



Children's Learning Ladder

State & Dept. Of Education Licensed Learning Center
4351 Old William Penn Hwy., Murrysville, PA 15668
724-327-6844

Parent Policy Manual

PARENT POLICY MANUAL FOR CHILDREN'S LEARNING LADDER INC.
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CHILDREN'S LEARNING LADDER INC.

POLICY: MISSION STATEMENT

POLICY NO.: 1

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

- CHILDREN'S LEARNING LADDER INC. is a preschool and childcare center designed to provide a developmentally appropriate environment for preschool and school age children. Our focus is to provide stimulating "hands on" early care and educational

experiences which promote each child's social, emotional, physical and, cognitive development. Our goal is to support children's desire to be lifelong learners and responsible, considerate, and contributing members of society.

CHILDREN'S LEARNING LADDER INC.

POLICY: WELCOME

POLICY NO.: 2

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Dear Parents/Guardians,

Welcome to Children's Learning Ladder Inc.! Our goal is to provide a stimulating environment for your child to learn and grow. Our agency has been in business for nearly 30 years and as always we strive to provide quality care and educational experiences for your child.

Our staff is well trained in the education field and design classroom curriculums that are age appropriate and fun for all of the children. Teachers continuously attend trainings to keep their credentials current and are also required to submit clearances and attend first aid classes to ensure your child's preschool experience is safe as well. Many of our teachers have been with Children's Learning Ladder Inc. for many years and help to train new staff so that our reputation of excellence in the field is maintained.

Communication is the key to a successful relationship at Children's Learning Ladder Inc. Please feel free to speak with your child's teacher at any time if you have questions or concerns. Teachers will send home monthly newsletters and important messages to keep you up to date with what is happening in the classroom. Parents/guardians are welcome to chaperone field trips and/or come into the classroom to read a story and share an activity. We also welcome parents/guardians with special talents that coincide with our classroom themes to come in and speak with the children.

Questions regarding tuition, schedules, vacations and contracts should be directed to the center director via phone or email.

We look forward to a wonderful relationship with both you and your child. If at any time you have questions or concerns please don't hesitate to ask. This Parent Policy Manual outlines our policies and procedures and we ask that you adhere to all policies for the safety and well-being of all the children. Thank you for your cooperation.

Sincerely,

Children's Learning Ladder Staff

CHILDREN'S LEARNING LADDER INC.

POLICY: PROGRAM PHILOSOPHY

POLICY NO.: 3

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Our educational program is based on the sound principles of child development. Our goal is to give children a sense of self worth by helping them develop at their own individual pace while learning various age-appropriate skills.

We are committed to promoting and supporting all aspects of a child's growth in an atmosphere of respect. Your child is an individual who is an integral member of a group and whose uniqueness is acknowledged and appreciated by that group.

Children participate in a variety of individual and group activities designed to develop language, math, and reading readiness skills. These activities also enhance physical, social, emotional, intellectual growth, skills, and attitudes which will increase their ability to succeed.

Daily activities are designed to provide appropriate experiences in the following early childhood developmental areas:

Social Development

- *Getting along in groups
- *Learning responsible behavior (such as sharing)
- *Respecting ethical/cultural/age/sexual differences
- *Expressing feelings appropriately

Cognitive Development

- *Providing experience with math and science
- *Promoting children's curiosity about the world by encouraging observation, exploration and experimentation
- *Building reading and writing skills
- *Fostering imagination and creativity

Language Skills

- *Listening, speaking and following directions
- *Learning numbers, relational concepts and classification skills leading to problem solving

Physical Development

- *Developing large and small muscle skills
- *Increasing body awareness
- *Improving eye-hand coordination and perceptual skills

*Exploring rhythm and movement

Emotional Development

*Promoting positive self-image

*Fostering cooperation

*Developing independence, initiative and trust

*Experiencing art, music, drama, and dance

Discipline

We provide an environment where discipline occurs naturally through a combination of support, encouragement and limit setting:

*Diverting the child and redirecting him or her to a new activity

*Have child take time out from an activity

*Providing a related consequence appropriate to the situation

CHILDREN'S LEARNING LADDER INC.

POLICY: LICENSING INFORMATION

POLICY NO.: 4

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

4.1 CHILDREN'S LEARNING LADDER INC. is licensed by the Department of Public Welfare for our Toddler Programs and for all programs between the hours of 7:00 a.m.-8:30 a.m and also from 3:30 p.m.-6:00 p.m.

