



Parent Handbook

Dear Parents,

I'd like to welcome you to Sun Bright Childcare & Learning Center and to extend a warm welcome to you, our new family. Our program offers your children a year of new discovery and learning, as well as the prospect of personal growth in all developmental domains.

This orientation packet has been put together with pertinent information to help you and your child become familiar with our expectations for the school year. Please take time to become familiar with this orientation packet along with the handbook so that you can be informed about all relevant information pertaining to your child's care. If you need to contact me, please do so by calling me at 215-225-9977, or by email at info@sunbrightchildcare.com.

Please sign the last page of this document and return it to me before you leave today as indication that you have received this packet of information. Thank you for participating in our learning program and we look forward to a productive partnership and school year.

Sincerely,

Childcare Director
Sun Bright Childcare

SUN BRIGHT CHILDCARE – WHAT WE’RE ALL ABOUT

MISSION STATEMENT

Sun Bright Childcare provides high quality early childhood education, PreK education and childcare services to young urban children from infant to school age, transportation and educational enrichment to school- age children and offers extended hours of care, seven days a week to families of all economic levels and diverse backgrounds.

Sun Bright is a fully licensed by state & certified Keystone STAR-4 preschool & child care center in North Philadelphia offering high-quality early childhood learning experiences.

VISION STATEMENT

We build strong social, emotional, physical, and cognitive skills in a safe and healthy environment where parents, staff and community are well connected.

KEYSTONE STARS

The Sun Bright Childcare and Learning Center is a Star 4 Keystone Stars Quality Center.

Sun Bright is an equal opportunity institution. Admission is open to all regardless of race, color, national origin, sex, age or disability.

Sun Bright Childcare Emergency Plan

This letter is to provide documentation that the Sun Bright Facility has the utmost concern for the safety and welfare of the children and staff persons attending and we adhere to an implemented emergency operation plan which provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- **Immediate Evacuation: the children will be escorted by staff while maintaining appropriate ratios to Temple University hospital.**
- **Shelter-in-Place:** Sudden occurrence, weather or hazardous materials related may dictate that taking cover inside of our childcare building is the best and immediate response. A Shelter-in-Place plan is available for parents to review upon request.
- **Modified Operation,** may include cancellations, postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems that make it unsafe for students (such as utility disruptions) but may be necessary in a variety of situations.
- **Safest Pick up and Drop off Location**
On Rising Sun Ave, in front of the building between Loading Zone Signs
At Sun Bright we care about your Family and Children’s Safety during pick up and drop off time. To make this easier for our families, we had the City of Philadelphia install a Loading Zone sign on Rising Sun Ave in front of the building. Please use these parking spaces to pick and drop your children.

Parents may inform you via one or more of the following methods of any emergency: telephone call, text, sign at center door, social media or KYW 1060 for announcements of any emergency actions. Please keep us informed of any changes in your contact information.

CHILD DEVELOPMENT CENTER CURRICULUM

Sun Bright uses the Creative Curriculum to guide our instruction. The Creative Curriculum is a comprehensive integrated curriculum and assessment system that serves as a program planning roadmap to get children where they want them to go. It is the what, why, how and when to teach young children, striving to meet the fundamental beliefs about early childhood education which includes the importance of social competence; the value of play as a vehicle for learning, family partnerships, the vital role of teachers in connecting content and learning, and the belief that all children, including those with special needs can thrive in an appropriate classroom.

AFTER SCHOOL CURRICULUM

The afterschool program is designed to enrich the lives of young people that will benefit them throughout adulthood. Some of the areas of enrichment in the after school program will include:

homework assistance and supplemental instruction in basic skills, i.e., reading, math, science, etc., through enrichment stations

Policies and Procedures

SCHOOL SCHEDULE AND ATTENDANCE POLICY

Regular school attendance is critical to the learning process. Our regular school day officially starts at 6 a.m. and ends at 6:00 pm during weekdays. **Children will not be accepted after 9:00 am as we are in full swing of our day and wish to avoid interruptions unless prior written notification such as doctors appointments, etc., have been provided in advance. Children must be picked up no later than 6:00 pm! Early fees / Late fees will have to be attached to your account each time you are late and will have to be paid before the child can be brought in. The pick-up and drop-off policy will be strictly enforced.**

TUITION PAYMENTS

Tuition payments are due every Friday before the close of the day for the upcoming week. Families will incur a \$30.00 late fee each day payment is late. Late fees will be attached to your account and notice will be given to parents that a late fee has been applied. **THE TUITION, INCLUDING THE LATE PAYMENT CHARGE MUST BE PAID PRIOR TO THE CHILD RETURNING TO THE PROGRAM.** There will be no reductions in tuition for vacations or for short absences. (less than 7 days). Families that fail to maintain current payments will be subjected to termination from the program.

Termination Policy

Under the following circumstances, a child may be refused admittance to the center until the situation is corrected. **PLEASE BE ADVISED, TERMINATION FROM PROGRAM WILL OCCUR AFTER THREE (3) CONSECUTIVE INCIDENTS, WHICH INCLUDE:**

- Continued unexcused tardiness (pick-up after closing time). A written warning will be sent after second

incident.

- Continued failure to pay tuition fee / co-pay on-time.
- Failure to provide required documentation: health assessments, emergency contact, signed contract, etc.) within the required time frame.
- Inability of the child to adjust to the program after a reasonable period of time. This may be seen in the child exhibiting the following behaviors:
 - Excessive crying or tantrums
 - Behavior which is considered dangerous to self and/or to others (fighting, etc.)
 - Behavior which is continually disruptive to the daily program.
 - Use of threat, abusive or foul language with staff of Sun Bright .

