



Creating Community for Kids since 1981!

PATRON HANDBOOK

2025-2026

Contents

Vision, Mission and Values/Guiding Principles	4
Organization.....	4
STARS (Standards, Training, Assistance, Resources and Support) and CQI	4
Hours and Holidays	4
Enrollment.....	5
Arrival and Departure Policies/Authorization to Pick up Child.....	5
Children’s Records	5
Tuition and Fees- 2025-2026 School Year.....	6
Tuition Express.....	7
Late Pick-up Charge.....	7
Returned Payment Charges	7
Sick days	7
Vacations.....	7
Extended Absences	8
Our Classes.....	8
Infant and Toddler Classes	8
Preschool Classes	8
Elementary Classes	11
Naptime	11
Nutrition/Food Policy.....	11
Food Program/CACFP.....	12
Care Plan Policy.....	12
Family Communication	13
Assessments/Evaluations.....	13
Community Resources	13
Diapering and Potty Training	13
Emergencies.....	14
Transportation Policy.....	14
Staff Training and Clearances.....	14
Our Policies	15
Pictures and Videos.....	15
Television, Video and Computer Policy	16
Policies Concerning Child Custody	16

Policy on Toys..... 16

Policy on Behavior, Suspension and Expulsion 16

Inclusion Policy..... 17

Policy on Diversity..... 18

Shaken Baby Syndrome (Abusive Head Trauma) Prevention Policy..... 18

Illness Policy 19

Policies on Reporting and Preventing Injuries 20

Parent Behavior Policy 20

Parking Lot Safety Policy 21

Transition Plan 21

Program information 22

Insurance..... 22

Non-Discrimination Statement 23



Vision, Mission and Values/Guiding Principles

We envision a community where working parents are supported, children reach their full potential, and education is individualized to meet the needs of every child.

Our mission is to support the individual needs of every child and to provide quality care and education for children in the New Holland area.

Values/Guiding Principles- *Grace *Wholeness *Diversity *Inclusivity *Compassion

- Grace: Following Jesus' examples, we will demonstrate God's grace and love
- Wholeness: Educating the whole child: spiritually, physically and emotionally
- Diversity: Introducing children to a broad variety of cultures, languages and people
- Inclusivity: Welcoming children and families with diverse needs
- Compassion: Walking with families through all aspects of life, as Jesus calls us to do.

Organization

New Holland Early Learning Center is a non-profit program and ministry of the New Holland Mennonite Church. A Governing Board oversees the work of the New Holland Early Learning Center. The board is made up of members of the New Holland Mennonite Church, patrons of the New Holland Early Learning Center and interested community members. If you have a concern please feel free to talk to your child's teacher, the office staff, the Pastor or a board member.

We are licensed by the Pennsylvania Department of Human Services. Our license is posted by the main entrance.

STARS (Standards, Training, Assistance, Resources and Support) and CQI

We actively participate in Keystone Stars, a Pennsylvania initiative to improve, support and recognize the Continuous Quality Improvement (CQI) efforts of Early Childhood Education. In January 2021 we earned a STAR 4, the highest level of continuous quality improvement. Star levels are based upon: Staff Education, Learning Environment, Leadership and Management, and Family and Community Partnerships.

Hours and Holidays

The New Holland Early Learning Center is open between the hours of 6:15 am and 5:30 pm, Monday through Friday. The center will be closed on the following holidays: Labor Day, Indigenous Peoples/Columbus Day, Thanksgiving Day, Black Friday, Christmas, the week between Christmas and New Year's Day, New Year's Day,

Martin Luther King Day, Good Friday, Memorial Day, July 4th and August 20th. If a holiday falls on a Saturday we will be closed on the preceding Friday. If it falls on a Sunday, the Center will be closed on the following Monday. The center closes at 3:00 pm on Christmas Eve. Regular fees will be charged for all patrons on holiday weeks except for the week between Christmas and New Year's Day.

Enrollment

At the time of enrollment, various forms need to be completed to satisfy both the Department of Human Services and the Early Learning Center Board as well as a deposit equal to one week of services. Forms needed include a Childcare Application/Emergency Information, Agreement, Tuition Express paperwork, Getting to know you information, and the Child and Adult Care Food Program Forms. A Child Health Assessment must be completed by a doctor and returned within 30 days of enrollment. Also due at enrollment is a non-refundable \$75 enrollment fee per child. Enrollment occurs every Summer prior to the first day of the school year. All paperwork must be renewed at that time and the annual enrollment fee of \$75 per child must be paid. **All account balances must be current for students to be eligible for the fall re-enrollment.** Children may discontinue enrollment at any time, with written notification to the office 2 weeks in advance. Failure to inform the office 2 weeks in advance will result in the loss of the patron deposit.

Arrival and Departure Policies/Authorization to Pick up Child

Each Day upon arrival and departure, please check in/out using your mobile ProCare app. All people picking up your child must be on your approved pick-up list. Please carry photo identification with you when you pick up your child and make sure anyone else picking up your child at any time has photo identification with them. It is our policy to ask for photo identification before releasing a child to someone we do not know. This policy is to ensure the safety of your child.

Children's Records

In addition to the enrollment paperwork the following papers need to be updated on a yearly basis; Childcare Application and CACFP paperwork. **The Childcare Agreement needs to be updated every 6 months and the Child Health Assessment form at the following ages: 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 3 years, 4 years, 5 years, 6 years, and 8 years.** The Administrative Assistant will work with families on updating this information at the appropriate times.

