seeing the regulations, a copy is available for your viewing on the parent table.

We are also a participant in Pennsylvania Keystone STARS. This program sets a higher standard for quality early childhood care. We take our participation in this program seriously, which means our staff are qualified, and are held to a higher standard.

## **1.4 What is the staffing structure of the Early Childhood Department?**

### **Administration**

The administration of the children's programming at the Scranton JCC is carried out by the center's Early Learning Director. Parents are always welcome to call with any questions, concerns, or to schedule a visit to observe a classroom.

## **Staff**

We believe that the success of any program lies with our staff. The teaching staff at the Early Learning Center is professional, skilled and committed to providing a quality environment in which your child will grow and prosper. Our staff are committed to making each classroom a "home like" environment in which you child will feel safe and comfortable each day. Our staff members have many years of experience working with young children, some of which have been doing it for close to 30 years!

## **1.5 What are the rights and responsibilities of the children?**

### **All Children:**

- Are treated with respect, dignity, and have a right to voice their opinion
- Are provided with a safe, reliable environment that is free of hazards, and offers a variety of choices across all the domains of development.
- Discipline is used as a source of guidance that is fair and respectful. Never, hurtful or harmful to the child.
- Have activities that allow participants to express their creative ability, as they explore and discover, while developing to their fullest potential.
- Have staff members that care about them, enjoy being with them, keep them safe, and help them grow and learn.

### **Child Responsibilities:**

- Children are expected to respect and adhere to the ground rules of the JCC, including but not limited to, safe and respectful behavior regarding others and property.
- Children are expected to share equipment and facilities with all children in the program.
- Children are expected to have fun, enjoy friendships and the delights of explorations in learning.

## **1.6 What are the rights and responsibilities of the parents?**

Parents, custodians or guardians of children enrolled at the center have the following rights:

- To make unannounced visits to your child's room while your child is present.
- To be provided with information about child-care regulatory standards, if applicable; where to direct questions about regulatory standards; and how to file a complaint.
- To receive information regarding their children's progress, at least two times per year. You can also request a meeting about your child's progress at any time.

- **To meet with the administrator or designee prior to admitting our child to the center. They will also be given the opportunity to visit the center's classrooms either at the time of the meeting or prior to enrollment.**
- **To review your child's records. Information contained in your child's record is privileged and confidential. The JCC staff may not distribute or release information in your child's record to anyone not directly related to implementing the program plan for your child without your written consent.**

**Parent Responsibilities:**

- **To check your child's cubby daily for communication from our child's teacher or the JCC.**
- **To adhere to timelines for submitting paperwork, questionnaires and other requested information.**
- **To notify the JCC any time your will be arriving late, or your child will be absent, whether or not it is for reason of illness.**

**1.7 What are the responsibilities of the JCC?**

- **To provide information the licensing authority: The licensee must make available to DPW or any other licensing body any information required to be kept and maintained under the regulations.**
- **We must notify the Department of Public Welfare of any injury that requires emergency medical care. We must also notify the parent in writing if any first aid is administered to your child.**
- **It is our responsibility to administer and to ensure program quality and financial responsibility for the benefit of children and families.**
- **We are mandated reporters, and are required by law to report any suspected abuse and neglect to the Department of Social Services. We have written policies and procedures for reporting and must provide the written policy to you upon enrollment.**

## **2.0 COMING TO THE EARLY LEARNING CENTER**

### **2.1 What are the expectations at arrival and departure time?**

- All children must be accompanied and picked up in their classroom according to their scheduled time.
- The parent is expected to sign the child in, assist them in washing his/her hands before departing and to ensure your child is under supervision before leaving the premises.
- For children two and older, please encourage and assist your child in hanging outerwear and placing his/her lunch box and other personal belongings in the designated space.
- Please pick up your child at the time designated upon enrollment. If you cannot make it for any number of reasons, please contact the Early Learning Center.
- When the parent is present in the center, the child is the responsibility of the parent. Unless the parent is at the center for a parent meeting, then the child would be in the care of one of the staff members. We expect that the children follow the same rules during drop off and pick up as they do all day long.

