



# **FAMILY HANDBOOK**

**2021-2022**

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Director  
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\*Open Year-Round for Infants - 5 years\*

# WELCOME

*We welcome your family to  
Changing Lanes Learning Center!*

This handbook will provide you with the necessary information for your child's entrance into and continued enrollment at Changing Lanes Learning Center. Please read it carefully and retain it for further reference. Our family handbook is intended to be very thorough in acquainting you with Changing Lanes Learning Center's policies and procedures. The policies and procedures may change from time to time, but you will always be made aware of these changes.

*Our child care center accepts infants and children through 5 years of age. We accept the registration of children at all times of the year.*

*Changing Lanes Learning Center accepts CCIS (1-800-831-3117) clients.*

*Changing Lanes Learning Center will keep a file containing all paperwork pertaining to each child's enrollment. The records contained in the child's file are the property of Changing Lanes Learning Center. Your access to the information in your child's file is guaranteed by law. If a parent/guardian needs a copy of any document for transition or otherwise, please ask Kerin Cashin, Director.*

## MISSION STATEMENT

**The Mission of Changing Lanes Learning Center is to provide a nurturing and secure environment for all children, as well as to engage children in a developmentally appropriate and challenging educational program guided by the highest of values, especially those of respect for all people and peaceful problem solving.**

- *We treasure each child and cultivate creative, compassionate, and capable individuals.*
- *Each child will have comfort in knowing that they will have their needs met be it socially, emotionally, academically, or physical.*
- *Our program supports academic growth and the beliefs that all children should feel empowered.*
- *We strive to achieve our child care goals through the partnership of child, parent/guardian, staff, school, and community.*

## Philosophy of Learning

**Changing Lanes Learning Center is a Nut-Free private child care facility in Norwood, PA., serving infants and children up to 5 years old. Education at Changing Lanes Learning Center is based on a belief in the presence of God within each person. Central to our philosophy is faith in the integrity of each child.**

- *promotes each child's potential*
- *helps develop initiative and independence*
- *cultivates an inner discipline and a strong sense of self*
- *develops compassion and care for one another*
- *strengthens and refines problem solving skills*
- *builds relationships and fosters a sense of community*
- *encourages each child to respect, value, & appreciate others*

**It is our belief that what and how young children learn during the preschool years builds the foundation for future learning. We believe that quality learning for young children is best realized when teachers are able to provide children with a well-rounded, developmentally appropriate, “hands-on” approach to curriculum that incorporates the Pennsylvania Early Learning Standards and Keystone STARS guidelines.**

- *builds on the natural curiosity children have for their immediate surroundings*
- *supports exploration of their ever-unfolding world*
- *creates an “environment of learning” that will challenge each child according to his/her needs and abilities*
- *fosters creativity and exploration*
- *incorporates best practices*
- *scientifically substantiated*

## Curriculum

Teachers use the Kaplan Early Learning Company's *Learn Every Day* curriculum throughout all classrooms at Changing Lanes Learning Center. The **Learn Every Day** curriculum is a developmentally and culturally appropriate learning curriculum that is responsive to the emerging and changing interests of young children, aligns with PA Early Learning Standards, is play based, and represents a balance of active and passive learning opportunities.

## **Parents Rights and Responsibilities**

### **You have a right to:**

- *Be assured that your beliefs, concerns, and values are sought out, respected, and reflected in your child's care.*
- *Ask questions of staff*
- *Visit at any time*
- *Information about all aspects of the program in relation to your child participation*
- *Information about your child's experience in the program*
- *Be informed about changes in school program or schedule*
- *Confidence in the complete confidentiality of all matters involving the welfare of your child and family.*

### **You have a responsibility to:**

- *Pay fees on time*
- *Volunteer current important information (addresses, medical exams, etc.)*
- *Know and accept the policies and procedures in this handbook*
- *Review daily your child's experience sheets and notes*
- *Exchange essential information about the care of your child with staff*
- *Respect staff as professionals who work with you to provide quality care*