INCLEMENT WEATHER POLICY

Sun Bright strives to serve our families as much as possible during inclement weather; however, we do use the Philadelphia School District snow decision as a guide for inclement weather closings. Please contact the Philadelphia School District Hotline at 215-619-8055 for school closings and/or tune into KYW News Radio AM 1060. Although we make every effort to open during inclement weather, please be advised of the following:

IF PHILADELPHIA SCHOOL DISTRICT IS CLOSED FOR THE DAY Sun Bright may be closed

EARLY MORNING DROP OFF WILL BE CANCELED. A decision on full day closure will be made by 10:00 am. Please check the website at www.sunbrightchildcare.com or facebook page Facebook.com/Sunbrightchildcare and/or call the center to see if center will remain closed for the day and/or the time the Center will be opening.

SCHOOL-AGE

MORNING DROP OFF WILL BE CANCELED. A decision on afternoon opening will be made by 12 pm. Please check the website or call center to see if the program will resume in the afternoon as normally scheduled.

IF SCHOOL DISTRICT HAS A 2 HOUR DELAY

CENTER may have Sun Bright WILL HAVE A 2 HOUR DELAY.

SCHOOL-AGE CHILD CARE CENTER

MORNING DROP OFF WILL BE CANCELED AND NO AM TRANSPORTATION WILL BE PROVIDED. AFTERNOON CLASSES WILL RESUME AS NORMALLY SCHEDULED.

IF THE SCHOOL DISTRICT HAS AN EARLY DISMISSAL

CENTER Center may be - OPEN; HOWEVER, WE ENCOURAGE PARENTS TO PICK UP THEIR CHILDREN AS EARLY AS FEASIBLE.

SCHOOL-AGE CHILDCARE

EVERY EFFORT WILL BE MADE TO SCHEDULE TRANSPORTATION TO PICK UP CHILDREN AS SOON AS POSSIBLE IF WEATHER PERMITS AND CENTER WILL BE OPEN; HOWEVER, WE ENCOURAGE PARENTS TO PICK UP THEIR CHILDREN AS EARLY AS FEASIBLE.

ADVISORY ALERT

IF AN ADVISORY ALERT HAS BEEN ISSUED WE WILL CLOSE EARLY ACCORDING TO THE ADVISORY ALERT AND THERE WILL BE NO BEFORE OR AFTER SCHOOL CARE.

THERE WILL BE NO TUITION REIMBURSEMENT FOR DAYS THAT SCHOOL IS CLOSED DUE TO INCLEMENT WEATHER.

PARENT COMMUNICATION

Parents will be well informed about our childcare program. Classroom Newsletters and Daily Reports will be

provided. Additional information about our program can also be found on our website.

Family Conferences

There will be 2 Family Conferences and a parent orientation required for all parents who attend the program. Parents/ Guardians will be asked to fill out Ages and Stages Questionnaires for children till the age of 60 months (5 Years). The parent orientation is posted on Sun Bright Child care website and may also be held with the director.

Health and Safety :

Covid Policy is in Effect at Sun Bright. If your child shows any of covid symptoms as per CDC, please keep your child home. Sun Bright children policy is for the safety of your child, other children and staff.

All children must be vaccinated. Sun Bright requires vaccination to enroll.

When a child becomes ill, he/she will be isolated from the other children, and the parent will be notified to **pick up the child within an hour**. If the parent cannot be reached, we will contact the person indicated by you on your child's emergency care form. **Please do not bring your child to Sun Bright if he/she is displaying sickness or has a fever.** Please respect the staff's judgment when they determine that a child should not attend to sickness. These limits are designed to help sick children recover and to avoid the spread of disease.

A child or staff person with any of the following conditions or behaviors is a sick child or adult and must be excluded from the.

A parent will be contacted to pick up a sick child when the child exhibits any of the following symptoms at the Center:

Fever of 100.0 degrees F. or higher without medication. Whose temperature has not been below 100 degrees for 24 hours

Diarrhea 3 loose stools in one day, or 2 in one hour

Vomiting 2 episodes in one day

Rash / Blisters that is unexplained, except for diaper rash

Pink Eye (conjunctivitis) when the eye is red or pink with white or yellow eye discharge. Other symptoms are matted eyelids, eye pain, and redness of the eyelid or skin surrounding the eye.

Irritability or listlessness which is not consistent with the child's temperament will be noted by the director who will call the parent.

If your child contracts any of the following infectious diseases he/she must be excluded until:

Chicken Pox After all blisters have scabbed over.

Croup After the cough has subsided.

Ear Infection After three doses of medication or after 24 hours.

Fever After the fever has returned to normal without the aid of fever reducing medication.

Head Lice After one complete treatment and removal of all nits.

Impetigo After 24 hours of medication.

Pink Eye After the child has been on medication for 24 hours & (Conjunctivitis) has no matter in their eyes.

Ringworm After medical treatment with a fungicidal ointment.

Rotavirus After the child has had one formed stool.

RSV After the wheezing and coughing have subsided.

Shingles After all blisters have scabbed over (same as Chicken Pox).

Strep Throat After the child has been on medication for 24 hours.

Thrush After 24 hours on medication.

Infection who has a bacterial infection and has not completed 24 hours of antibiotics

Lethargy who has unexplained lethargy and is unable to participate in all the regular activities of the day;

Undiagnosed rash, blisters,itching or a rash attributable to a contagious illness or condition;

Excessive Care who requires more care than the teacher can provide without compromising the health and safety of the other children in care.

If your child contracts any communicable disease, please inform the Center.