#### **2.1.1 How is late pick up handled?**

The Early Learning Center closes at 5:30pm. We expect that you pick your child up BEFORE the center closes. Therefore, our late fee policy will apply to those who are late. We do offer a warning, in writing, and then will enforce the policy after that. Our fee schedule is as follows for late pick up: **\$20.00 after 5:30, and then an additional \$2.00 per minute after 5:45.**

#### **2.2 How can you prepare your child for the Early Learning Program?**

We understand that transitioning to a new program can be difficult for a child. We suggest that you talk to your child about his/her new environment in a casual, pleasant manner and talk about what he/she will be doing each day. We also suggest that you and your child visit the center once or twice before you start, so that they can see the rooms and meet the teachers and children. We believe it is important for each child to feel safe and secure in the environment.

### **2.3 What is the best way to handle transition when dropping your child off?**

It is hard for kids to leave their parent in the morning, and every child handles the transition differently. Establishing a consistent “goodbye” routine can be very helpful and help ease the child. It is also essential that the child know that they are going to go home at the end of the day. We recommend that if someone different is picking the child up that they know who that person is. It is also important to inform a staff member of a pick-up change. Even if the person is on the pick-up list we must have a verbal ok from the parent to release the child.

### **2.4 Food Policies**

The Early Learning Center offers children an AM snack, and PM snack. It is the **RESPONSIBILITY OF THE PARENT** to provide Breakfast (if necessary) and Lunch for your child. We will not serve breakfast after 9:00, unless the parent asks us to do so. We prefer to keep it before 9:00, because our day is beginning, and activities are starting in each room at this time.

#### **2.4.1 Food Allergies**

Please note, that we are a peanut free center. This means that your child's meals should be peanut free. If your child has a food allergy, please make sure you speak to a staff member about the allergy, so that we can care for your child in the best possible manner.

#### **2.4.2 Snacks**

All snacks that are served at the center typically include fresh fruit, plain cookies, crackers, pretzels, or another snack that is not high in sugar.

#### **2.4.3 Breakfast/Lunch**

Parents will be required to provide each child with breakfast and/or lunch each day. Each child's lunch must be labeled, and the parts of the meal labeled as well. This means that if you are sending both meals, please label the items that you would like used for breakfast and the items you would like used for lunch. This will ensure that your child is getting the food that you would like at the appropriate times. All unfinished items will be sent home. We encourage parents to try to pack a meal that includes items from each of the food groups whenever possible.

#### **2.4.3 Bottle Procedures**

- A clean bottle must be used for each feeding
- Bottles must be sent in already prepared. This includes milk, formula and breast milk.
- Bottles must be clearly labeled with the child's first name and last initial.
- Please label the bottles 1,2,3,4 etc. also. The staff will give the bottles in the order they are labeled. For instance, bottle 1 will be used for the first feeding of the day and so on and so forth. This way

if you know your child eats more or less at a certain time of day you can prepare the bottles accordingly.

- We cannot wash bottles to be re-used. The state regulations state bottles must be washed in a dishwasher in order for use to recycle them throughout the day and we do not have a dishwasher on site.
- Bottles will be sent home with unfinished milk/formula still in them so you can see what your child has/has not consumed on a daily basis.
- While we are asking that daily bottles be sent in already prepared, we realize that sometimes an extra bottle may be needed for a variety of reasons. If you breast feed, we encourage you to send in at least one extra serving for the freezer in case it is needed. This should be individually packaged, labeled and dated. If you use powdered formula, leaving extra powder in case needed will be permitted as well. It's also a good idea to leave one extra clean bottle just in case it is needed.
- Please remember, powdered formula will be treated like a medication. This means that if you bringing in extra formula, it must be in the original container. If you prefer, we can "rotate" extra formula weekly. This means, we would send home the "extra" on Friday, and you would supply new "extra" on a Monday.