## **Changing Lanes Learning Center's Rights and Responsibilities**

### **We have the right to:**

- *make decisions and take actions for the safety of our community*
- *have pertinent information about the children we serve*
- *terminate services at any time with written notice*

### **We have the responsibility to:**

- *meet all Department of Human Services (DHS) licensure requirements*
- *follow all city/ borough health, safety, and fire safety codes*
- *provide a high-quality early childhood program*
- *follow mandated child abuse reporting procedures*
- *show respect for the beliefs, concerns, and values of each family served, and ensure that our program reflects that respect*
- *ensure professional behavior of all staff*
- *respect parents as children's first and primary teachers*
- *exchange essential information about your child with you, the parent(s).*
- *Ensure that your child will be supervised at all times.*

**Our center is certified by the Pennsylvania Department of Human Services. We observe all regulations set forth by the state and local authorities, including regulations concerning the areas of education, nutrition, health, fire and safety, child abuse, non-discrimination, confidentiality, and employment.**

## **Nondiscrimination in Services**

**Changing Lanes Learning Center** is a non-discriminating facility, which will not refuse admission on the basis of race, religion, national origin, disability, or gender.

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

Any student, parent, or guardian who believes that they have been discriminated against may file a complaint with:

Changing Lanes Learning Center  
119 Chester Pike  
Norwood, PA 19074  
610-237-0446

Office of Civil Rights  
US Department of Human Services  
P.O. Box 13176  
Philadelphia, PA 19101

## **Inclusion Statement**

**Changing Lanes Learning Center** (and employees thereof) shall commit themselves to policies and practices that support the right of every infant and young child and his/her family, regardless of ability, to participate in a broad range of activities with the goal to reach his/her full potential.

- All staff members of Changing Lanes Learning Center understand and agree to support inclusive practices.
- Staff members attend special needs focused training opportunities to learn about effective inclusion practices.
- Changing Lanes Learning Center will work in tandem with parents/guardians and outside service providers to ensure that the needs of children enrolled are met. We will share our observations with parents/guardians when we feel that a child may need additional support and suggest that they contact the local outside service provider for assessment.
- Staff members will adapt the environment and routines as necessary to meet the needs of the children enrolled. Flexible programming will be adapted as needed.

## **Limited English Proficiency Policy Statement**

It is our responsibility to ensure that all clients have meaningful and equal access to services. This responsibility encompasses the most basic of human needs, the need for communication and understanding. In order to ensure effective communication Changing Lanes Learning Center staff will make every effort to ensure communication and understanding for those clients or their immediate families who are identified as having Limited English Proficiency (LEP).

### **Dual Language Learner's Policy**

Dual language learners (DLL) are children who are learning more than one language. This group includes children who have heard and learned two or more languages since birth (simultaneous bilinguals) as well as children who begin learning another language when they enter a different care or educational setting.

Changing Lanes Learning Center's Dual Language Policy recognizes the benefits of bilingualism and embraces diversity. We recognize the increasing awareness about the benefits of bilingualism and the important role of home language development.

Changing Lanes Learning Center provides instruction in English with some support for the home language through intentional exposure to the home language through pictures and the use of key words to communicate basic needs like asking to use the bathroom, asking for a drink, or asking for help.