4.2 CHILDREN'S LEARNING LADDER INC. is also licensed by the Department of Education for programs with children 2 years 7 month and older. Department of Education supersedes Department of Welfare regulation between the hours of 8:30 a.m.-3:30 p.m.

Copies of both agencies regulations can be found in the center office.

CHILDREN'S LEARNING LADDER INC.

POLICY: ENROLLMENT

POLICY NO.: 5

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Enrollment at CHILDREN’S LEARNING LADDER INC. is open to children from 18 months through the conclusion of their third grade year. Enrollment shall be granted without regard to a child’s race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian’s race, color, creed, religion, age, national origin, gender, pregnancy, or disability

Parents can apply for enrollment of their child in CHILDREN’S LEARNING LADDER INC. by completing the Enrollment Application and paying the \$45 Application Fee. The Application Fee is NON-REFUNDABLE.

Initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, registration fee, immunization records, and signed Parent Policy Manual receipt.

Paperwork must be received one week prior to your child’s scheduled start date when possible. In extreme situations, allowances will be made only when approved in advance by the Director.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

CHILDREN’S LEARNING LADDER INC. reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at CHILDREN’S LEARNING LADDER INC. is contingent upon the parent’s, emergency contact persons’, and child’s adherence to the policies and procedures of CHILDREN’S LEARNING LADDER as outlined in this policy manual including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify CHILDREN’S LEARNING LADDER INC. immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program.

CHILDREN’S LEARNING LADDER INC.

POLICY: TUITION

POLICY NO.: 6

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

All custodial parents and/or legal guardians are required to sign a Tuition Agreement prior to enrollment of their child in CHILDREN'S LEARNING LADDER INC. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

6.1 All payments are due on the first day of the month.

Cash, check, or money order may pay tuition. Receipts will be given for tuition payments made by cash. All cash payments must be handed directly to Center Director or Assistant Center Directors or placed in the upstairs lock box located in the hallway. Your canceled check will serve as your receipt for payments made by check. There will be a \$30 fee charged for tuition checks returned by the bank. Returned Tuition checks will not be re-deposited. Parents will be responsible for re-issuing a second check. If at any future time the bank returns a parent's check on 2 occasions, all future tuition payments must be made by cash, certified check, or money order.

Tuition DOES NOT include fees for field trips or class programs.

6.2 All tuition must be paid in full by the 5th day of the month to avoid late fees. Should the 5th fall on a weekend, payments are due the next business day. A \$5 per day late fee will be charged after the 5th of the month until payment is made in full.

There is no credit given for scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather, or acts of God. During the school year you can receive 1 week vacation credit. Requests for vacation must be submitted in writing 2 weeks prior to the scheduled day. If your child has an extended illness, they may receive credit after 2 weeks of absence with a doctor's excuse.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at CHILDREN'S LEARNING LADDER INC., however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.

6.3 CHILDREN'S LEARNING LADDER INC. DOES NOT accept child care subsidies.

6.4 CHILDREN'S LEARNING LADDER INC. offers a multiple child discount for one or more siblings enrolled during the same school year. Discounts are applied to the lesser tuition amount. There is a 15% discount for the 2nd child, a 20% discount for the 3rd child etc. Discounts are only applicable when tuition payments are made on time. The full tuition rate plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above.

CHILDREN'S LEARNING LADDER INC.

POLICY: CONFIDENTIALITY

POLICY NO.: 7

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Within CHILDREN'S LEARNING LADDER INC., confidential and sensitive information will only be shared with employees of CHILDREN'S LEARNING LADDER INC. who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents, and/or children will not be shared with parents, as CHILDREN'S LEARNING LADDER INC. strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, HIV/AIDS status or other health related information of anyone associated with CHILDREN'S LEARNING LADDER INC.

Outside of CHILDREN'S LEARNING LADDER INC., confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of CHILDREN'S LEARNING LADDER INC., persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding "Parents Right to Immediate Access" for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our "Confidentiality Policy" protects every child's privacy. Employees of CHILDREN'S LEARNING LADDER INC. are strictly prohibited from discussing anything about another child with you.

CHILDREN'S LEARNING LADDER INC.

POLICY: MANDATED REPORTING OF SUSPECTED
CHILD ABUSE AND/OR NEGLECT

POLICY NO.: 8

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of CHILDREN'S LEARNING LADDER INC. are considered mandated reporters under this law. The employees of CHILDREN'S LEARNING LADDER INC. are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at CHILDREN'S LEARNING LADDER INC. take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interests of all children.