Tuition and Fees- 2025-2026 School Year

Full-time (46 hours weekly)

Part-time (charged daily) (Full Day- 9 hours) (Half Day- 4 1/2 hours)

Part-time infants are accepted only if an older sibling attends

Enrollment Fee \$75.00

Extended Time Fee- \$14 (Applied anytime you go over the hours your normal tuition covers)

Grasshopper/Bumblebee/Ladybug Classes (Infant/Toddler)

Full-time \$330.00

Daily \$80.00

Dragonfly/Firefly Classes (Preschool)

Full-time \$290.00

Part-time- Full Day \$67.50

Part-time- Half Day \$40.00

Dragonfly (Not Potty Trained)

Full-time \$330.00

Part-time- Full Day \$80.00

Part-time- Half Day \$50.00

PreK Counts FREE

Wrap Around \$8.50 /hr

Katydid/Cicada Classes (Before and After School-Age)

Full Time (15 hours) (includes snow and in-service days) \$130.00 /wk

Full time (10 hours) \$85.00 /wk

In-Service and Snow Days \$65.00 /day

Discovery Club (School Age Summer Program)

Full Time (46 hours) \$300.00 /wk

Per day (9 hours*) \$80.00 /day

Late Pick Up Fee (Pick up after 5:30pm)

Up to 15 min \$40.00

16 to 30 min \$60.00

31 to 45 min \$80.00

46 to 60 min \$100.00

Sibling Discount- Youngest child pays full tuition, all other children 10% discount.

Tuition Express

All patrons are expected to participate in Tuition Express. You may choose to connect this to a credit/debit card or to your checking account and to have it deducted weekly or monthly on Fridays. These payments are due the Friday prior to attendance. Any other arrangements need to be approved by the Executive Director. **Any late pickup fees or extended time fees will be automatically deducted on the Friday of the week after they are incurred.** If we have your email on file, you will receive a copy of your statement each Thursday.

Late Pick-up Charge

We close promptly at 5:30 pm. Any child who is picked up after 5:30pm. will be charged a late pick-up fee. If we cannot contact a parent or emergency contact by 6:30pm we will need to notify the New Holland Police. Please be sure to have emergency phone numbers where someone can be reached. If a child is picked up after hours three or more times in a 6-month period, they may lose their spot in our program.

Late Pick Up Fee (Pick up after 5:30pm)

Up to 15 min	\$40.00
16 to 30 min	\$60.00
31 to 45 min	\$80.00
46 to 60 min	\$100.00

Returned Payment Charges

If the Tuition Express payment is declined, the account will be charged a return payment fee. It is the responsibility of the primary payer to inform the office if a bankcard is expired, a new bankcard has been issued or an account has been closed and to provide updated payment information. If a check is returned for insufficient funds a return fee will be applied to the account. All fees are due on the following scheduled payment date.

Returned/Declined Payment Fee

Debit/Credit Card/ACH payment	\$3.50
Bounced Check	priced according to what the bank charges

Sick days

Please call the office if your child is not in class due to illness. If they are out due to an illness for 3 or more consecutive days, a doctor's note must be given to the office approving their return. If a child is sick for 5 consecutive school days or one week, and the office has been notified on the day of the absence, 50% of the weekly fee will be credited. If your child is out fewer than 5 consecutive days, no compensation will be given.

Vacations

Children are allowed two weeks' vacation free of charge per year (after 6 full months of enrollment). Vacations are to be taken in one/two-week blocks with two weeks written notification to the office. A maximum of two weeks' vacation credit may be taken at any one time. Vacations may not be carried over from one year to the next.

Extended Absences

A Deposit equal to one week's tuition is required to hold a child's spot in the event of an extended absence. All arrangements including length of time and spot to be held must be approved by the director.

Our Classes

New Holland Early Learning Center serves children 6 weeks through 4th grade. Each classroom strives to meet the needs of the children in their care by offering them activities that enhance their learning through play and educational experiences. Teachers use the Pennsylvania Early Learning Standards and the Creative Curriculum for Lesson Planning and Teaching Strategies to assess the children throughout the year. Ages and Stages is used for a 30-day initial assessment in each classroom. We offer the following programs.

Infant and Toddler Classes

Grasshoppers - Our Grasshopper class serves children as young as 6 weeks. Infants continue in this classroom until they are ready for our more advanced Bumblebee class. In order to move to the Bumblebees children must be at least 13 months old, walking, eating solid foods, using a sippy cup and be ready to nap one time during the day. Parents should supply the following items in the Grasshopper class: Bottles and Sippy cup, multiple changes of clothing, pacifier (if needed), diapers if not using the centers and formula or breast milk if not using Similac Advanced.

Bumblebees - Our Bumblebee class serves children as young as 13 months old. Children continue in this classroom until they are ready for our older toddler class, the Ladybugs. Parents should supply a sippy cup, multiple changes of clothing, a helmet for riding trikes and bikes, a blanket for rest time and diapers if not using the centers. Children should wear appropriate clothing and footwear for outdoor play. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily.

Ladybugs - Our Ladybug class serves children that are two to three years old. Parents should supply multiple changes of clothing, a helmet for riding trikes and bikes, a blanket for rest time and diapers or pull-ups if not using the centers. This is the primary classroom for potty training. Please let the teachers know when your child is actively potty training. Children should wear appropriate clothing and footwear for outdoor play. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily.