Strategies that are employed at CLLC to enrich the language environment for dual language learners may include but are not limited to:

- Expanding on children's utterances, words, and phrases
- Exposing children to new words and defining them in developmentally appropriate ways
- Engaging in joint attention and back and forth verbal and nonverbal interactions
- Exposing children to early literacy activities, such as reading and singing
- Repeating new concepts and words often, connecting them to children's lives Labeling objects, actions, concepts, emotions, and other things in the child's environment and pairing those labels with pictures or real representations
- Incorporating visuals, such as pictures that reflect diversity of the children in the classroom, and the diversity of America
- Displaying photos of children and their families

Importantly, CLLC's mission is built upon the belief that the adult-child relationship is the most important element for supporting children's positive developmental growth, regardless of language background. With this in mind staff members promote positive Teacher-Child relationships thusly:

- Being warm and consistently responsive to the children's needs
- Identifying and providing rich learning opportunities across all routines and activities
- Supporting social-emotional behavior

## Early Intervention Referral Policy

**All children are unique**, and each develops at his or her own pace. There are times, however, when a child is not developing as he or she should.

All children who are enrolled at Changing Lanes Learning Center are assessed within 45 days of enrollment using a first-level screening tool *Ages & Stages Questionnaires* or ASQ-3. The ASQ-3 screening system is composed of 21 questionnaires to be completed by staff members/caregivers at any point for a child between 1 month and 5 and ½ years of age. The ASQ-3 screening communication will be a written communication. One written copy of the screening will be sent to the child's parents/guardians and one copy will be placed in the child's file. These questionnaires can identify accurately infants or young children who are in need of further assessment to determine whether they are eligible for early intervention services.

If ASQ-3 screening identifies a concern, Changing Lanes Learning Center's Owner or Director will recommend further diagnostic assessment and provide parents/guardians with the web address of the *Delaware County Office of Early Intervention/Delaware County Intermediate Unit*: [www.dciu.org/Earlyinterventionintake](http://www.dciu.org/Earlyinterventionintake). At this website parents/guardians can fill out an online intake form. After filling out the online form, a representative from Early Intervention will reach out to you about the next steps. Qualified and trained experts will then do an evaluation with your child to see if he/she qualifies for services.

Changing Lanes Learning Center staff members are not trained to diagnose developmental problems and will not label children or their behaviors. It is the responsibility of CLLC to provide the family of the child in question with information about early intervention services and how to access them.

When it is necessary to recommend further assessment of a child's development to a parent/guardian, we strive to focus on the positive aspects of early intervention. *"It is good that we have noticed these behaviors (or the lack of them) early so that we can all focus on helping your child develop and learn and get ready for school. Early Intervention providers will help us to gather more information about what your child needs to learn and provide free services to show us how to support him/her."*

## **Action Plan to Connect IEP to Practice**

If an *Individual Education Plan* (IEP) has been developed for a child, Changing Lanes Learning Center (CLLC) must obtain a copy.

The IEP will be kept on file and reviewed annually. Staff members will keep the information confidential and use the IEP in making curriculum plans and lesson plans appropriate to help the child to meet developmental goals as specified in the IEP.

Staff members will meet with the parent/guardian (and the IEP team) to discuss the plan and to allow parents/guardians the opportunity to take part in developing the plan as the child grows.

## **Suspected Child Abuse and/or Neglect Policy**

### **Reporting Procedure**

All observations and/or suspicions of child abuse or neglect will be immediately reported to the Child Protective Services Agency no matter where the abuse may have occurred.

Naomi Pereira-Lane (Owner) or Kerin Cashin (Director) will call ChildLine at 1-800-932-0313 to report suspected abuse or neglect.

Naomi Pereira-Lane or Kerin Cashin will follow the direction of the Child Protective Services Agency regarding the completion of written reports. If the parent or legal guardian of the child is suspected of abuse, Naomi Pereira-Lane (Owner) or Kerin Cashin (Director) will follow the guidance of the Child Protective Agency regarding notification of the parent or legal guardian. Reporters of suspected child abuse will not be discharged for making the report unless it is proven that a false report was knowingly made.

Staff members who are alleged perpetrators of child abuse may be suspended or given leave without pay pending completion of an investigation. Such caregivers may also be removed from the classroom and given a job that does not require interaction with children. Parents or legal guardians of suspected abused children will be notified. Parents/legal guardians of other children in the program will be contacted by Naomi Pereira-Lane (Owner) or Kerin Cashin (Director) so they may share any concern they have had. It is important to note that no accusation of guilt will be made until the investigation is complete. Caregivers found guilty of child abuse will be summarily dismissed or relieved of their duties.