## **2.5 What are the guidelines for clothing?**

### **2.5.1 Safe and Comfortable clothing**

Our curriculum is play-based, meaning; the children will do just that each day. They should be dressed in comfortable clothing, and ready to explore. They may be exposed to art materials, outdoor play, and may inevitably get dirty. Please make sure that your child is dressed appropriately for the weather as well. In the winter months this means sending a proper jacket, gloves (or mittens) and hat is necessary. We would prefer in the summer months that your child not come in flip flops, or crocs. We also prefer that it be a closed toe shoe, with a sturdy bottom if possible. We are running, jumping, and playing all day long!

### **2.5.2 Change of Clothes**

We ask that you provide at least one complete change of clothing to be kept in your child's cubby. This will include: socks, underwear, shirt, shoes, and pants. It is also recommended that your child have an extra sweatshirt, just in case they are cold during the day. Please also make sure that these articles are labeled with your child's first name and initial.

### **2.5.3 Lost and Found**

We hope that labeling your child's clothing will reduce the amount of articles that are lost. However, if an item does get lost we will maintain a center wide lost and found box. The center cannot be responsible for items that are lost or damaged.

## **2.6 Can children bring toys from home?**

Children sometimes have a difficult time sharing toys from home as well as keeping track of them. Therefore, we strongly discourage this unless they are requested for a classroom activity. We also want to respect the need for a comfort object to help bridge the transition from home to school. Children may want to bring a special stuffed animal or blanket to use for comfort, and we encourage it, within reason. Other toys or games that aren't needed will be kept in the child's cubby and the center cannot be responsible for lost or stolen objects.

## **2.7 How does the center celebrate birthdays?**

We welcome the celebration of your child's birthday in the classroom. You can feel free to bring a treat for your child's birthday; we just ask that you pre-arrange it with your child's teacher. Keep in mind that any treat provided to the class should be peanut/tree nut free and age appropriate. Please do not send gum, or hard candies.

## **2.8 Holidays and other closings**

You can find a list of Early Childhood Center closings posted in your child's room and on the parent info board located outside the main child care doors. This list is updated yearly for the parents.

We understand the need for parents to work, and we take that very seriously when deciding to close for weather-related issues. We rarely ever need to close our facility for this reason, but please see our emergency plan for the places you could look to see if we are closed.

## **3.0 BEHAVIOR MANAGEMENT POLICES**

### **~Child Guidance~**

**Our goal for children is to help them learn to successfully manage their own behavior. Behavior management is accomplished through a positive approach that respects the child as an individual. This includes helping each child to identify feelings, and learn strategies to appropriately resolve any issues and find their way back to calm. A key component to this is modeling desired behaviors, and providing guidance within the positive framework of what we 'do' want a child to do, and providing the language of self-expression and problem solving.**

### **3.1 What is the behavior management policy?**

**If a concerning behavior occurs in the classroom, it will be discussed with the child's parent/s to share information and insights and to develop a collaborative child guidance plan. Follow up meetings will be scheduled between the family and staff to discuss progress.**

**Corporal punishment including spanking, verbal abuse, force feeding, humiliation, denial of food or outdoor time, neglect, abusive treatment or other means of severe punishment will absolutely never be tolerated in any classroom. No child shall be punished for soiling, wetting, or not using the toilet.**

**Our staff will be happy to answer any specific questions you may have regarding our behavior management policy.**

## **4.0 HEALTH AND SAFETY**

### **4.1 Does the staff report abuse or neglect?**

**Daily Health Check:** Each teacher in a classroom is assigned individual children as per DPW and general "best practice". It is that teacher's responsibility to be sure to greet those children daily for general review of the child's well-being. Any physical marks are noted on the daily observation form and discussed with the parent/guardian upon entry. Any changes in behavior are also noted on the daily observation forms. This provides documentation record for further review and follow-up

Upon physical evidence, child report, or any reasonable cause to suspect abuse the Early Learning Director will be notified. If further confirmation or indications of possible child abuse or neglect are present, a form will be completed within 48 hours. It is important to remember that all child care staff are mandated reporters in the state of PA. This means, that if we suspect any kind of abuse we are required by law to report it.