Preschool Classes

Dragonflies - Our Dragonfly class serves children ages three to four years old. Parents should supply multiple changes of clothing, a helmet for riding trikes and bikes, a blanket for rest time and diapers or pull-ups if not using the centers. Children may still be working on potty training in this classroom. Please let the teachers know when your child is actively potty training. Children should wear appropriate clothing and

footwear for outdoor play. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily.

Fireflies - Our Firefly class serves children ages four to five years old. Parents should supply multiple changes of clothing, a helmet for riding trikes and bikes, and a blanket for rest time. Children should wear appropriate clothing and footwear for outdoor play. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily. The Firefly Classroom will refer to Eastern Lancaster County School's readiness assessments to properly prepare students for kindergarten.

PreK Counts/Butterflies - Our Butterfly class serves children ages three to five years old who qualify financially. PA PreK Counts is designed for children who are between age 3 until entering kindergarten and live in families earning up to 300% of the federal poverty level. PreK Counts runs with the Eastern and Lancaster County School District calendar, including snow days, delays and early dismissals and operates Monday through Fridays from 9am to 3pm. Parents should supply multiple changes of clothing, a helmet for riding trikes and bikes, and a blanket for rest time. Children may still be working on potty training in this classroom. Please let the teachers know when your child is actively potty training.

Each year PreK Counts students will receive free hearing, vision and dental screenings. Children should wear appropriate clothing and footwear for outdoor play. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily. The Butterfly Classroom will refer to Eastern Lancaster County School's readiness assessments to properly prepare students for kindergarten.

NHELC PreK Counts - Flexible Instruction Plan FIP (*PreK Counts Only*)

New Holland Early Learning Center PreK Counts program has developed the following Flexible Instruction Plan to allow the program to meet PreK Counts requirements of 180 days of instruction within the school year. Input was provided by PreK Counts Policy, IU-13, and NHELC staff. The Flexible Instruction Plan is designed to address the following situations:

- **District Act 80 In-service Days**

We Follow Eastern Lancaster County and their act 80 days. When school districts are not offering services to students at school because of Act 80 days, New Holland Early Learning Center will provide at-home learning opportunities through asynchronous activities.

 - Since most parents are working, we will use Asynchronous at-home learning activities, shared with families through email to families or given personally to parents when they pick up the children.
 - Platforms
 - Zoom will be used for delivering virtual learning if needed.
 - The Creative Curriculum will be used to provide at-home learning activities using the Lesson plans that the teacher is using.

- **Inclement weather building closure**
 - In case of inclement weather, NHELC will follow ELANCO school district's procedures.

- If the district pivots to a flexible instruction day, NHELC will also implement the FIP.
 - If the district has a “no school day” and instead uses a “snow make-up day,” NHELC will also not use the Flexible Instruction Plan for that day and will also have in-person instruction on the “snow make-up day.”
 - NHELC will take attendance on FIP days and provide evidence of FIP activities being carried out including, but not limited to, email, picture of activity, or receipt of activity sheets.
- **Non-weather-related building closure**
 - If the NHELC building is closed due to flood, fire, no heat/electric/water, building-wide quarantine, or other unsafe building conditions, NHELC may choose to implement the FIP, depending on the circumstance.

In developing NHELC’s Flexible Instruction Plan the following things were considered:

- **Support for Families & Ensuring Equitable Access**
 - Parents will be surveyed to determine technology/email needs. This will normally happen during registration.
 - Families without internet access will be supported in the following ways:
 - When possible, the teacher will provide materials and resources in advance of the at-home learning day.
 - The teacher will send activities through email.
 - Families may pick up learning activities at the school.
 - During registration, families will receive and acknowledge receipt of the NHELC Patron handbook which includes the FIP. The FIP will be reviewed with families during this time.
 - Children with special needs will be provided with accessible learning experiences at their developmental levels.
- **Support for Education Staff**
 - Prior to the beginning of the school year, teachers and assistant teachers will receive training in how to effectively use the Creative Curriculum Cloud, and Zoom, if needed.
 - Ongoing support for the use of technology and expectations for implementation of NHELC’s Flexible Instruction Plan will be provided by the Executive Director/or Program Director throughout the school year as needed.
- **Virtual Learning Content**
 - The program’s research-based curriculum, Creative Curriculum, will be the basis for all instruction and learning experiences.
 - Learning experiences align with the PA Learning Standards for Early Childhood and include all learning domains.
- **Attendance Tracking & Documenting Student Learning**
 - Attendance will be tracked through the ProCare platform
 - Attendance settings in ProCare will be changed for at-home learning days.
 - A child will be considered present if any of the following occur:
 - A child attends a large or small group Zoom session (when available)

- The family acknowledges the completion of an at home learning activity
- The family submits documentation of the child's participation in an at home learning activity by texting or emailing the child's teacher a picture, video, or description of the activity.
- Teachers will review at-home learning experiences. Teachers will assess student learning using the Teaching Strategies Gold Objectives and document children's learning and growth.

Elementary Classes

Katydid - Our Katydid class serves children who are enrolled in kindergarten through 4th grade. Parents should supply a change of clothing, a helmet for riding bikes and a backpack. Children should wear appropriate clothing and footwear for outdoor play. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily.