## **Hours of Operation**

*Our hours of operation are 7:00 AM to 6:00 PM, Monday through Friday with the following exceptions:*

### **Holidays**

New Year's Day  
Martin Luther King Day  
President's Day  
Good Friday  
Memorial Day  
Independence Day  
Friday preceding Labor Day  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve  
Christmas Day  
New Year's Eve

If a holiday falls on a Saturday, we will be closed the previous Friday.  
If a holiday falls on a Sunday, we will be closed on the following Monday.

### **In-Service Days**

There may be days each year when our center will be closed so that our teachers can receive in-service training. This training is required by the state and helps our teachers continually improve their skills and knowledge in caring for and teaching your child.

### **Inclement Weather**

Changing Lanes Learning Center will use **Interboro School District's decisions** regarding school closing due to weather conditions as a guide in determining our decisions; however, CLLC will ultimately make the final determination. Closing alerts will be posted through the Tadpoles app. Please make sure we have your cell phone number and/or e-mail address, and you have access to a computer or have downloaded the Tadpoles App to receive these notifications.

## **Getting To Know You**

**At the time** of enrollment, parents/guardians are asked to complete a “Getting To Know You” questionnaire. The information that you share with us will help us to assist your child in experiencing a smooth transition to our program. Within the first 45 days of your child’s enrollment, you will receive written communication from your child’s teacher to share information about your child’s transition. After reviewing the transition report, you may contact the director to request a meeting with your child’s teacher regarding any concerns you may have.

## **Communication**

As your child grows and learns, you will certainly want to know all about what is happening in his or her life at school. And we will want to know as much as you would like to share about your child’s well-being outside of school. We value our partnership with you.

The conversations that teachers have with parents at the beginning and end of each day are the most important ways we stay in touch. But not all parents pick their child up themselves, so we have other ways of communicating. Paper daily or weekly reports will be sent home with your child. Notes, photos, and other communications will be sent to parents/guardians through our Tadpoles system and/or through e-mail. Parents/ Guardians will need to provide an e-mail address and/or cell phone number to receive these notifications.

You may call CLLC between 7:00 a.m. –6:00 p.m. If you call during the day, please be aware that CLLC may be busy with the children and may not be able to answer the phone. If you leave a message on CLLC voicemail, we will call you back as soon as possible. You may also contact CLLC via e-mail at [cllcnorwood@gmail.com](mailto:cllcnorwood@gmail.com).

## Before Your Child's First Day

- Visit Changing Lanes Learning Center with your child before his/her first day of regular attendance.
- Encourage your child to look forward to his/her new experience.
- Assure your child that all of his/her needs will be met.
- Assure your child that you will return to Changing Lanes Learning Center at the end of the school day

## Items To Bring To Changing Lanes Learning Center

- Rest-time bag with cot sheet, blanket, and, if desired, stuffed animal or doll. (*No sleeping bags!*)
- Labeled lunch box
- Seasonal change of clothing (including underwear and socks)

If your child is not yet toilet trained, you will also need to provide:

- Diapers
- Diaper wipes

*We will assist you in toilet training your child. When your child has remained in dry and unsoiled diapers for a period of one week at home, please notify us and at that time we will begin to support this developmental milestone by encouraging your child to join his/her classmates as they make their scheduled visits to the bathroom.*

## Items From Home

**Although** we do not generally encourage children to bring toys from home to school, we know that this sometimes occurs.