MEDICATIONS GIVEN AT THE CENTER Only prescribed medicine by licensed physician will be given. Medicine must have the child's name and current prescription information on the label constitutes instructions. All medicine must be in its original container and have a legible label stating the child's name. Only full time staff during regular hours is allowed to give medicine. If child comes during extended hours, we will not be able to administer the medication during those hours.

INCIDENT AND BEHAVIORAL REPORTING

Incident reporting will be based on major and minor infractions listed on the Behavior Code of Conduct.

Following two submitted write-ups, Director will meet with parents to discuss issues. If behavior persists, and student incurs an additional write, student will be terminated from the program.

INTERACTIONS WITH CHILDREN AND FAMILIES

Please be advised that yelling, screaming, lecturing, and/or speaking in harsh tones towards children is not acceptable and we ask parents to honor our code of conduct and do not reprimand your children on site in that manner. Please note that the use of profanity and smoking in and around our child care center is strictly forbidden and may result in immediate termination. Our goal is to set examples for our young people so ALL are considered role models. Remember – CHILDREN ARE WATCHING AND LISTENING ALWAYS SO PLEASE BE MINDFUL OF YOUR ACTIONS! Try Talking It Out!

TALK IT OUT CONFLICT RESOLUTION!

Talk It Out is a role-playing method of problem solving which seeks to resolve problems such as teasing, putdowns, pushing, grabbing, gossiping, shouting, hitting, cheating and refusing to share, from a negotiation process. Talk It Out problem solving involves three parts: saying what the problem is, thinking of ways to solve it, and being a good listener.

- Make sure the tone of your voice and your body language shows respect for the student. Do not deliver a command in anger; give directions in a firm and kind voice
- Encourage active listening; one person speaks without disruption; other person repeats what person has said to ensure they listened and understood
- Give clear directions, stating specifically what you want the student to do in simple terms along with the consequences for noncompliance
- Speak to the children in private; offer choices where possible and seek compromises that satisfies the needs of all
- Realize that the student will need time and constant reminding to change behaviors

Personal Items

Please do not send in toys, iphones, ipads, large book-bags or rolling book-bags; or large pillows. We just don't have the space to store them. Thanks you for your cooperation!

Please label all of your children's belongings including clothes, coats, lunch boxes, backpacks, etc. Children are responsible for their own articles. We discourage bringing in personal items not required for school and/or the program. Sun Bright cannot be responsible for items that are lost, stolen, or damaged.

Hair: Please do not put beads and barrettes on children's hair. They may fall off and can become a choking hazard

****PLEASE LABEL EVERYTHING! ****

Please make sure we have, at all times, a clean change of clothing and blankets for your child. For Infants we need 3 set of clothes, Preschool 2 sets and all others 1 set of clothes. Please supply enough milk bottles and sippy cups. We do not clean any bottles or cups at the center.

Diaper Policy and Charge: Please provide adequate supply of diaper and 2 boxes of wipes if your child uses diapers. There is a \$2.00 charge for each diaper we use from the center **and \$1.00 per wipe. This fee has to be paid before child can be brought in the following day. The fee has to be paid. Diaper and wipe replacement is not permitted.**

Homework Help: We offer homework help so that all children do well at school. We, however cannot do it with help of parents. So we ask you to send child everyday to school and let us pick them up so that we can help them complete homework. We will be unable to help them do the whole week's homework in one day.

Pencil, Writing Utensil & Paper & Poster Board Policy and Charge: Please send your child with pencils and other writing utensils that they may need to complete their homework and projects. Sun Bright will no longer freely provide these. If your child needs us to provide a pencil there will be a \$1.00 rental cost to the pencil provided for the purpose. This pencil will have to be returned to the teacher after the homework is done.

Inappropriate Behaviour, Foul language and Center Furniture & Equipment Damage policy: If your child indulges in inappropriate behavior, kicks or breaks furniture, uses foul language or any other behaviour that teacher deems inappropriate, the child will be warned the first time. At second occurrence, we will contact the parent and ask for their cooperation. At third occurrence we will fine the parent \$1.00 for each incident per occurrence - for example if child kicks the table 5 times during the day at the center there is \$5.00 fine. Child may not come back to center till the fine is paid. If child hits other children after 2 warnings child may be suspended or terminated.

Toys and Food: Please do not send any toys with children. Some toys are considered inappropriate or dangerous by state and we are not in position to determine the safety of all the toys brought in. We would appreciate your cooperation in this regard. We will take the toys from kids and return them to you. After 2 such occurrences we will confiscate toys.

NO OUTSIDE FOOD POLICY: Please do not send any food with children. We provide healthy meals and want them to learn healthy eating habits.

FAILURE TO ADHERE TO POLICIES

All parents are required to adhere to all procedures and policies. Failure to comply with policies and procedures, after three warnings, will result in immediate termination from the program.

Sun Bright Holidays:

We are open throughout the year except for the following days – Please check the list at the center.

Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day, New Years Day,

Memorial Day, Columbus Day, Veterans Day, Martin Luther King's Day, Presidents Day and Good Friday. We may be close for staff training day. We post these dates and times at the center.

After School Pick up and Before School Drop off Consent

Parents, we will pick kids from school as a convenience service to you. There may be a charge to this service. Sun Bright Child care to have a representative Drop and / or Pick up my child from the school for Before and / or After School Care and walk him / her to the location of Sun Bright Child Care Center.

Parents will inform the school and the child about the pick up / Drop off arrangement with Sun Bright. I will make sure that the child stays in school till the Sun Bright Representative picks the child at a designated location.

Parents will inform Sun Bright if the child is absent for the day. If the child is not in the designated place of Pick up, Sun Bright will assume that the child is absent and will not be coming for Aftercare and Sun Bright will not be held liable for not picking the child.