As mandated reporters, the staff of CHILDREN'S LEARNING LADDER INC. cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, or season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

CHILDREN'S LEARNING LADDER INC.

POLICY: PARENT CODE OF CONDUCT

POLICY NO.: 9

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

CHILDREN'S LEARNING LADDER INC. requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect at all times. One of the goals of CHILDREN'S LEARNING LADDER INC. is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of CHILDREN'S LEARNING LADDER INC. but also, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.** Please refer to the "Policy on Parent's Right to Immediate Access" for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

9.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

9.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADUTLS ASSOCIATED WITH CHILDREN'S LEARNING LADDER INC.:

Threats of any kind will not be tolerated. In today's society CHILDREN'S LEARNING LADDER INC. cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

9.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT CHILDREN'S LEARNING LADDER INC.:

While CHILDREN'S LEARNING LADDER INC. does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate it is not appropriate for parents to

verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our "Confidentiality Policy". You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

9.4 SMOKING:

For the health of all CHILDREN'S LEARNING LADDER INC. employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of CHILDREN'S LEARNING LADDER INC. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

9.5 VIOLATIONS OF THE SAFETY POLICY:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of CHILDREN'S LEARNING LADDER INC. Please be particularly mindful of CHILDREN'S LEARNING LADDER INC. entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may be polite, however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director. The key code is only to be used by parents and guardians when entering the agency. **Children are prohibited from punching in the key code.**

9.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF CHILDREN'S LEARNING LADDER INC.:

While it is understood that parents will not always agree with the employees of CHILDREN'S LEARNING LADDER INC. or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

9.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

CHILDREN'S LEARNING LADDER INC. takes the responsibility of maintaining the confidentiality of all persons associated with the agency very seriously. Parents must understand the implications of this responsibility. Parents need to recognize that the "Confidentiality Policy" not only applies to their child or family, but all children, families and employees associated with CHILDREN'S LEARNING LADDER INC. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

CHILDREN'S LEARNING LADDER INC.

POLICY: PARENT'S RIGHT TO IMMEDIATE ACCESS

POLICY NO.: 10

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at CHILDREN'S LEARNING LADDER INC. as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) CHILDREN'S LEARNING LADDER INC. must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with CHILDREN'S LEARNING LADDER INC., both parents shall be afforded equal access to their child as stipulated by law. CHILDREN'S LEARNING LADDER INC. cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, CHILDREN'S LEARNING LADDER INC. suggests that the parent keep the child with them until a court order is issued since our rights to retain your child are secondary to the other parent's right to immediate access. CHILDREN'S LEARNING LADDER INC. staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director and are allowed in the child care facility only at the discretion of the Center Director. An employee of CHILDREN'S LEARNING LADDER INC. will accompany visitors at all times throughout the center.

CHILDREN'S LEARNING LADDER INC. will dismiss any child whose parent is prohibited from entering agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, CHILDREN'S LEARNING LADDER INC. cannot have a child at the agency when the child's parent is prohibited access. CHILDREN'S LEARNING LADDER INC. will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

CHILDREN'S LEARNING LADDER INC.

POLICY: DISMISSAL

POLICY NO.: 11

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

CHILDREN'S LEARNING LADDER INC. reserves the right to dismiss any child at any time, with or without cause.

Parents will be refunded any unused tuition within 30 days of the dismissal. An agency check will be mailed to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner immediately. CHILDREN'S LEARNING LADDER INC. will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens, or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by CHILDREN'S LEARNING LADDER INC.

CHILDREN'S LEARNING LADDER INC.

POLICY: WITHDRAW

POLICY NO.: 12

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Written notice is required when withdrawing a child for any reason one month in advance. If the proper notice is given, any unused tuition will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following the last day of enrollment at CHILDREN'S LEARNING LADDER INC. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

During the school year, parents who wish to change their child's days or times of enrollment at CHILDREN'S LEARNING LADDER INC. must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee of \$25. As summer schedules can be more flexible, the above listed fees do not pertain to summer camp programs.

The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will be used to toll the one month's notice required for withdraw.

CHILDREN'S LEARNING LADDER INC.