- We **CANNOT** be responsible for the whereabouts of items brought from home. Oftentimes, tears result at the end of the day when the “treasures” cannot be located. The smaller the item, the greater this problem.
- Toy guns, knives, swords, or other weapons are **NOT** to be brought to school. “Shooting” or other aggressive play is forbidden. Out of respect for different parental and/or guardian perspectives on gun issues, we try to be careful *not* to say simply “no guns”, but rather “no guns at Changing Lanes Learning Center”. We do not want a child to feel conflicted or guilty about a different approach at home.

## **Snacks and Lunch**

***Changing Lanes Learning Center is a Nut-Free Facility. It is also extremely important that the director and the classroom teacher be notified of any special dietary requirements/ restrictions that your child may have.***

### **Parents/Guardians Provide:**

- Morning Snack (including beverage)
- Lunch (including beverage)
- Afternoon Snack (including beverage)
- Water bottle during warm weather months

### **Food Suggestions:**

- Food items that will *not* need to be heated (no microwave ovens are available)
- A Healthy and Well-balanced diet (See healthy lunch ideas on next page)

### **Please Limit:**

- Sugary treats such as candies and cakes. There may be exceptions made for special days, parties, or holidays. Candy will be sent home and distribution will be at the parent's/ guardian's discretion.
- Fruit juices (American Academy of Pediatrics is suggesting cutting down on fruit juices because of high sugar content)
- NO CHEWING GUM or SODA are permitted at school.

### **Your child's name needs to be on the following:**

- Label lunch box on sides and top
- Label plastic lids and containers
- Label items placed in refrigerator bins
- Label beverage and water bottles and cups

## Healthy Lunch Box Ideas

Hummus	Hard Boiled Eggs
Cheese	English Muffin Pizza
Cream Cheese Pinwheel Sandwich	Deviled Eggs
Crackers	Muffins
Goldfish Crackers	Buttered Bread
Pasta Salad	Macaroni and Cheese
Dry Cereal	Pretzels
Bagel	Pita Bread
Pancakes	Granola Bars (nut-free)
Leftover Spaghetti	Potato Salad
Potato Chips	Leftover Fried Rice
Banana Bread	Yogurt
String Cheese	Cottage Cheese
Babybel Cheese	Canned Mandarin Oranges
Strawberries	Bananas
Pineapple Wedges	Grapes (cut in half)
Blueberries	Raspberries
Apple Slices	Raisins
Carrot Sticks	Sliced Red Pepper
Avocado	Dried Fruits
Tossed Salad	Vegetables with dips
Pizza	Noodles

***Please check to make sure that the food you pack for your child is not processed in facilities that may share contact with or contain peanut and tree-nut products!***

***Some common brands that have nut warnings include but are not limited to Little Debbie, Quaker Chewy, Tasty Kake, and Nature Valley Crunch Bars.***

***Although children cannot have Peanut Butter or Almond Butter at Changing Lanes Learning Center, there are substitutions available that taste similar including Soy Butter, Sun Butter, and Wow Butter. Kids often cannot tell the difference!***

## Clothing

**Each child will have** his/her own cubby in which he/she will store his/her belongings. ***EACH CHILD SHOULD HAVE A COMPLETE CHANGE OF CLOTHING (INCLUDING SOCKS AND UNDERWEAR), WHICH HE/SHE WILL KEEP IN HIS/HER CUBBY.***

**A child should be** dressed comfortably in clothing he/she can manage independently. We are involved in messy projects. Although children wear smocks, many times they still manage to get their clothing dirty. Therefore, it is best if children do **NOT** wear those special items that you would be heartbroken to see stained. Please think about the type of shoes your child wears. Rubber soles are really the safest for the school environment. We request that children are dressed in clothing that allows them to safely run, skip, hop, sit on the floor, crawl, etc. without the child experiencing undue concern about getting dirty. Please write your child's name on outerwear (coats, hats, mittens, etc.) whenever possible.