Discovery Club - Our school age summer camp program serves children who have completed kindergarten through 4th grade. Parents should supply a change of clothing, a swimsuit and towel for water play, socks for bowling, a helmet for riding bikes and a bag for papers and work to go back and forth between home and the Early Learning Center. We play outside year-round above 25 degrees Fahrenheit and under 90 degrees Fahrenheit. Parents should check their child's mailbox daily.

Birthdays

If your child wishes to celebrate their birthday at the center, please talk to the classroom teachers about scheduling and food allergies. If you are handing out invitations for a party outside of the center, we ask that you hand them out to your child's entire class to avoid hurt feelings.

Holiday Celebrations

We celebrate various holidays in our classrooms. Your child may dress up for their class's Fall Harvest parties. We ask that costumes are child friendly, nothing scary or aggressive.

Naptime

Children in the Grasshopper class are on their own schedules and can sleep for as long as desired. Children in the Bumblebee, Ladybug and Dragonfly classes are encouraged to rest from 1pm - 3pm. Children in the Firefly and Butterfly classes rest from 1pm- 2pm. Staff continue supervising the children and are available for rubbing backs and trips to the bathroom, etc.

Nutrition/Food Policy

New Holland Early Learning Center participates in the Child and Adult Care Food Program (CACFP). We ask that children do not bring food from home into our center. If your child has restrictions, nutritional needs or allergies, a doctor's note must be provided so that we can provide a substitution and should be updated at least annually. Parents may be responsible for some substitutions. If a parent chooses to provide lunch for their child, it should be a healthy meal that does not need heated. Children may not bring in unhealthy snacks and meals. Food allergies can be life threatening and each child with a food allergy must have an action plan

for emergency care completed by the family physician. Food provided by the center is in accordance with the CACFP. Enrolled children will receive breakfast, lunch, and an afternoon snack if they are present during the designated times. All food provided by the Center is free.

Food Program/CACFP

Breakfast is served daily from 7:00 -7:30 am for the Dragonfly, Firefly, Butterfly and Katydid classes and 7:30 - 8:00 am for the Grasshopper, Bumblebee and Ladybug classes. Lunch is served daily from 11:00- 11:30 am and snacks are served daily from 2:30- 3:30 pm. The Katydid class will receive their snack when they arrive at 4:00 p.m. Menus are posted in each classroom and on our website. We provide reasonable accommodation on a case-by-case basis for those on special diets due to allergies and religious beliefs. Mealtimes are important social times. Teachers eat with the children modeling appropriate table manners. Children are encouraged to become self-sufficient and to use appropriate table manners as well. Our goal is to provide a well-balanced, diverse, tasty meal in an atmosphere where they will want to try all the foods we offer. We follow guidelines set out by the Child and Adult Care Food Program (CACFP) for serving meals and snacks.

We are in compliance with the following statement:

“All meals served to children under the Child and Adult Care Food Program are served at no charge regardless of race, sex, gender identity, sexual orientation, color, national origin (including Limited English Proficiency), ancestry, religious creed, disability, age, or reprisal or retaliation for prior civil rights activity. There is no discrimination in admission policies, meal service or the use of the facilities.

Any complaints of discrimination should be submitted in writing within 180 days of the incident, write

USDA, Director, Office of Civil rights,
Room 325-W, Whitten Building, 1400 Independence Avenue,
SW Washington DC 20250-9410.

USDA is an equal opportunity provider and employer.”

Care Plan Policy

Each classroom will have a care plan for any child who has a chronic, medical, or developmental condition. Our emergency plan also lists the children with varying needs. Care plans specify daily care, and care for any situation in which the child might require special care including an emergency. If a care plan is needed it should be completed prior to enrollment. A form is available as needed. A Healthcare provider should complete the care plan. For some children, the parent can complete most of the form and then the healthcare provider can review it. This care plan guides the plan for the care of the children and also educates the staff on what is needed. Every adult involved in the child’s care must know and be able to implement the plan.

The care plan should include:

- Contact info for health care providers and sub-specialists
- Medical condition, diagnosis or behavioral concerns
- Allergies
- Medications
- Medical procedures

- Special diet
- Special instructions for teachers, classroom accommodation and other activities
- Special equipment or supplies
- Special training the staff may need.
- Medical Provider and Guardian signatures

Family Communication

We encourage families to be involved in their child's educational experience and have an open-door policy. You may stop in and visit in your child's classroom at any time. Newly enrolled families will be invited to a meeting with the office staff to get to know you. The teachers provide a monthly newsletter during the school year with the theme of the month, activities and any holidays or seasons that they may be learning about. These Newsletters can be accessed on the center's website; www.creatingcommunityforkids.com. Daily care and activity and information can be accessed through the ProCare app. Teachers are available at the beginning and end of the day to discuss concerns. Each classroom has a parent information area where important information is posted. Each class also has a dry erase board that is updated with daily activities and upcoming events. Incident reports are sent home through the ProCare app and should be returned when signed. Please be sure to keep up to date with us on Facebook and at www.creatingcommunityforkids.com.