Sun Bright reserves the right to refuse to pick up from school if the parent fails to inform us of the absence from school. Sun Bright also reserves the right for pick-up or drop off if the child's behavior poses danger to the child him / herself or other children.

For School Drop Off in Morning- Please bring in your child by 8 am. Kids brought in later- Parents drop your kids to school.

TRANSPORTATION FEES & RULES

- **PREPAID:** Transportation Fee needs to be prepaid by Friday for each week.
- **ABSENTS:** Transportation Fee is due each week even if the child was absent
- **DAYCARE and School CLOSURE:** Transportation Fee fee is due each week even if the daycare is closed or School is closed. No pickup fees are charged when school is closed from Monday to Friday. If school is open even for one day during the week, transportation fee is due.
- **DUE TIME:** Pick fee is to be prepaid by Friday.
- **LATE FEE- PER DIEM:** of \$5.00 will be charged for each day the payment is late.
- **SUSPENSION** will be in effect from Wednesday onwards till the fee is paid.
- **NO SHOW and No Advance Notice Fine:** We spend a lot of time looking for your absent child or if a child refuses to come because you are picking them, because we will not leave the child behind. This causes a lot of miscommunication, confusion and stresses out our staff. We need you to let us know of these DO NOT Pickups in advance.

If your child is absent from school or if we are not supposed to pick up the child, please advise us by 9am in the morning. If we do not hear from you by 9 am and we show up to pick your child, there is a fee of \$12.00. We will only pick up your child the next day after the No Notice Fee has been paid.

Transportation Fees are as follows and are prepaid by Friday.

First Child \$30/week

Two or more Children \$40.00/ week

Non-Traditional-Care, Scheduling & Fees at Sun Bright

Best Education and Traditional Hours: Our center provides structured lesson plans and activities during 9 am - 6 pm Monday through Friday. This is the prime time for your child to be at our center.

Traditional Hours

Traditional hours are from 9am -6pm. Monday - Friday

FULL time is up to 10 hours and

PART TIME: up to 5 hours during traditional time.

What is Non-Traditional Care: All the other hours are non-traditional when we provide care for parents who must get to work. This includes early morning, evening and weekends. The education at these hours is not structured and the age groups may or may not be mixed. Non-traditional care is **ONLY** for the time period you work.

Who may avail Non-Traditional Care: We provide non-traditional hour care to only those kids whose parent have to be **AT WORK ONLY** and for no other reason. We **DO NOT** provide care if parents have to party, chill out, run errands ETC. Other care providers may be available who are willing to provide care.

Why Sun Bright provides Non Traditional care: We open for even just one child if the parent has to work. As a part of our promise to provide care for a working parent, we expect the working parent to provide us an

1. OFFICIAL WORK schedule each week

2. Work telephone number and name of supervisor.

How Long can you leave your child with us at NTN Hours: Non traditional care hours are different from traditional care at Sun Bright. During non traditional times -

We provide up to 1 hr travel time. So if you work 6 hours, you may get up to 8 hrs care time. If you work 7 hours you get 9 hours of care **NOT 10 hours**.

If you work for 9 hours and need more than 10 hours you have to schedule extra care and prepay the fee. The extra care hours can be scheduled are only for the time period you are working and not for any other reason.

If you work 8 hours, you may get up to 10 hours. We Maximum time allowed is up to 10 hrs.

Non- Prepayment of Extra fee is charged as Late Fee of \$20.00 for first minute and \$2 per minute thereafter. The Fee is per child.

When & How to tell us about Your Schedule:

Our week begins on **Mondays through Sunday. Schedule is Due in WRITING by FRIDAY.**

We make staffing arrangements for the following week by Friday.

*So for week Nov 4th – 10th the schedule is due at the latest on Friday Nov 1st. **Schedule forms are located in front office.** If you do not know the location of forms, please ask us and we will be happy to point them out to you.*

Late Fee: If the child is at the center without prior schedule, we do not have staffing for the child. The child must be picked up ASAP. The late fee is \$10 for first minute and \$2 thereafter per child.

Drop in Charges: If you need to bring in a child for extra day, you need to let us know by Friday prior, so we can arrange for staffing. And a full day cost is \$100.00. You may not bring the child without prior notice in writing.

Invoices & Payments: We will bill you for any extra days the child has been at the center. Child may not come back till all the fees have been paid in Full.

Copays: All copays are due each week by Monday of the week as per CCIS regulations. Please keep your co pays up to date. If the copay is not paid by Wednesday, a \$15.00 per day fee will be charged. You may bring back your child next Monday **ONLY** if the COPAY has been brought up to day.

CCIS will terminate your childcare subsidy privileges, if co pays are delinquent by a week.

Credit & Debit Cards: We accept credit & debit cards for copays and fees. If you wish, we can keep them on file for future charges. The charges appear on your bill paid to RUPALEE.

ABUSE of STAFF

Please be advised that Our staff makes decisions that are in BEST interest for your CHILD's SAFETY and WELL BEING.

This includes the Early Drop off and LATE PICK UP FEES that are enforced for the safety of your children. Releasing children to people DESIGNATE for PICK_UP. Requiring you to submit an OFFICIAL SCHEDULE for non-traditional care each week. If you as a parent choose to call our staff names, scream, use profane language, threaten or abuse them, we reserve the right to TERMINATE the contract of childcare.

Disenrollment Policy

Sun Bright Child Care Center is centered on the children for whom we care for. We seek to provide programs designed to support children's growth and to challenge them to learn, each as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities that we serve, it is incumbent upon us to recognize and appreciate the

characteristics and behaviors that each child and family brings to our program.