### **4.2 What are the medical policies?**

DPW standards indicate that we must keep a current health appraisal of each child on file here at the center. This would include up-to-date immunizations. These appraisals must be updated every SIX months for children aged 6weeks-24months, and YEARLY for children ages 24months-5years. It is recommended that every time you take your child for a well visit, you ask for a new health form to turn this. This way, you will always be current. If you decide that you are not immunizing your child, a note must be on file from your doctor stating the decision not to immunize. Please keep in mind that the JCC reserves the right to terminate a child's care if we do not receive the proper forms, as it is a violation of our license to care for children that we do not have current and up to date files for.

### **4.3 How is medication administered?**

Medication, as defined by the state of PA, is anything that is applied, or given orally to any child. This includes chap sticks, lotions, creams, diaper ointment, etc. All of these items MUST be signed in with your child's teacher in order for us to administer them.

**Any prescription medication must come to the center IN THE ORIGINAL PACKAGING AND WITH THE SPECIFIC CHILD'S NAME ON IT. We cannot administer it without this, and it goes against DPW regulations.**

If you are signing in non-prescription medication it is important to make sure it is also in the original container, and is appropriate for the age of the child. For example, there are medications that clearly state on the back to not give to

children under the age of 5. If your child is prescribed this medication, we must have a doctor's note to go along with the medicine. This note should include the dosage that he/she should receive. Benadryl, Mucinex, and some other over the counter drugs are often prescribed to younger children but the doctor gives a correct dosage for the weight of your child.

Any signed in non-prescription medications, like diaper cream, must be updated every six months to keep our records current.

We are required to keep written record of the administration of any medication that will note the time and date of each time it is given. Please make sure that you see your child's teacher in the morning and leave a few extra minutes to sign your child's medication in properly, especially if you need to give specific dosage instructions.

#### **4.4 What are the procedures for toileting/diapering?**

Children will always be supervised in the restroom, by a staff person. Toileting will be done at regular intervals during the day, and at a child's request. All children will need to wash their hands with warm soapy water after using the toilet.

If your child is potty training, we would like to implement the same routine that you have at home, here at the center. If your child is training, please provide at least 3 extra sets of clothing each day, just in case of accident. If your child is using pull-ups, please provide us with those as well. We prefer that children "train" using underwear, as they begin to feel when they soil themselves. However, the choice is completely up to you as the parent, and we will implement that same here at the center.

Any soiled clothing from accidents will be put in a bag, and hung in your child's cubby for you to take home at the end of the day. The staff are unable to wash out or rinse out your child's soiled clothing due to contamination. Be sure that if you take soiled clothing home, you bring in fresh "extra" clothing.

If your child is in diapers, you will need to provide those for us. We suggest that you bring in a supply for the week, and replenish as necessary. Your child's teacher will keep you informed when you are running low. Please also remember that if your child requires diaper cream, you must sign it in with your child's teacher for us to apply it. Your child's diaper will be changed every 2 hours or when soiled as needed.

#### **4.5 What are the policy regarding illness?**

The JCC Early Learning Center operates as a well-child facility. We adhere to all DPW regulations, and have the right to deny entrance or send home any child that we feel is too ill to be at the center. While it is difficult for a parent to have

to miss work, we ask that you keep your sick child home, to help us prevent the spread of germs and illness. Children may be sent home during the day, if symptoms begin to present themselves while in the center. If a staff member calls to request the child be sent home, the parent must comply.

After a child is sent home, the child will not be allowed back in the center until they are 24 hours symptom free.

We cannot administer fever reducing medications at the center.

We take every effort to reduce the spread of germs in our center. We value that parents need to work, and will make every effort to keep the child in our care.

#### **4.6 What are the policies on napping?**

For our infant children, nap schedules are based on the child needs and wants. There are not scheduled "nap times". Each infant is assigned his/her own crib and linens are provided, and laundered on a daily basis.