Assessments/Evaluations

After your child has been at the center for 45 days their teacher will perform an initial assessment, using Ages and Stages developmental assessment. This helps them lead your child through the next stages of their development. In addition, evaluations are performed using Teaching Strategies and Pennsylvania's Child Service Report in November, February and May. The Firefly and Butterfly classes will also use the Eastern Lancaster County Kindergarten Readiness form. The Katydid class will be evaluated using Desired Results Developmental Profile. Parent conferences are offered in November and May. Parents will receive a written report of the observations at these conferences. If a child needs additional intervention the Program Director will assist families in the next steps.

If a child has an Individualized Education Program (IEP), an Individualized Family Service Plan (IFSP) or another individualized plan please provide the documentation to the Program Director and Teaching staff so we can work with you on meeting their goals. If you are beginning this process or renewing your plan, please invite the Program Director and Lead Teacher to the meetings.

Community Resources

Community resources are available inside the entrance and in the parent information area near the office. These resources include various organizations that can assist in the following areas: academic and behavioral health, family support, financial assistance and more. If you need further assistance, see the office staff or the Pastor.

Diapering and Potty Training

For the convenience of our families, NHELC initiated the Cuties Care All Inclusive Diapering Product Supply Program in 2014. This means that for all our infants, toddlers and potty trainers, Cuties Brand products will be provided for use at the Center. If we are unable to purchase cuties brand, we will substitute. If your child requires a specific brand of products, please provide the center with the supplies your child will need.

The Center will support you during potty training. All children in our older toddler and preschool classes are taken to the bathroom at regular times throughout the day to help them develop an interest in using the potty. When you decide it is time for your child to begin the process of potty training, please speak to your classroom teacher about the methods you use at home so that your child has consistency between home and the Center. We also ask that you provide multiple changes of clothing including underwear during the learning time.

Emergencies

The New Holland Early Learning Center is prepared for all types of emergencies. Depending on the circumstances, we will follow one of the following procedures:

- **Immediate Evacuation:** Students are evacuated to a safe area on the grounds of the facility in the event of a fire.
- **In-place Sheltering:** Sudden occurrences of weather or material hazards may require taking shelter inside an interior room of the building.
- **Permanent evacuation:** Total evacuation of the facility may become necessary if there is danger in the area. In this case, children will be taken to our relocation facility at Goodville Mutual Casualty Co. or Yoder's Country Market.
- **Modified Operation:** May include cancellation/postponement of rescheduling of normal activities. These actions are normally taken in the event of severe weather or facility problems that may make it unsafe for students to attend the Center.

Notifying parents and guardians: In the event of Modified operations, a notice will go out via the ProCare app, text messaging, email, social media, and when relating to the weather, WGAL. In the event of an evacuation, parents and guardians will be notified via the ProCare app, text messaging, email, and social media when the children are moved to safety. Phone calls will be made if children need to be picked up in a different location.

If we cannot contact a parent or emergency contact, we reserve the right to notify the New Holland Police

Transportation Policy

When transporting children the New Holland Early Learning Center will always provide at least two adults in a vehicle. Standard staff-to-child ratios must be maintained. Typically, children will be transported by bus. When leaving the center on trips, guardians will need to sign a permission slip for their child.

Three basic safety procedures for transporting children in individual cars include: ensuring proper use of car seats or seat belts, maintaining adult supervision, and having a clear emergency plan. These steps help minimize risks and ensure children's well-being during transportation.

1. Proper Use of Child Restraints:

- **Car Seats:** Children should be secured in appropriate car seats based on their age, weight, and height.
- **Booster Seats:** Booster seats are necessary for children who have outgrown their car seats but are not yet big enough for standard seat belts.
- **Seat Belts:** Older children should be properly secured with seat belts, ensuring they fit snugly across the hips and collarbone.

- Children under the age of 13 will not be seated in the front seat of a vehicle.
- If children arrive at the center without their car seat or booster seat, they will not join their class on the trip away from the center.

2. Adult Supervision:

- New Holland Early Learning Center always has a designated adult responsible for supervising the children during transportation, particularly during loading and unloading.
- We regularly count children, using photo cards, to ensure no one is left behind, especially during transitions between locations.
- While one adult is responsible for driving, the second adult monitors safety. They keep a close watch on children's behavior to prevent them from getting into unsafe situations, such as leaning out of windows or playing with seat belts.

3. Emergency Plan:

- When using multiple vehicles for transportation, New Holland Early Learning Center will establish a pre-determined meeting place in case of an emergency, ensuring everyone knows where to go if separated.
- Adults monitoring the children will have a list of emergency contacts, to facilitate contact in case of an incident.
- A first-aid kit is available in every vehicle transporting children. All staff are trained in administering basic first aid and pediatric CPR.

If all safety procedures cannot be met, parents will be called to pick up their child at an agreed upon location, and if needed the planned activity will be canceled or rescheduled.

Staff Training and Clearances

Upon hiring at New Holland Early Learning Center all prospective staff complete the following childcare clearances: Child Abuse History, State Police Clearances and FBI Clearances and National Sex Offender Registry Verification. All staff are trained as mandated reporters and take additional training in First Aid and Pediatric/Adult CPR, Water Safety, Fire Safety, Civil Rights, CACFP, Pennsylvania Stars, Ages and Stages screening tool, Teaching Strategies and Creative Curriculum, Environmental Rating Scale Classroom Assessments, Positive Interaction, Special Needs, Diversity, Language, STEM and Social Emotional Health. All staff are mandated reporters of suspected child abuse and neglect.