### Changing Lanes Learning Center Recommends:

- Heavy soled sneakers/shoes for winter
- Velcro fasteners or laces that can be double knotted
- Clothes that children can manage independently; especially when going to the bathroom: i.e., elastic waist pants are easier than unbuttoning overalls; pull-on knit hats are easier than tie hats.
- Clothes comfortable for action and movement
- De-emphasize jewelry and extra hair ribbons and sashes that get caught on toys or easily ripped off or pulled apart. These things easily become chokers, may cause whiplash, or break apart spewing tiny beads all over the place which leads to many tears and worries about choking toddlers.
- Spring and Fall--- a layered approach works best so we can go out in shirt sleeves, sweatshirt, and/or jacket depending on sun and wind.

## Nap/Quiet Time

**All Toddlers and Pre-school-aged children** will participate in nap/quiet time. During this time, children do not have to sleep, but we ask that they lie down or sit on their cot to rest. Each child will be supplied with a cot on which to lie down. Children must bring a small blanket and a fitted crib sheet (both labeled with your child's name). ***No sleeping bags please, as they are too large to fit into cubbies.*** Children are permitted to bring a special stuffed animal or book. All blankets, cot sheets, and stuffed animals must go home weekly (every Friday) for laundering.

## Visitation

**We have an open-door policy** at Changing Lanes Learning Center. Parents or guardians are welcome to visit at any time that they would like to. Your participation is helpful to our program and will impact your child's attitude towards school and impress upon him/her the value of education. Other members of the family may visit our center, but we would like to have notice from the parents or guardians that a visit is planned. We will also request a picture ID from our visitor. Our first priority in doing so is your child's safety.

## Birthdays

We can celebrate your child's birthday with him/her and his classmates with a special birthday food/snack that you can send to Changing Lanes the morning of your child's birthday or the morning of the weekday that is closest to the actual date of your child's birthday. **Please make sure that all products brought into the center are Peanut and Tree-Nut Free!!**

**Some popular birthday foods and snacks include:** Pizza, Cupcakes, Soft pretzels, Ice cream, Fruit Kebobs, and Yogurt parfaits

\*If you are planning a party that will take place at a location other than Changing Lanes Learning Center and you do not intend to give invitations to all students, we request that you do not distribute invitations or discuss the event at the Center. This leads to hurt feelings for children and families who are not included.

## Pictures

CLLC will take candid pictures of the children at various times during the day. Some of these pictures may be used on school websites, placed in photo albums that are viewed by prospective clients, in marketing flyers as well as in the center. Please provide email addresses for your family members to be on our digital photo email list.

## School Fundraisers

We rely on school fundraisers to help offset tuition fees in addition to purchasing items that break or need to be replaced. We prefer to have participation from all families, however, there is an opt-out fee of \$50.00 if you should choose not to participate.

## **Drop-Off and Pick-Up**

According to the updated Rules and Regulations of (DHS) Department of Human Services, and in accordance with CCIS Subsidy guidelines, no child is to be in childcare more than 10.0 hours per day. Parents must provide a drop-off and pick-up schedule that meets these guidelines

## **Parent's/Guardian's Right to Immediate Access**

**Parents/Guardians of a child** in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Changing Lanes Learning Center, 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) Changing Lanes Learning Center must be provided with a copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed.

In the absence of a court order on file with Changing Lanes Learning Center, both parents/guardians shall be afforded equal access to their child as stipulated by law. The center cannot, without a court order, limit the access of one parent/guardian by request of the other parent/guardian, regardless of the reason. If a situation presents itself where one parent/guardian does not want the other parent/guardian to have access to their child, CLLC suggests that the parent/guardian 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/guardian's right to immediate access. The Center staff members will contact the local police should a conflict arise. Once presented with a Court Order, the Center is obligated to follow the order for the entire period it is in effect. Staff members cannot at the request of anyone except the issuing judge allow a Court Order to be violated.

## **Morning Drop-Off**

**When you arrive at CLLC, you *MUST* park in the designated parking area and turn *OFF* the engine of your vehicle.**

All students should be escorted to the back entrance of the school by a parent/ guardian. He/she will be greeted by a teacher at the door.