Sun Bright seeks a solid partnership with our families as a basis for their children's success within our program. Because Sun Bright's a child based center we seek to accommodate a wide range of individual differences, it is only on rare occasions that a child's/ family's behavior may warrant the need to find a more suitable setting for either a short term or permanent basis. We will do everything possible to work with you to avoid a child's disenrollment from the center. The following are some reasons why disenrollment of a child or family may occur.

Some examples of such instances include:

Child's actions:

- Child unable to adjust to the program after a reasonable amount of time
- Ongoing physical or verbal abuse to staff or other children
- Ongoing uncontrollable tantrums/ angry outburst
- Excessive biting
- Child is a danger to themselves or others

Parental Actions:

- A parent/ guardian fails to abide by center policies or requirements imposed by the appropriate licensing agency
- Nonpayment of tuition or co-payments
- A parent/ guardian demands special services that are not provided to other children and cannot reasonably be delivered by the program.
- A parent/ guardian not properly escorting their child(ren) to designated classrooms

Immediate Causes for Disenrollment:

- A parent/ Guardian is physically or verbally abusive or intimidating to center staff, children, or anyone else at the center.
- Potentially dangerous behavior by a parent or child.

Working towards a positive solution

The decision to disenroll a child is difficult for the center and the family. Our goal at Sun Bright is to act quickly, thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care. Center personnel will attempt to work with a family to take constructive steps to finding a solution that resolves the problem(s), before disenrollment occurs. By this meaning documentation of behaviors, which are behavior logs, incident reports etc. The center will inform and involve the child's parent/ guardian by notes, phone calls and meetings as necessary, to establish a collaborative environment.

Disenrollment Process

If the behavior has not been resolved after all remedial actions have been exhausted, a conference will be held with the child's parent/ guardian to communicate the centers decision to disenroll. A follow up letter be provided which will include, if applicable:

- The reason for the disenrollment or suspension
- The date of the disenrollment or length of the suspension, which affords the parent sufficient time to seek alternative care, (up to two weeks, depending on safety risks presented)
- The expected behavioral changes required in order for the child or parent to return or to resume or continue enrollment at the center.
- The avenue for appealing the decision to disenroll within Sun Bright

If the center elects to disenroll a child, the Center will maintain on file a record of the circumstances, parental notification, and corrective action taken.

Classroom Transition

In a child's transition to a new classroom, including the preschool classroom, the current teacher notifies the parent of the expected date of transition by sending them a Transition Letter. An informal meeting is offered to discuss the transition plan and cover any questions the parent may have. The current teacher advises the parent about the classroom, the date, and assist in setting up a brief meet and greet with the new teacher. Both teachers communicate about the child about the child's interests, abilities, needs, parent's goals for their child, and expectations of the program. The new teacher prepares the child's cubby, mailbox and welcome packet prior to the child's first day.

Kindergarten Transition: In transitioning to Kindergarten, we offer school registration dates, a preview of the Philadelphia School Directory located in the office, information for parents to read regarding school readiness. Books such as, “**Kindergarten, Here I Come**” are available in the classroom for children and we recommend that these be read at home too. Information about school transition events in the city is posted in the center and is sent via Home Connections Newsletter. Each year, we schedule a tour school. Throughout the year preschool teachers provide activities to prepare the children for the transition, like reading books, talking about moving up during circle times, taking a walk around a school, and have an older student talk about how their transition to Kindergarten went. As a part of Kindergarten Transition our teachers connect with the Kindergarten teachers of schools.

Sun Bright Policy & Procedure – IEP/IFSP Implementation Policy and Referral for Support Services

In order to ensure that the needs of children with an Individualized Education Plan (IEP) or an Individualized Family Service Plan (IFSP) are met, the following procedures will be implemented.

Director will:

- Ask all families to complete a request form for a copy of a child’s IEP/IFSP. This request will be placed in each child’s file.
- File all copies of IEP/IFSPs in a child’s file in order to be readily available to share with the teaching team.
- Provide copies of IEP/IFSP goals to the child’s teacher(s) and discuss strategies for meeting the goals.
- Ensure all teachers are trained on how to implement an IEP/IFSP. Training will be documented in each teacher’s professional development record (PDR).
- Contact early intervention staff/consultants to schedule periodic meetings with the child’s family and teacher(s) to discuss the child’s progress and to increase strategies in adapting IEP/IFSP goals in classroom activities and routines.
- Request permission from families to attend any meetings with the early intervention team related to changes to the IEP/IFSP.
- Monitor teachers’ work towards supporting the child in meeting IEP/IFSP goals.
- Request additional help from the early intervention team if needed.
- Ensure teachers conduct family conferences to report on progress.

Teaching Team will:

- Observe and document the child’s progress towards goals weekly and use their notes to individualize lesson plans.
- Complete a communication log between home and the teachers daily for each child with an IEP/IFSP.
- Prepare for and conduct family conferences at least 3 times a year to share progress on IEP/IFSP goals, the child’s development, and participation in the classroom.
- Meet with the family to plan for and discuss transitioning to new classrooms or programs. An individualized plan will be created as needed to ensure successful transition for the child.

When the evaluators who are to determine if the child has Special healthcare needs or is eligible for services under the Individual with Disabilities Education Improvement Act (IDEA 2004) are not part of Child care staff develop a formal mechanism for coordinating revaluations and program revisions. The designated staff members from the facility will regularly be included in the evaluation process and team conferences. Any care plan will be updated whenever the child is hospitalized or has significant change in therapy.

Steps for referrals:

1. Contact director to schedule face to face meeting
2. Have a informal discussion about the needs of the family
3. Send referral to appropriate agencies (Social, Mental health, Educational, Wellness or Medical)

4. Follow up in 10 days.

Parent/Guardian Signature _____ Print Name _____
Child's Name _____ Date: _____

Sun Bright Child care Grievance Policy for PHL PreK 9-21-22

Purpose

This policy is to provide a procedure for triaging concerns/complaints of families in the program. This policy identifies the process for responding to and addressing client(s) grievances in a fair and consistent manner that aligns with regulatory standards, best practice, and the program mission.