POLICY: COURT ORDERS EFFECTING ENROLLED CHILDREN POLICY NO.: 13

APPROVED BY: OWNER & DIRECTORS EFFECTIVE DATE: 8/29/11

In cases where an enrolled child is the subject of a court order (ex. Custody Order, Restraining Order, or Protection from Abuse Order) CHILDREN'S LEARNING LADDER INC. must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with CHILDREN'S LEARNING LADDER INC. administration, both parents shall be afforded equal access to their child as stipulated by law. CHILDREN'S LEARNING LADDER INC. cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, CHILDREN'S LEARNING LADDER INC. suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, CHILDREN'S LEARNING LADDER INC. is obligated to follow the order for the entire period it is in affect. Employees of CHILDREN'S LEARNING LADDER INC. cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. CHILDREN'S LEARNING LADDER INC. will report any violations of these orders to the court.

CHILDREN'S LEARNING LADDER INC.

POLICY: ARRIVAL PROCEDURES

POLICY NO.: 14

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Upon arrival at CHILDREN'S LEARNING LADDER INC., the parent(s) or the adult dropping the child off must sign the child into care on the sign-in sheet located in the upstairs and downstairs of the facility. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day. Once your child is signed in, they may not leave the classroom. The teachers will then take over their supervision.

CHILDREN'S LEARNING LADDER INC. discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. CHILDREN'S LEARNING LADDER INC. believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug, and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of CHILDREN'S LEARNING LADDER INC. are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

At arrival, parents are required to follow the "Medication Policy" if a child must receive medication during the course of the day.

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include, but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed, and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

CHILDREN'S LEARNING LADDER INC. does not provide breakfast in the morning. We will prepare breakfast items and do provide milk for your child. Breakfast will only be served to children arriving prior to 8:15. All children arriving after 8:15 must have breakfast at home. Parents are required to feed their child a nutritious and filling breakfast prior to arriving at CHILDREN'S LEARNING LADDER INC. Parents who send their child to school without having been fed breakfast will be considered to be neglectful of their children's nutritional needs and

will be reported to the appropriate authorities as provided for in the Child Protective Services Act.

14.1 NOTIFICATION OF ABSENCE

Parents are required to inform the center if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Parents who fail on THREE occasions in one school calendar year to give proper notice of an absence will result in the child being dismissed from the program.

If your child is ill we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. CHILDREN'S LEARNING LADDER INC. will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share (or not) the reason for your child's absence from school.

Parents who know in advance that a child will be late are required to notify the center by 9:00 a.m. so as to maintain the appropriate number of employees to ensure ratios are met when the child arrives to school.

14.2 AGENCY'S RIGHT TO REFUSE ADMISSION

CHILDREN'S LEARNING LADDER INC. reserves the right to refuse admission to any child at any time, with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. The need to maintain compliance with Licensing Regulations.
2. Staff deems the child too ill to attend.
3. Domestic Situations that present a safety risk to the child, staff, or other children enrolled at CHILDREN'S LEARNING LADDER INC. if the child were to be present at the center.
4. Parents' failure to maintain accurate, up to date records.
5. Parents' failure to complete and return required documentation in a timely fashion.

*Parents WILL NOT be reimbursed tuition for days when their child is refused admission to the program.

CHILDREN'S LEARNING LADDER INC.

POLICY: PICK UP PROCEDURES

POLICY NO.: 15

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Parents or other authorized adults are required to sign their child out of care on the sign-out sheet located in the upstairs and downstairs of the facility. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms, and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child's cubby or school bag each day.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

15.1 LATE PICK-UP:

Parents will be considered late if they pick up more than 30 minutes past their contracted pick-up time. As emergencies do occur, please contact the office if you will be late so that measures can be taken to ensure ratios remain within our state regulations.

Parents picking up late (more than 30 minutes past contracted time) or after 6:00p.m. closing, will be charged \$2.00 per minute. Late fees must be paid within 24 hours.

All measurements of time are to be according to the CHILDREN'S LEARNING LADDER INC. clock located ON THE CLIP BOARD WITH THE SIGN OUT SHEET.

A child's services will be terminated should the child be picked-up late on three occasions in one school year regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

15.2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of CHILDREN'S LEARNING LADDER INC. will contact local police and/or the other custodial parent should a parent appear to the staff of CHILDREN'S LEARNING LADDER INC. to be under the influence of drugs and/or alcohol. The parent's right to immediate

access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, CHILDREN'S LEARNING LADDER INC. staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child and appears to the staff of CHILDREN'S LEARNING LADDER INC. to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of CHILDREN'S LEARNING LADDER INC. will contact the child's parents, local police, and Child Protective Services to notify them of the situation.