For our toddlers and preschool children, an afternoon nap is offered daily. The nap time is never more than 2 hours long. Parents will be responsible to supply a blanket, pillow, and one stuffed animal if they choose. Each child is provided with a nap mat, and sheet (laundered daily.) Children are asked to lie on their mat for a short period of time, and if the child is not sleeping he/she will be allowed to get up and do quiet table toys or if staff allows will be able to use the activity room. All children are soothed by calming music and having their back rubbed or patted by a staff member if they like. **No child is ever forced to nap, or stay on their mat for long periods of time.**

#### **4.7 What is the Emergency Evacuation Plan?**

This is to assure you of our concern for the safety and welfare of children attending the Early Learning Center. Our Emergency Operations Plan provides for response to all types of emergencies. Depending on the circumstances of the emergency, we will use one of the following protective actions:

**Immediate evacuation:** Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.

**In-Place Sheltering:** Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.

**Evacuation:** Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to our relocation facility at the Red Cross, 545 Jefferson Ave.

**Modified Operation:** This may include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or other building problems that make it unsafe for students (such as utility disruption) but may be necessary in a variety of situations.

Please listen to WYOU, WBRE, Magic 93, 97 BHT, and WARM radio for announcements related to any of the emergency situations listed above.

We ask that you not call during the emergency. This will keep the main line telephone free to make emergency calls and relay information. We will call you to let you know that we've taken one of these protective actions. We will also call you when we've resolved the situation and it's safe for you to pick up your child.

You have given your authorization on our enrollment form for those individuals designated with permission to pick up your child. Please ensure that only those persons on your list attempt to pick up your child. Please also make sure the phone numbers are written clearly and are correct, and are updated as needed.

You are urged not to attempt to make different arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties.

In order to assure the safety of your children and our staff, we ask your understanding and cooperation. Should you have additional questions regarding our emergency operating procedure, please contact the Early Learning Director.

## **5.0 WHAT ARE THE PARENT POLICES?**

### **5.1 Arrivals and Departures**

Upon enrollment, each family will establish arrival and departure times with the staff. We ask that you adhere to these times as closely as possible, so that we can properly staff each room and maintain our state ratios. If you ever need to change your arrival, or departure time please feel free to do so.

When arriving at the center, please be sure to escort your child to his/her room and make sure the teacher is aware of your child's arrival. We also ask that you share any important information that we may need to know for the day.

If an emergency situation arises and you are going to be late, we ask that you call the center and notify a staff person. If for some reason, you are not going to be picking up your child please make sure that the designated person is on your pick up list and that they bring PHOTO ID with them upon departure. **We will not release a child to anyone without prior parental consent, even if the person is on your emergency contact list!**

### **5.2 Weekly or Variable Schedules**

Upon enrollment, your child's schedule will be discussed. Your child's schedule is what is most convenient for you. We realize that some parents have variable working schedules that would make it necessary to make weekly changes to the schedule. If you are enrolling your child on a variable basis, it is your responsibility to make your child's teacher aware of the schedule **NO LATER THAN 10AM THE THURSDAY PRIOR TO THE FOLLOWING WEEK!** We must know your child's schedule in advance so that we can properly schedule our staff.

### **5.3 Confidentiality**

Confidentiality regarding the children and families enrolled in our program is of the utmost importance to us. All conversations regarding personal information are held in private and not within hearing range of children or non-program staff. Due to child protection and privacy rights, no information is shared with anyone other than the child's legal guardian. There are two exceptions to this rule: (1) with the written consent from the child's parent/guardian (2) if there is reasonable cause to make a child abuse/neglect report and informing the parent might put the child in jeopardy. Should a staff person be approached with an inquiry about a child for whom the individual is not a parent or guardian, the staff person is restricted from even acknowledging the child attends the center.