Objective

To ensure any complaint is given due importance and has been resolved to meet the needs of the involved party/parties, through a proper procedure.

To ensure all stakeholders understand that grievances are opportunities for services and to grow professionally and reputably and that grievances are dealt with in a timely manner and with appropriate priorities, such as the child's success, while listening and seeking resolution for all involved.

Definitions:

- General complaint-A general complaint may address any aspect of the service. For example, a lost clothing item or the service's fees. The complaint should be reported as soon as possible to avoid escalation of the issue.
- Grievance-A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. For example, the service is in breach of a policy or the service did not meet the care expectations of a family.
- DHS Regulatory Complaint-A complaint that alleges a breach of Department of Human Service Child Care Regulations, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. These complaints should be made directly to PA DHS by calling 215-560-2807.

Statement

At **Sun Bright Childcare**, we understand and recognize that all stakeholders have a duty of care to ensure the safety of each other but particularly children. We recognize that at times there may be reasons and circumstances that lead to grievances and the need to complain. We aim to treat any and all complaints with respect, fairness and acceptance and will aim to seek a resolution to suit all parties involved and will implement procedures outlined in this document to ensure equity.

Family Grievance Procedures

1. For a **general complaint**, the family members may approach the staff member involved and if needed set a time where the matter can be discussed appropriately, if the family member feels comfortable doing so.

Complaints at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification by the staff member of the program's procedures or policies.

2. **If the family is uncomfortable addressing the complaint with the staff member** involved, or if there is a more serious concern, the family should directly address the grievance to the Director. The Director will research the grievance/situation and work towards reaching a satisfactory outcome for all parties involved. Grievances at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification by the Director of the program procedures or policies. Resolution may also involve the development of new policy if it is a situation that has not been addressed. The Director will follow up on all grievances with a written letter to the grievant and document all pertinent information. The director will respond in writing to family in 5 days

3. Families are entitled to **appeal** any decision made by the Director. Such appeals will be made to the Executive Director. The Executive Director will conduct further review, final decision, and a written follow-up letter to the grievant.

4. Families that have a complaint that alleges a breach of Department of Human Service Child Care Regulations, or alleges that the health, safety or wellbeing of a child at the service may have been compromised should immediately notify the Director.

5. Sun Bright childcare recognizes and takes steps to ensure that all personal, private information remains confidential. In our ECE instance it is about keeping the grievance or any information confidential.

PHL PreK Attendance and Absences Policy

Children who attend preschool on a regular basis do better in their education and developmental goals. Our program wants to maximize the number of days your child attends school, and if needed we will offer support so that your child may attend school consistently.

During the enrollment process students and caregivers will be advised of the attendance requirements, and expectations. Unless prohibited by DHS, your child must begin attending the program within 7 days of enrolling.

Caregivers are responsible for signing children in and out of the classroom each day so that classroom staff can report accurate attendance.

Absences:

If your child is absent from school, you will be required to sign an absence notice for the classroom teacher upon the child's return. All absences will be considered **unexcused** until the family has provided the center's Administrator with a written excuse to explain the reason(s) for the absence. If your child is going to be absent, we ask that you contact your child's classroom lead teacher to let them know that your child will not attend and, if possible, when you expect your child to be able to return. **(If we have not received an excuse note within 3 days of the child's return, the absence will be considered permanently unexcused.)**

For children with 3 consecutive absences without notification to the program, the center's Director will attempt to reach the family by phone and will follow up with an email or text, if available to determine the reason for the child's extended absence and to assist the family with resources if needed. If the absence is due to a medical issue, the family will need to provide supporting documentation from a physician noting the child's illness and permission to return to school.

Children who have been absent for 7 consecutive program days without notifying the school or responding to outreach from the Director will be discharged from the program.

A child who is absent for 30 days or more without prior approval from the Program Director and PHLpreK Intermediary may be discharged and placed on the waitlist if interested and will be able to re-enroll if a slot becomes available.

Chronic or extended absences (excused or unexcused) will be reviewed by the Office of Children and Families and Public Health Management Corporation (PHMC) on a case-by-case basis to determine if a child is to be discharged after 30 days.

Planned Absences/ Religious Holiday/Long Term Illness

Upon written request by parent/guardian an extended planned absence for more than 15 days for vacation or observance of a religious holiday must be submitted to the center's Administrator for approval. Planned absences of more than 30 days will require additional approval from the PHLpreK administration but may result in the child's discharge from the program.

The child could apply for re enrollment at any time and admission may be granted when a seat becomes available. No child will be deprived of eligibility or penalized in any way due to an absence for a religious observance if the program was notified in advance. If an extended absence is due to a medical illness as documented by a physician, the seat will be held for 30 days.

PHL PreK Enrollment and Waitlist Policy

The purpose of this policy is to provide guidance to families on the application and enrollment process for our PreK programs. The PHLpreK program is funded by the Office of Children and Families and covers quality preschool services for 5.5 instructional hours (plus nap time) of each day in our program's school year (180 days). If a child requires care beyond a 5.5-hour day, we will discuss other funding options available to you to assist with the cost of the additional care. PHLpreK is a free program and does not require any additional fees associated with enrollment in PHLpreK.

Eligibility

Children are defined as eligible to participate in PHLpreK if they: 1) are three or four years old on or before September 1 of the enrollment year and younger than the entry age for kindergarten in the school district; and 2) reside in the city of Philadelphia.