Our Policies

Pictures and Videos

We strive to provide a healthy and safe environment for each child in our care. Throughout the day we take pictures and videos of activities in the classroom, in the playground and on field trips. These pictures give families a glimpse into their child's day. We will post them in the center. Some of the classrooms have a

private Facebook page for parents to see pictures of their child's daily activities. Teachers may also send pictures through the ProCare app. With your permission, we may use your child's photo in brochures and advertising, on our social media and on our website.

Television, Video and Computer Policy

American Academy of pediatrics recommends that children under the age of 2 not have any "screen" time. Children 2-5 should be limited to 1 hour per day. Therefore, we encourage our teachers to limit any screen time in the class. For all ages, including school-age children, we ask that no electronics be brought into the center including phones. Technology may be used as a teaching tool in the classroom.

Policies Concerning Child Custody

If a child's custody has been determined by a court, the child's legal guardian will provide the Center with a copy of the Custody agreement. If custody has not been determined by a court or we are not provided with the agreement, we are required to release the child to any legal guardian with proof of guardianship.

Policy on Toys

Our time here at the center is organized around learning. When we do have free time, we have plenty of toys to share. Please encourage your child to leave all toys at home. Toy guns, weapons and aggressive toys are not permitted at the center.

Policy on Behavior, Suspension and Expulsion

New Holland Early Learning Center staff strive to provide safe classrooms for your child; physically, socially, and emotionally. Our goal is to develop a positive relationship with each child and their families. Our teachers help children identify emotions and teach skills to develop healthy friendships, self-regulation, and problem-solving. Our PreK classrooms use a social-emotional curriculum. Positive guidance and classroom management strategies are used, including providing positive feedback to children, and teaching classroom rules. These rules help children learn what is expected and how they will keep everyone safe.

Staff will model appropriate behaviors and work to prevent problems before they arise. If a child disregards a classroom rule, the staff will take the following steps: State the expected behavior clearly in a positive manner, ask the child to state the rule, give the child a choice of an appropriate behavior, help the child problem solve, redirect the child to another activity or area of the room to calm down and refocus, depending upon the situation the office staff may be asked to assist. No method used will be degrading, demeaning, frightening, or involve any type of physical punishment.

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation. We may also prevent a child from leaving a safe space by blocking their exit during an episode of heightened emotion. Physical restraint may be used when necessary to prevent injury. Safe spaces are provided for children who need breaks from classroom activities.

Occasionally, young children present behaviors that are not only challenging but also dangerous. Staff are trained to help children who exhibit these behaviors. They help the child learn to communicate their wants and/or needs, and to keep the child safe while they calm down. Staff will contact families about incidents in a timely manner, and work with families to develop strategies to reduce those behaviors.

At times, a child may need additional interventions to reduce challenging behaviors and to learn appropriate social and emotional skills. When these behaviors persist and/or are dangerous, staff will work with the family to develop a behavior plan to assist the child, staff, and family. Staff will implement the behavior plan and communicate with the family regularly to discuss progress and modify the plan as needed. If appropriate, Our Program Director will support the family in making a referral for behavioral health services and/or an early intervention evaluation.

Rarely, a child may engage in behavior that poses a significant physical risk to self or others. In such instances, the program or family may contact the PreK Counts/STARS Specialist to assist with additional supports or recommendations until additional services are in place to support the child's safe participation in the classroom. As we work with children with behavioral needs, after all other avenues of helping the child and only in extreme cases when a child places either themselves, other children or the teacher in danger, we will pursue a possible suspension or expulsion.

Inclusion Policy

We partner with the office of Child Development and Early Learning (OCDEL) and Early Intervention (EI) in providing Early Childhood education to infants, toddlers, preschool and School age children with varying physical, academic or behavioral health needs. We will walk with families through physical, academic and behavioral health challenges, offering our knowledge and assistance in the matters that they face. We strive to meet all children's needs. Our Program Director is available to accompany parents to appointments when requested.

EI is based on the philosophy that young children with additional needs should receive their services and support in natural settings where children would be if they did not have a disability. This is beneficial for all children. This is grounded firmly in the Individuals with Disabilities Act (IDEA). IDEA requires all states to provide services for preschool aged children with disabilities and additional needs in the least restrictive environment.

Children eligible for EI services will receive an Individualized Family Support Plan (IFSP) for ages birth to age three or an Individualized Education Plan (IEP) for ages three through school age. These are developed to meet each child's individual needs. This is a written plan and is developed by a team, including the child's parents and various professionals. These plans reflect the child's unique needs and strengths. The practice of enrolling children with developmental delays in typical environments is often referred to as Inclusion. For a classroom to be an inclusive early childhood setting, centers may not restrict enrollment based upon ability. In addition, classes should not be composed predominantly of children participating in EI.

Upon enrolling into a new preschool, the child's team, including the teacher, should meet to discuss strategies to make the transition into the classroom successful. Strategies may include adapting to the environment, individualizing the curriculum and identifying the best techniques to use for the child's success.

Communication strategies between the center staff, parents and additional team members should be determined. The EI staff will work with our classroom staff by educating the teachers and recommending possible changes to the environment. They will support staff as they work together to integrate targeted skills for children into everyday routines and activities. EI staff are available to assist in problem solving and can provide additional resources to support the children and staff.

The center will support families and work with them while they work with additional organizations to support their child. When families do not seek additional support for their child the center may need to discontinue services.