#### **5.4 Child Files**

In accordance with DPW regulations, we must keep a file at the center containing three important documents. These documents include: an emergency contact form, agreement form, and a child health assessment. All of these documents are kept in the director's office and are confidential. The emergency contact form and agreement form must be updated every six months. The health assessment is updated every six months for children ages 6 weeks to 2 years, and annually for children 2 and up.

We will also keep a separate file that contains other confidential information. This would include doctor's notes, child evaluations, etc.

#### **5.4 Non-Discrimination Policy**

The JCC welcomes applications from all interested persons. We do not discriminate on the basis of economic, racial, cultural, ethnic, religious, linguistic or physical differences, or on the basis of marital status, sexual orientation or political beliefs of parents or guardians.

#### **5.5 Harassment Policy**

The JCC is committed to providing a work environment which is free from harassment based on an individual's gender, race, color, religion, sexual orientation, national origin, ancestry, disability or age. Harassment in all of these forms is unlawful and violates both the spirit of equal opportunity and the rights of the individual. It undermines the integrity of the employment relationship and can destroy the morale and commitment of the individuals involved.

Harassment covers a range of behaviors, including subtle and not-so-subtle, verbal and non-verbal behavior. It can be engaged in or experienced by both males and females. Harassment will not be tolerated in any form at any level by the JCC, whether committed intentionally or unintentionally.

#### **5.6 Grievance procedure**

We are dedicated to making your experience and your child's experience positive, strong, and successful. If you have any concerns or complaints, we invite you to voice those issues to us so that we can work together towards a resolution. You may do this on an informal basis with the teachers or administrative staff involved at any time. If informal efforts are not successful, please take advantage of the following grievance procedure that we have in place.

**Group Supervisor (Lead Teacher)-** Issues relating to the care of your child, a conflict with any teacher or a conflict with another child or family at the JCC would be brought to the Lead teacher of your child's class. They will meet with you to discuss the issue and investigate as necessary to work towards a resolution. If the issue cannot be resolved at this step or if the issue involves your child's teacher you may proceed to step 2 below.

**Child Care Supervisor**

Reena Dalley, is our child care supervisor. Any issues relating to the care your child is receiving, or any concerns about payment can all be addressed with her directly. If you do not feel comfortable speaking with her, or the issue directly relates to her, please contact the Early Learning Director.

**Early Learning Director-** Any issues relating to the operation or policies of the JCC and issues that were not resolved at step 1 must be brought to the Early Learning Director. They will meet with you to discuss the issue, will investigate as necessary and work with you towards a resolution. If the issue cannot be resolved at this step, or if the issue involves the Director, you may proceed to step 3 below.

**Executive Director of the JCC-** Any issues not resolved at step 2 may be brought to the executive Director of the JCC. At a meeting with the Executive Director, an attempt to resolve the issue will be jointly worked on.

## **6.0 TUITION AND FEES**

### **6.1 What is the tuition agreement?**

Each family, at the time of enrollment will be asked to sign the agreement. This is the document that outlines your arrival/departure time, fees that will be charged, and what services we are offering. This document is what we will use to bill each client on a weekly basis. You are required to pay the amount on your agreement, the Monday before services are rendered to you. Your agreement can be changed at any time, according to your need. This payment can be made at the front desk. We accept Cash, Check, or Credit Card (Visa, MasterCard, and Discover.) If you choose to make cash payment, you can do so at the front desk, or with a head teacher. If you make cash payment upstairs with a head teacher, a paper receipt will be given to you.

### **6.2 Vacation days and Holiday closures**

The Early Learning Center does not charge for holidays that the center is closed. These are considered non-paid days, and will be deducted from your weekly invoice as the holiday occurs.

Each family is given vacation days to use throughout the year, equal to the amount of days your child is enrolled. If you are 5 full days, then you would be entitled to 5 vacation days. If you are enrolled 3, then you would receive 3 days. You can choose how you would like to use your days, as well. If you intend on using your vacation days, you must notify staff PRIOR to you using your days. Our staff must be notified the THURSDAY PRIOR TO you using your days. This is so we can properly bill you for the following week. We are unable to credit you vacation days after the fact.