Application

PHLpreK enrollment is granted on a first come first serve basis and all PHLpreK required documents must be completed in order to be considered. All must complete an application for the current program year including children that were enrolled in the PHLpreK program in the prior year. Due to our limited number of PHLpreK seats, completion of an application does not guarantee enrollment into the PHLpreK program.

1. To complete an application, please bring in the following information:
 - **PHLpreK Completed Application:** All applying children must have a completed application, signed and dated by the parent/guardian. All questions on the application must include a response.
 - **Proof of Child's Age and Residency:** At least one of the following documents must be submitted from each column below to confirm the child's date of birth and residence. The address that appears on the documents used as proof of residence must match the address on the PHLpreK Application.

Acceptable Documentation	
Proof of Child's Age <i>(birthdate must appear on the documentation presented for verification)</i>	Proof of Philadelphia Residency <i>(current address must appear on the documentation presented for verification)</i>
<input type="checkbox"/> Birth Certificate <input type="checkbox"/> DHS letter on DHS letterhead <input type="checkbox"/> Valid Passport, Visa or Green Cards <input type="checkbox"/> Social Security documentation <input type="checkbox"/> Clinic/doctor/hospital records <input type="checkbox"/> Daycare or Nursery school records <input type="checkbox"/> Other government issued	<input type="checkbox"/> State issued ID or driver's license <input type="checkbox"/> Voter ID <input type="checkbox"/> Current lease/rental agreement mortgage document <input type="checkbox"/> Current Utility Bill <input type="checkbox"/> Social Security documentation <input type="checkbox"/> Recent employer pay stub <input type="checkbox"/> Wage statements (W2 tax form) <input type="checkbox"/> CCW award letter received by parent <input type="checkbox"/> Mail/notice/award letter from County Assistance Office/DHS <input type="checkbox"/> Statement from social services agency attesting to client's residence (only if no other proof is available)

2. Parents/guardians will also be asked to sign off on the following (if applicable)
- 2022-2023 PHLpreK Application (required)
 - Parent Fee Agreement (required)
 - Emergency Contact Form (required)
 - Acknowledgement Form: Screening, Assessment, Data Sharing, and family engagement (required)
 - PHLpreK Enrollment Confirmation Form, if applicable (only for children receiving Child Care Works Subsidy)

Priority for Enrollment

Once all required PHLpreK documents are received, priority is given for enrollment as follows:

- Any child that was an approved PHLpreK enrollment in the previous program year
- Any child that attended the site's infant/toddler program and is now age eligible for PHLpreK
- Any new child that meets that PHLpreK eligibility requirements, prioritized in the order (by date and time) the completed PHLpreK documents were received

Enrollment Process

Once all the PHLpreK documents are received and eligibility has been verified, the child's application will be provided to the PHLpreK program for approval. **A child may not begin attending the program until approval is granted from the PHLpreK Intermediary Agency.** Once we receive notice of approval, the parent/guardian will be contacted to arrange a start date for the child.

Once approved, the child must start within 7 program days of the approved enrollment date. If the child does not attend within that time frame, we will follow up with the parent/guardian to affirm your intent to attend the program. If the delay in the child's start day is due to a health-related reason, a new start day will be set within a 14-day period. A child who does not attend within the first 21 days of approved enrollment date will be discharged in accordance with the FY22 PHLpreK Enrollment Policy. Families who remain interested in PHLpreK will be placed on the program waitlist until such time as the child is able to attend and a space is available. Any new vacancies will be offered to a child in the order they appear on the waitlist.

Waiting List

Our program only has a certain number of seats designated for PHLpreK. When all PHLpreK seats are filled, interested families still need to complete all required PHLpreK documents and provide proof of eligibility so that the child can be placed on our applicant waiting list. The child will not be placed on the applicant waiting list until all documents are received. The applicant waiting list is prioritized based on the date we received all necessary PHLpreK documents. When a PHLpreK seat becomes available, we will contact the family of the next eligible child on the waiting list to see if the family is still interested and eligible for the PHLpreK program.

PHL PreK Suspension & Expulsion Prevention - Disenrollment Policy 9-9-22

Sun Bright Child Care Center is centered on the children for whom we care for. We seek to provide programs designed to support children's growth and to challenge them to learn, each as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities that we serve, it is incumbent upon us to recognize and appreciate the characteristics and behaviors that each child and family brings to our program.

Sun Bright seeks a solid partnership with our families as a basis for their children's success within our program. Because Sun Bright is a child based center we seek to accommodate a wide range of individual differences, it is only on rare occasions that a child's/ family's behavior may warrant the need to find a more suitable setting for either a short term or permanent basis. We will do everything possible to work with you to avoid a child's disenrollment from the center.

Sun Bright will provide reasonable modifications within the classroom and will conduct documentation through ASQ3 and ASQ-SE screening and positive behavior support.

The following are some reasons why disenrollment of a child or family may occur.

Some examples of such instances include:

Child's actions:

- Child unable to adjust to the program after a reasonable amount of time.
- Ongoing physical or verbal abuse to staff or other children
- Ongoing uncontrollable tantrums/ angry outburst
- Excessive biting
- Child is a danger to themselves or others.

Parental Actions:

- A parent/ guardian fails to abide by center policies or requirements imposed by the appropriate licensing agency
- Nonpayment of tuition or co-payments
- A parent/ guardian demands special services that are not provided to other children and cannot reasonably be delivered by the program.
- A parent/ guardian leaving children unattended at the door or in the center and not properly escorting their child(ren) to designated classrooms.

Causes for Disenrollment: if an extreme situation arises and after all avenues are exhausted the program will consult with PHMC and OCF for next steps.