Policy on Diversity

At the New Holland Early Learning Center, we strive to be a diverse community. The center celebrates and welcomes families from all ethnicities, cultures, beliefs, and all social and economic backgrounds as well as children with varying needs. Our cook strives to provide varying ethnic meals as well as children's favorites. We embrace the many cultures among us and welcome the opportunity to learn about many countries. Children whose first language is not English will be supported in the classroom by using their primary language, gestures, communication devices and/or sign language as needed.

Shaken Baby Syndrome (Abusive Head Trauma) Prevention Policy

This policy is designed to prevent the possibility of abusive head trauma during care. **Shaken Baby Syndrome, another form of Abusive head trauma**, is a medical term used to describe the injuries that can result if a baby is shaken violently. It can occur in children up to 5 years of age; however, infants less than one year are at greater risk of injury. Infants and young children, whose neck muscles are not fully developed and whose heads are larger in comparison to their bodies are especially susceptible to head trauma caused by any type of forceful or sudden shaking, with or without impact. Damage can occur in as little as 5 seconds. The younger the baby, the greater the risk of harm.

Shaken baby syndrome can lead to serious conditions including Brain damage, problems with memory and attention, cerebral palsy; Blindness or hearing loss; Intellectual, speech or learning disabilities; and Developmental delays.

The signs and symptoms of shaken baby syndrome or head trauma include seizures, bruises, lack of appetite, vomiting, difficulty sucking or swallowing, lack of smiling or vocalizing, stiffness, inability to lift the head, difficulty staying awake, a change in consciousness; trouble breathing, unequal pupil size, inability to focus or track movement, and irritability.

Teachers' Emergency Response

If a child presents any of the above symptoms or you suspect a baby has suffered abusive head trauma, the following steps will be taken:

- Call 911, call the parent/guardian and inform the director/office staff.
- Report the abuse within 24 hours or less as required by law.

Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report.

Injury Prevention and Education

Infant crying is normal behavior, which improves as a child ages. Caregivers/teachers will develop proactive strategies to manage stress levels and appropriate responses to a crying child. This includes being self-aware and noticing when they may become frustrated and need a break. All staff employed by NHELIC will receive approved training on prevention and recognition of abusive head trauma. They learn strategies to manage their stress, identify what they are feeling, help children identify what they are feeling and help the children find ways to calm themselves. Teachers will never shake, drop, throw, or push a child into the air or onto/into

any surface. Teachers will never strike a child's head, directly or indirectly; doing so is grounds for immediate termination of employment. Parents/guardians, caregivers and coworkers can share calming strategies that are successful with each child in the home as well as in the center.

Strategies for Caregivers and Parents

A child is usually shaken out of frustration, often when the child is persistently crying. The following strategies may work some of the time; but sometimes nothing will comfort a crying child.

Do:

- Hand the child to another caregiver or place the child somewhere safe in the classroom (or home) and call the office (or a neighbor) for support; take deep breaths and count to 10.
- Check to see if the baby's needs are being met. See if their diaper needs changed. Give the baby a bottle. If the baby willingly takes the bottle, feed them slowly stopping to burp often. Do not force the baby to eat.
- Check for signs of illness and call the parent if you suspect the child is sick.
- Give baby a pacifier. Hold the baby close against your body and breathe calmly and slowly. Gently rock the baby using slow, rhythmic movements.
- Sing to the baby or play soft, soothing music. Use "white noise" or rhythmic sounds that mimic the constant whirl of noise in the womb
- Hold the baby on its side or stomach position to help with digestion. Babies should always be placed on their backs to sleep.
- Take the baby for a walk indoors or outside for a ride in the stroller.
- Be patient: let the baby cry it out if necessary.

Never: shake a child, drop a child, throw a child into the air or into a crib, chair, or car seat. Never push a child into any object including walls, doors, and furniture and never hit a child's head, directly or indirectly.

Illness Policy

New Holland Early Learning Center is not able to provide the care required for sick children. We understand that it is difficult for families, but to protect other children and our staff; sick children may not be at the center. A parent will be called and asked to pick up their child if they have any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but they will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that require a greater need for care than we can provide.
- Fever (101°F or higher)
- Diarrhea – stools that cannot be contained in a diaper/pull-up or toilet.
- Vomiting – 3 or more times during the previous 24 hours or 1 time while at the center.
- Rash with fever.
- Pink or red conjunctivitis with white or yellow eye discharge.
- Diagnosis of a communicable illness.

Children may return when:

- Symptom free for 24 hours and/or have a doctor's note that it is safe for them to return to childcare.

We reserve the right to deny care for a child upon arrival if the child is ill. If a child is too sick to participate in classroom activities, they are too sick to be at the center.

If we cannot contact a parent or emergency contact within an hour of being notified that a child is ill, we will need to notify the New Holland Police. Please be sure to have emergency phone numbers where someone can be reached and updated regularly.

Policies on Reporting and Preventing Injuries

Incident reports are sent to families through the ProCare app when a child is injured at the center. These reports are documented at the center and reviewed for commonalities. If it is determined that an area in the center, playground or classroom is unsafe a plan is created to remedy the situation.