15.3 EMERGENCY/ALTERNATE PICK-UP FORMS

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any and all persons who, in the course of events, may at one time be asked to pick-up their child from CHILDREN'S LEARNING LADDER INC. In an emergency situation, the child's parents will be called first. If they can not be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent and the parent is unable to pick up the child it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form has the right to act "In Loco Parentis." In "Loco Parentis" status affords the pick up person the right to discuss confidential information about the child's day including, but not limited to, incident/accident reports and behavior issues. In the absence of this designation, the people on the Emergency/Alternate Pick Up Form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them.

The persons on the Emergency/Alternate pick-up form will be required to provide photo identification, prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

CHILDREN'S LEARNING LADDER INC. reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including, but not limited to, violations of the policies/procedures contained herein. It is the responsibility of the enrolling

parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

CHILDREN'S LEARNING LADDER INC.

POLICY: SCHOOL CALENDAR

POLICY NO.: 16

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

CHILDREN'S LEARNING LADDER INC. will be closed on the following days:

*Friday prior to start of the school year for Teacher In-Service

*Labor Day

*Thanksgiving Day and Friday Following

*Christmas Eve through New Year's Day

*Good Friday and the Following Monday

*Memorial Day

*Fourth of July

School year begins the last Monday in August and ends the 3rd week in May. Child care services are offered only until the start of our Summer Camp Program in early June.

CHILDREN'S LEARNING LADDER INC.

POLICY: EMERGENCY CLOSING AND INCLEMENT
WEATHER INFORMATION

POLICY NO.: 17

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by watching WPXI CHANNEL 11 news or on their web site. We do not follow Franklin Regional School District cancellations or delays. Please watch WPXI and refrain from calling the school to check for delay/closing information as this ties up the phone lines and important calls will not get through. If you feel the weather is too treacherous please do not bring your child to school. Their safety should be your number one priority. When the weather is severe we will not be running our preschool programs. If Franklin Regional is delayed before and after school students are welcome to come at regular time. If they are closed students may come at 12:00 noon and will be charged the hourly fee for their attendance. If you would like to have your child attend after 12:00 noon, you must call the school to get approval. Spaces are granted on a "first come first served" basis. CHILDREN'S LEARNING LADDER INC. RESERVES THE RIGHT TO REFUSE STUDENTS BASED ON TEACHER/CHILD RATIOS.

Should the school need to close in the middle of the day the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call of the pickup location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicted.

Should the center need to close for any reason tuition will not be refunded or reduced for closures of less than 10 school days. If the closure extends beyond 10 school days parents will have their tuition REFUNDED as per the following schedule: REFUNDS WILL BE CREDITED TO THE NEXT MONTH'S TUITION OR A CHECK WILL BE ISSUED WITHIN 2 WEEKS.

CHILDREN'S LEARNING LADDER INC.

POLICY: CURRICULUM INFORMATION

POLICY NO.: 18

19.1 DAILY SCHEDULE OF ACTIVITIES-
Posted in your child's classroom

19.2 CLASS ASSIGNMENTS-
Room assignments are based on age of children and are made by center director at the start of the school year.

19.3 STAFF TO CHILD RATIOS-
Toddlers and Young Two's- 4:1
Older Two's- 6:1
Three's, PreK4, PreK5 and Kindergarten- 8:1

19.4 NAP/REST TIME-
Children nap from 1:00 p.m.-3:00 p.m. in toddler, TWO's and THREE year old programs only. PreK4, PreK5 and Kindergartners have a 1/2 hour quiet time.

19.5 EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED-
Each child must have a complete change of clothes. Diapers, wipes, and disposable bibs must also be provided for younger children.

19.6 BIRTHDAY/HOLIDAY CELEBRATIONS-
Please discuss classroom celebrations with your child's teacher. Birthday party invitations may not be brought to school for distribution unless the entire class is invited. Parent/Guardian addresses and phone numbers will not be released to parents for party invitations. Parent information can be found in the "Parent Contact Binder" in your child's classroom if they have agreed to disclose it.

19.7 PARENT/TEACHER CONFERENCES/COMMUNICATION-
PreK4, PreK5, and Kindergarten classrooms schedule conferences in January. Communication is also provided to our toddler parents through a daily communication log. Parents are welcome to request conferences via phone or in person at any time.

19.8 GRADUATION-
PreK5 and Kindergarten classes participate in a graduation ceremony in May.

CHILDREN'S LEARNING LADDER INC.

POLICY: DISCIPLINE

POLICY NO.: 19

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

At CHILDREN'S LEARNING LADDER INC., we strive to provide an environment where discipline occurs naturally through a combination of support, encouragement, and limit setting through the following strategies:

- *Diverting the child and redirecting him or her to a new activity
- *Have a child take time out from an activity
- *Providing a related consequence appropriate to the situation.