### **6.3 Withdrawal from the program**

At any time, you may decide to withdrawal your child for any reason. We would like at least a two week notice, but understand if that isn't possible.

### **6.4 Financial Tuition Assistance**

There are a few financial assistance programs that may help a parent with the cost of child care. If you think that you might qualify, please see the Early Learning Director for more information about the programs that we work with.

### **6.5 Changes in Child Schedule**

Please see your child's teacher or the Early Learning Director if you need to make a schedule change. If it is a permanent change, please let us know that as well.

**If needed, you can always add an extra paid day to your regular schedule, however, this is based on availability and must have prior arrangements made. You must make your child's teacher aware of any changes to your child's schedule prior to it happening! We must maintain our ratios at all times.**

### **6.7 Late pick-up fee**

**We ask that if you are going to be late, you contact the center to notify a staff person. Our center closes at 5:30, and a late fee will be assessed to those who are picking up after we are closed. We understand that situations arise, and we do give one warning for the first offense. After that, you will be charged:**

**\$20.00 after 5:30pm**

**\$2.00 per minute after 5:45PM**

## **7.0 PARENT INVOLVEMENT AND COMMUNICATION**

### **7.1 Are parents welcome to be involved and visit their child's classroom?**

Parents are encouraged to take an active part in their child's education, and programs here at the center. We have an open door policy, which means you are welcome to visit your child's classroom any time you choose.

We also have a parent council that we encourage our families to be a part of. These meetings allow the parents to have input on programming at the center, fundraisers, etc. The meetings are held here at the center, and babysitting services are often offered so that parents can participate without worrying about who will watch their children.

### **7.2 What is communication like between school and home?**

Each child is provided with a cubby and mailbox at the center. This mailbox is where we are able to communicate with you, send notes home, or important paperwork to fill out. Please be sure you check your child's mailbox daily.

We also send a monthly newsletter home to all of our families to show what is happening at our center. You can also keep in touch with us via email, if you choose. If you would like to be on our email list, let a staff member know and you will be added.

### **7.3 What is a "Getting to know you" meeting?**

Upon enrollment you will be asked to fill out a "getting to know you" form about your child. This gives us a little snapshot of your child regarding likes/dislikes, favorite foods, fears, etc. This helps us better serve your child, and learn more about them. During your first 45 days, you will be offered a "getting to know you meeting" with your child's teacher. It is your choice to accept or decline the meeting. At the meeting, it gives you a chance to ask questions that you may have about the program, or voice concerns. It also gives us a chance to meet and discuss how we think your child is adjusting to our program.

### **7.4 Parent Conferences**

We will meet with all parents three times per year regarding their child's progress. These meetings are always held at the convenience of the parent, and are always confidential. Parents can choose to participate or not, however we strongly suggest every parent try to attend.

A parent can request a meeting at any time, if they feel it is necessary. We are more than happy to discuss your child with you whenever you feel it necessary.

## 7.5 Class Placement & Ratios

Each child will be assigned a age specific class. When child are ready to transition into the next age group it will be upon availability, and readiness as determined by the teacher and parent(s) of the child. Ratios are as follows:

Infants (6weeks-12months) - 1:4  
Young Toddlers (1 year old) - 1:5  
Older Toddlers (2 year olds- 1:6  
Preschoolers (3-5) 1:10

## CONTACT INFORMATION

Please feel free to contact us at any time with questions, concerns, or praises!  
We love feedback from parents.

**MAIN TELEPHONE LINE: 570-346-6595**

Name	Extension
Ashley Woodruff- Early Learning Director	120
Reena Dalley/Pre-k Room	128
Infant Room	126
Toddler 1 Room	127
Toddler 2 Room	138

The Early Learning Director can also be reached via email at:

[ashley@scranton.org](mailto:ashley@scranton.org)

Thank you for considering the Early Learning Center at the Scranton JCC! We would love to see you and your child become a part of our family!