Parent Behavior Policy

New Holland Early Learning Center encourages interaction within the Early Learning Center (ELC) community. We believe that children benefit when the relationship between home and school is a positive one. As role models and for the safety and well-being of our children, staff, parents, and other visitors are expected to behave appropriately when on the ELC premises. Parents and other visitors are expected to show respect and concern for others and support the respectful guidelines by setting a good example in their own speech and behavior towards all members of the ELC community. Most parents and others visiting the ELC sets a good example. However, this policy addresses those rare occasions when behavior is inappropriate or unacceptable.

Unacceptable behaviors

Aggression, verbal and/or physical abuse towards staff, fellow parents or children is unacceptable, no matter what the circumstances are. Examples of behaviors that are considered serious and unacceptable and will not be tolerated include:

- A raised voice, shouting or inappropriate language, either in person or over the telephone.
- Inappropriate posting on Social Networking sites deemed as bullying.
- Speaking in an aggressive/threatening tone.
- Physical intimidation, physical threats and/or physical aggression.
- Derogatory, racist or sexist comments.
- Scolding children in the center other than your own.

This is not an exhaustive list but seeks to provide illustrations of such behavior. Unacceptable behavior will generally result in the police being informed of the incident.

Action of staff when facing unacceptable behaviors

The ELC expects and requires its staff to behave professionally in difficult situations and attempt to defuse the situation where possible, seeking the involvement of the office staff and/or New Holland Police Department.

Procedure to be followed

If a parent behaves in an unacceptable way towards a member of the ELC community, the Director or appropriate senior staff member will seek to resolve the situation through discussion and mediation. When all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent may be prohibited, by the Director, from the ELC premises for a period of time.

Incidents involving others' children

If an incident has happened at the ELC involving your child, please do not approach or call other parents or post comments on social media sites. We ask that parents come in and talk to the ELC office staff. We will deal with any incident by following the Early Learning Center's policies and procedures. Parents may not talk to other children about an incident at any time.

Parking Lot Safety Policy

To ensure that families, children and staff are safe, all people must exercise caution when operating a vehicle or on foot. When on the property of the NHELCC, we ask that you drive no more than 10mph. Drive slowly and attentively as children are unpredictable. Do not leave any vehicle running unattended. Never leave any child without adult supervision. Exit the vehicle first, then allow your child to exit. Always hold your child's hand while escorting them across the parking lot or driving lanes. Also please remember to stop at the stop sign when entering or exiting the parking lot to and from Broad Street and Western Avenue. Buses enter and exit our parking lot to pick up and drop off school students that attend the center. Please do not pass the buses.

Transition Plan

When children are transitioning from class to class and eventually to a school age program, our staff has set guidelines in helping children make this transition smoothly. Below is our plan:

Infant class

- 2 weeks before moving up send out moving up notices notifying families of upcoming changes in classrooms.
- 5 days before moving from the infant class each child moving up will spend one hour, in the morning, in the toddler class. One teacher in the infant classroom will switch places with a toddler teacher to make the transition smoother.
- 4 days before moving from the infant class each child moving up will spend two hours, in the morning, in the toddler class. One teacher in the infant classroom will switch places with a toddler teacher to make the transition smoother.
- 3 days before moving from the infant class each child moving up will spend three hours, in the morning, in the toddler class. No teachers will switch classrooms.
- 2 days before moving from the infant class each child moving up will spend the entire morning in the class. After lunch they will go back to the infant class.
- The day before moving from the infant class each child moving up will spend the entire morning in the class, through lunch until naptime. At naptime they will return to the infant classroom.

Toddler and Preschool classrooms

- 2 weeks before moving up send out moving up notices to parents notifying them of the upcoming change in classrooms.
- 3 days before transition have a combined free play in the new classroom with the existing group of children.
- 2 days before transition have a combined activity in the new classroom with the existing group of children.
- 1 day before the transition the children will spend approximately one hour with the new teachers in the classroom setting.

Prekindergarten classroom

- Read Aloud by Kindergarten Teacher or Principal.
- Pre-K and Pre-K Counts teachers discuss Kindergarten with children and read books related to kindergarten skills.

School Age classroom

- Talk to children in the classroom about safety at home, adults you can contact and how to react in certain situations.
- Provide Families with the brochure *Transitioning Children from Childcare to Selfcare*.

Program information

Insurance

The Center carries an accident policy while the child is attending or participating in a supervised activity of the Center.

Non-Discrimination Statement

Admissions, the provisions of services, and referrals of clients shall be made regardless of race, sex, gender identity, sexual orientation, color, national origin (including Limited English Proficiency), ancestry, religious creed, disability, or age.

Program services shall be made accessible to eligible people with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/patient/student (and /or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

New Holland Early Learning Center
18 Western Ave
New Holland PA 17557
Email: Office@nhelc.org
Inquiries: 717-354-4440

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Building
PO Box 2675 Harrisburg, PA 17120
Inquiries: (717) 787-1127
Email: RA-PWBEOAO@pa.gov

Office for Civil Rights
U.S. Department of Health and Human Services

Centralized Case Management Operations
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
Customer Response Center: (800) 368-1019
TDD: (800) 537-7697
<https://www.hhs.gov/ocr/complaints>
Email: ocrcomplaint@hhs.gov

Pennsylvania Human Relations Commission (PHRC)
333 Market Street, 8th Floor
Harrisburg, PA 17101
<https://www.phrc.pa.gov/File-a-complaint>
Inquiries: (717) 787-4410
TTY users only: (717) 787-7279

Updated and adopted on December 10, 2024