If behaviors become an issue of safety or are of concern to the staff your child's teacher will schedule a time to discuss such behaviors with you. It is not our policy to report all behavior issues daily as many behaviors are age-appropriate. If your child reports an issue to you please ask your child's teacher for specific details regarding the incident.

CHILDREN'S LEARNING LADDER INC.

POLICY: TOYS FROM HOME

POLICY NO.: 20

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum and/or for nap/rest time will be inspected by CHILDREN'S LEARNING LADDER INC. staff for safety and appropriateness and may be prohibited at the sole discretion of CHILDREN'S LEARNING LADDER INC.

CHILDREN'S LEARNING LADDER INC.

POLICY: DRESS CODE

POLICY NO.: 21

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

22.1 CHILDREN

Clothing:

Children are engaged in various activities during the course of the day; some of these activities can be messy and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Parents are discouraged from dressing children in overalls or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.

Coats, hats, gloves, scarves, and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors.

Children are not permitted to wear open toed and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled sneakers/tennis shoes.

All children enrolled in preschool and kindergarten programs are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, and socks. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes, coats, hats, gloves, scarves, and boots. CHILDREN'S LEARNING LADDER INC. is not responsible for lost or damaged items of clothing.

Jewelry/Accessories:

Children are not permitted to wear jewelry of any kind with the exception of small post earrings. It is a safety hazard for your child as well as the other children enrolled in the

program. In addition, CHILDREN'S LEARNING LADDER INC. will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Should a child come to school wearing any jewelry parents will be required to take it with them, or to return to the school to remove the jewelry if it discovered after the parent leaves. Repeated (more than 3 violations per school year) violations of this policy are considered to be violation of "SAFETY POLICIES" and will result in dismissal from the program.

Hair beads, barrettes, bobby pins, etc. are discouraged as they pose a choking risk to our younger children. These accessories are considered to be safety hazards. When choosing accessories for your children be mindful of the potential safety issues they present, not only for your child, but also for the older and younger children attending CHILDREN'S LEARNING LADDER INC.

CHILDREN'S LEARNING LADDER INC. is not responsible for damage to or loss of articles of clothing.

22.2 PARENTS

Clothing:

Parents are required to be dressed in appropriate clothing while at CHILDREN'S LEARNING LADDER INC. or involved in any CHILDREN'S LEARNING LADDER INC. sponsored events. Inappropriate clothing would include revealing, extremely short, ripped/torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited as well.

CHILDREN'S LEARNING LADDER INC.

POLICY: FIELD TRIPS

POLICY NO.: 22

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

CHILDREN’S LEARNING LADDER INC. frequently supplements the in class curriculum with off premise field trips for our PreK4, PreK5, and kindergarten students. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information, including destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

If parents wish to attend the trip with their child, they should discuss attending with the classroom teacher.

CHILDREN’S LEARNING LADDER INC. provides all required supervision for all field trips, but always invites a select number of parents to attend on a first come first served basis.

Parents will not be permitted to transport any child, other than their own, on a CHILDREN’S LEARNING LADDER INC. sponsored trip.

All children are invited to attend field trips regardless of whether or not it is their scheduled day.

Children will be transported by the local school district bus company and parents must sign and return permission slips prior to the deadline for their child to attend.

CHILDREN’S LEARNING LADDER INC.

POLICY: PARENT PARTICIPATION/VOLUNTEERS

POLICY NO.: 23

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

Parents are invited and encouraged to be involved in their child's school activities. There are many different ways in which parents can participate. Parents may volunteer to attend field trips, read in the classroom, and share their careers talents or hobbies. Please schedule the above listed events with your child's teacher.

Any person, including parents, with felony convictions, sex offender convictions, and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom, or on field trips.

Parents with court orders detailing with custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, that parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements) will only be permitted to volunteer with the express written permission of the custodial parent.

CHILDREN'S LEARNING LADDER INC.

POLICY: HEALTH AND SAFETY

POLICY NO.: 24

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

24.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office one week prior to the child's first day of attendance. All children are required to have a complete, up to date immunization record on file at CHILDREN'S LEARNING LADDER INC. This is per our licensing regulations. If you have chosen not to have your child immunized please ask the center director for an immunization waiver form. Immunizations may be waived for certain reasons. Please discuss this with the center director to determine whether you have the right to be enrolled and not have your child immunized. Parents are required to have a wavier on file in place of an immunization record so that the center can maintain compliance with licensing regulations.