- A parent/ Guardian is physically or verbally abusive or intimidating to center staff, children, or anyone else at the center.
- Potentially dangerous behavior by a parent or child.

Preventing Suspension, Expulsion and Finding help from Elwyn and other agencies and Working towards a positive solution:

The decision to disenroll a child is difficult for the center and the family. Our goal at Sun Bright is to act quickly, thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care.

Center personnel will attempt to work with a family to take constructive steps to finding a solution that resolves the problem(s), before disenrollment occurs. By this meaning documentation of behaviors, which are behavior logs, incident reports, etc. Sun Bright will ask for interventional help from Elwyn or any other agencies to support the child.

The center will inform and involve the child's parent/ guardian by notes, phone calls and meetings as necessary, to establish a collaborative environment.

Disenrollment Process

If the behavior has not been resolved after all remedial actions have been exhausted, a conference will be held with the child's parent/ guardian to communicate the center's decision to disenroll. A follow up letter be provided which will include, if applicable:

- The reason for the disenrollment.
- The date of disenrollment, which affords the parent sufficient time to seek alternative care, (up to two weeks, depending on safety risks presented)
- The expected behavioral changes required in order for the child or parent to return or to resume or continue enrollment at the center.
- The avenue for appealing the decision to disenroll within Sun Bright
- If the center chooses to disenroll a child, the Center will maintain on file a record of the circumstances, parental notification, and corrective action taken.

SunBright Childcare center will not suspend and expel a child without notifying PHMC and will follow OCDEL guidelines.

Sun Bright will provide resources to the family including contact information of Elwyn.

Resources for families: The center director can assist you in getting help. She has the forms and referrals. We have also included a copy of the forms and referral literature in your welcome packet.

- Enhanced Early Childhood Mental Health Consultation (ECMH).
- Child specific support- Pennsylvania Infant/Early Childhood Mental Health Consultation Program Request for IEC MHC Services- ChildSpecific form is included in the parent orientation folder.
- Return Completed Form To PAIECMH@pakeys.org or Fax 717-213-3749
- Learn about PA Key's IECMHC Consultants' Virtual Office Hours- ask the director

- **Family Navigator Services**

- o Learn about this service and form to request services- speak to the director

- **Elwyn Early Intervention**

- Elwyn Early Intervention Form is included in parent Welcome folder
 - It's recommended that these forms are emailed to Elwyn, not faxed.
 - If you have submitted a referral through fax and have not heard back from Elwyn, you
 - should resubmit the referral or instruct the family to call Elwyn's intake line: 215-222-8054.

Sun Bright Emergency Plan

This letter is to provide documentation that the Sun Bright Facility has the utmost concern for the safety and welfare of the children and staff persons attending and we adhere to an implemented emergency operation plan which provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- **Immediate Evacuation:** the children will be escorted by staff while maintaining appropriate ratios to Temple University hospital.
- **Shelter-in-Place:** Sudden occurrence, weather or hazardous materials related may dictate that taking cover inside of our childcare building is the best and immediate response. A Shelter-in-Place plan is available for parents to review upon request.
- **Modified Operation,** may include cancellations, postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems that make it unsafe for students (such as utility disruptions) but may be necessary in a variety of situations.
- **Safest Pick up and Drop off Location**
On Rising Sun Ave, in front of the building between Loading Zone Signs
At Sun Bright we care about your Family and Children's Safety during pick up and drop off time. To make this easier for our families, we had the City of Philadelphia install a Loading Zone sign on Rising Sun Ave in front of the building. Please use these parking spaces to pick and drop your children.

Parents may inform you via one or more of the following methods of any emergency: telephone call, text, sign at center door, social media or KYW 1060 for announcements of any emergency actions. Please keep us informed of any changes in your contact information.

Should you have additional questions regarding our emergency operating procedures, please do not hesitate to contact me.

Respectfully yours,

Poonam Singhal
Director

PARENT STATEMENT OF UNDERSTANDING

(Please read and sign. Original will be returned once a copy has been made for your child's file. Thank you.)

I understand that I am not to leave my child at the Sun Bright facility unless a child care staff person is there to receive and supervise my child. I also understand that my child must be signed in and out daily by an authorized person who is over 18 years of age.

I understand that my child will not be allowed to leave the program with an unauthorized person or staff person. Any person authorized to pick up my child must be listed with Sun Bright or other arrangements must be made by calling the Child Care Center.

Should I or another authorized person, who appears to be under the influence of drugs or alcohol, arrive to pick up my child for the child's safety, staff may have no recourse but to contact the appropriate authorities. *(You may be required to sign a statement to absolve Sun Bright and it's employees and volunteers of any responsibility.) Please do not put staff in a position where they have to make this judgment call.*

I understand the Emergency Plan and Shelter in Place Plan used by Sun Bright will be used to provide for the

care and well being of children and staff in our program. Public Safety officials, DPW and Sun Bright are responsible to review the plan yearly. Sun Bright will maintain and implement the plan. A current copy of the plan will be provided to county emergency management agencies and will be available for parents to review at the facility if requested.

I fully understand that my child care services could result in termination if policies and procedures as outlined in the parent handbook and orientation packet are not adhered to following three consecutive notices. I also affirm that I have received a copy of this Parent Orientation Packet and understand that it is my responsibility to read/review the policies as outlined within.

I fully understand that the policies may be added, deleted, changed or modified by Sun Bright at anytime without notice.

Parent Printed Name: _____ Date: _____

Child's Printed Name _____ Child's Printed Name _____

Child's Printed Name _____ Child's Printed Name _____

Child's Printed Name _____ Child's Printed Name _____

Child's Printed Name _____ Child's Printed Name _____

Child's Printed Name _____ Child's Printed Name _____