All children are required to have a physical examination form filled out by a licensed medical professional in order to attend CHILDREN'S LEARNING LADDER INC. The Physical Examination Form, indicating the child's fitness to attend CHILDREN'S LEARNING LADDER INC., must be completed by a licensed healthcare professional and returned to the Center Director within the first 30 days of enrollment.

24.2 CHILDREN WITH SEVERE ALLERGIES

For the safety of your child, parents are required to provide a signed copy of the "Authorization For Emergency Care for Children with Severe Allergies" form detailing any allergies, food or otherwise, from which their child suffers at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from the DIRECTOR.

Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases CHILDREN'S LEARNING LADDER INC. from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the "Authorization for Emergency Care for Children with Severe Allergies" form, provided CHILDREN'S LEARNING LADDER INC. exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

24.3 COMMUNICABLE DISEASES

CHILDREN'S LEARNING LADDER INC. follows all health/communicable disease policies as outlined in the "American Academy of Pediatrics Model Health Policies and Procedures Manual". A copy of this manual is on file with the Center Director and is available upon request for review.

Parents are required to pick up an ill child within ONE HOUR of notification by phone. If a parent is reached but can not pick their child up within ONE HOUR it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the "American Academy of Pediatrics". Children must present a doctor's note stating they are no longer contagious and can return to the program. CHILDREN'S LEARNING LADDER INC. reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of 101 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hours period of time. Children may return to the program when normal bowel movements resume.

Children are required to be excluded from the program when they have vomited. Children must be able to hold down solid food for 24 hours before returning to the program. If your child is sent home due to vomiting and/or diarrhea he/she is not permitted to return to the program the following day at minimum.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a

communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared.

CHILDRENS' LEARNING LADDER INC. will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share (or not) the reason for your child's absence from school.

24.4 BITING

CHILDREN'S LEARNING LADDER INC. recognizes that biting is a developmentally appropriate behavior for children in the toddler (18-30 months) classrooms. Parents with children in these classrooms should expect that their children may be bit or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior and that the staff is working to identify situations which provoke or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this policy manual as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's service terminated. Furthermore, children in the older age groups who bite 3 times in a school year will have their services terminated since, the safety of all the children in the program is of the utmost concern of CHILDREN'S LEARNING LADDER INC.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. The staff of CHILDREN'S LEARNING LADDER INC. cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

24.5 DISPENSING MEDICATION

CHILDREN'S LEARNING LADDER INC. will only dispense over-the-counter and/or prescription medication that is in original, labeled containers and is accompanied by a note with explicit dosage and administration instructions. CHILDREN'S LEARNING LADDER INC. will only give medication to the child for whom the note is written and for whom the

medication container is labeled. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the note must identify the dates that the medication is to be given. Parents must also sign the "MEDICATION LOG" LOCATED AT THE CENTER BOTH UPSTAIRS AND DOWNSTAIRS.

Parents are required to complete a Medication Form each day that medication is to be dispensed. Medication Forms can be found in the "Medication Log". Medication Forms, doctor's notes, and medication are to be turned into your child's teacher or center director so they may be properly stored.

CHILDREN'S LEARNING LADDER INC. will dispense over-the-counter fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, with a note detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. Prior to administering fever reducing/pain medication, staff will contact a parent or person listed on emergency contact form, if a parent can not be reached, to inform them of our need to administer the medication. Staff will also inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children. Parents must sign the "Medication Log" at pick up time if medication has been administered with phone permission.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

24.6 FIRE/EMERGENCY DRILLS

CHILDREN'S LEARNING LADDER INC. conducts monthly/or bimonthly fire and emergency/evacuation drills. Parents, staff, and children will not be made aware of drill dates or times as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within one hour of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of

a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

24.7 ALTERNATE SAFE LOCATION

Should the administration of CHILDREN'S LEARNING LADDER INC. or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to HERITAGE ELEMENTARY SCHOOL, LAIRD HALL, OR MURRYSVILLE FIRE DEPARTMENT. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within ONE HOUR of the telephone call.

24.8 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be given to you by a staff member at pick up time.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or one designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident Report and return a copy to the center director within 24 hours. Failure to sign and return an Incident/Accident in this time period will result in your child's exclusion from the program until such time as the Report is returned signed.

24.9 FOODS

Daily snack will be provided for the children by CHILDREN'S LEARNING LADDER INC. at approximately 10:00 a.m. and 3:30 p.m. Lunches are provided by parents. Staff is able to microwave meals on occasion. CHILDREN'S LEARNING LADDER INC. also provides milk for the children.

All age groups:

All food items must be labeled with your child's name. CHILDREN'S LEARNING LADDER INC. does not permit children to share or exchange food items.

For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), with instruction for treatment should a child have an allergic reaction. Please refer to the "Health and Safety Policies" contained herein for further information.

Parents are required to provide written notification of any food/dietary restrictions. (i.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets)

CHILDREN'S LEARNING LADDER INC. never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons.

Food can be used by teachers as a reward for good behavior and/or for classroom lessons. Any food given as a reward (i.e. lollipops, candy) will be placed in the child's cubby/school bag to be enjoyed at home.

All classrooms:

CHILDREN'S LEARNING LADDER INC. offers children a morning snack at approximately 10:30 a.m., a half-hour lunch at approximately 12:00 noon, and an afternoon snack at approximately 3:30 p.m. CHILDREN'S LEARNING LADDER INC. DOES serve but does not provide breakfast.

All meals are family style, with the children sitting at tables, to promote good manners, eating habits, and socialization skills. Staff will encourage children to eat their main entrée first followed by healthy snacks. Candy and junk food will be reserved for a "dessert" when an adequate amount of their lunch has been eaten.

CHILDREN'S LEARNING LADDER INC. curriculum focuses on developing healthy, well-balanced eating habits. Therefore, parents are required to provide a full, healthy lunch for their children each day they are in attendance. Lunches should include a sandwich (or main entrée item), snack(s), and a drink. CHILDREN'S LEARNING LADDER INC. will provide water or milk for children who wish to have it with lunch. Snack food items should be healthy, such as fruit, vegetables, and the like. Parents should limit junk foods to a minimum in their child's lunch. When preparing your child's lunch please be aware that many children have peanut allergies. Parents are discouraged from packing peanut butter if at all possible. All uneaten food will be placed back in the child's lunch so parents can see what items and how much their child consumed during the day. Parents should limit the number of choices offered in their child's lunch, as children often become distracted by the choices. Parents should provide enough food so that their child is satiated but not so much that food is wasted.

CHILDREN'S LEARNING LADDER INC. does not allow full size candy bars, sodas, or full size candy treats such as Skittles, Starbursts, or gum in a child's lunch. If you wish for these foods to be a part of your child's diet, please give them to your child at home. One or two miniature sized candies are permitted in a child's lunch as a treat. However, CHILDREN'S LEARNING LADDER INC. staff will prohibit a child from consuming these treats if the child is having a particularly over active, excitable day.

Lunches containing milk, cheese, yogurt, and/or other food items requiring refrigeration should be placed, by the parent, in the refrigerator designated for your child's classroom's use. To locate which refrigerator is designated for each classroom, ask your child's teacher.

All food items provided in your child's lunch must be labeled with your child's name. Simply labeling the child's lunch box/bag is not sufficient. Children will not be permitted to consume any food item not labeled with his/her name.

CHILDREN'S LEARNING LADDER INC. will provide a healthy morning and afternoon snack, including water, for all children. A list of the daily snacks available to the children will be posted in the center office on a WEEKLY basis.

24.11 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of firearm, ammunitions, and/or weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

24.12 KEY CODE

Parents and adults are the only one's permitted to use the key pads located at each door. Children may not touch or attempt to access the building with the code. We discourage you from telling your child the code as it affects the security of the building. We take safety very seriously and do not permit children to use this system.

CHILDREN'S LEARNING LADDER INC.

POLICY: STAFF EMPLOYMENT BY CLIENT'S POLICY

POLICY NO.: 25

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

The staff of CHILDREN'S LEARNING LADDER INC. is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ CHILDREN'S LEARNING LADDER INC. staff will have their services terminated. Staff who become employed by current or former clients of CHILDREN'S LEARNING LADDER INC. will have their employment with CHILDREN'S LEARNING LADDER INC. terminated.

Employment refers to any relationship outside of the agency's services which involves an employee of CHILDREN'S LEARNING LADDER INC. to interact with a current or former client's of CHILDREN'S LEARNING LADDER INC. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

CHILDREN'S LEARNING LADDER INC.

POLICY: AGENCY CONTACT INFORMATION

POLICY NO.: 26

APPROVED BY: OWNER & DIRECTORS

EFFECTIVE DATE: 8/29/11

CHILDREN'S LEARNING LADDER INC.
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