The child will receive a temperature screening/ health check. The teacher will then check in the student using the Tadpoles app.

The student will be escorted to his/her classroom by a teacher at the school. Parents are not currently permitted to enter the facility at drop-off and pick-up due to Covid-19 restrictions.

## **Pick-up Procedures**

At the end of the day, parents or a designated adult must come to the back entrance door to pick up their child and ring the doorbell/ alert the teacher that they have arrived. A staff person will inform that student's teacher that they are ready to be picked up. The teacher(s) will collect all of the child's belongings to be sent home and escort them to the exit. The child will come to the back entrance to greet the parent at the door. CLLC staff will sign the child out of care using the Tadpoles system.

**Please be prompt. Parents will be expected to provide a pick-up time in the application. If parents are going to change from their normal routine, advance notice is required.**

## **Late Pick-Up**

**In the event your child isn't picked up by closing time at 6:00 PM and you cannot be reached, the center will contact a person listed on file. There will be no charge for the first lateness as a courtesy if advanced notice is given and you arrive before 6:15 pm. After the 15-minute grace period, fees will apply. Additionally, if future lateness's occur, you will be charged a fee. There will be a \$10.00 fee for any child picked up after 6:00pm and an additional \$20.00 added each 15 minutes thereafter.**

## Alternate Pick-up

- If someone other than the enrolling parent(s)/ guardian(s) will be picking up a child, please alert CLLC staff and/or make sure they are listed on your **EMERGENCY CONTACT FORM**.
- If an individual is listed on the **EMERGENCY CONTACT FORM** as an individual who may escort a child from the center, but has not been previously identified, a CLLC staff member may ask that he/she answer a few personal questions about that child. We will require a valid picture ID to release a child to an individual other than the enrolling parent(s)/guardian(s).
- If a non-custodial parent/guardian is not included among those persons authorized by the custodial parent/guardian to pick up a child, please inform the Director.
- If an individual arrives to pick up a child and that individual has not been previously identified by the CLLC staff, nor does their name appear on file, **WE WILL NOT RELEASE YOUR CHILD TO THEM.**
- A child may be released to an individual (not on the list) upon verbal consent of the parent/guardian. That individual will also be expected to show identification.
- Changing Lanes Learning Center will not release a child to any parent/guardian, relative or other authorized adult who appears to be impaired physically, emotionally or by the use of drugs or alcohol. Should this situation occur, another parent, guardian or emergency contact person will be contacted.

## Emergency Pick-Up

When your child starts coming to Changing Lanes Learning Center, you will need to complete an “Emergency Contact/parental Consent Form (CY-867)”. This form, when completed, informs us who we should contact if your child has an emergency and we cannot reach you. This information is required by the State of Pennsylvania.

**Please make sure that the individuals named on this form can act in your place if you cannot be reached.** They should be able to pick up your child if he or she is sick or arrange for emergency care if necessary. Your emergency contacts should be updated every 6 months. It is essential that we have current phone numbers in order to assure the safety and care of your child.

## Emergency Evacuation

**Our Emergency Operations Plan** provides for a response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- Immediate evacuation Students are evacuated to a safe area on the grounds of the facility in the event of a fire
  - In-Place Sheltering Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response
  - Evacuation Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a Relocation Facility to be determined by Norwood Borough
  - Modified operation May include cancellation, postponement, or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems that may make it unsafe for students (such as utility disruptions) but may be necessary in a variety of situations
1. The director will review the emergency plan at least annually and update the plan as needed.
  2. The director will document in writing each review and update of the emergency plan.
  3. The administrators will assure that each facility person receives training regarding the emergency plan at the time of initial employment, on an annual basis and the time of each plan update.
  4. The administrators will document the date of each training session and the names of all facility persons who received the training.
  5. The administrators will post the emergency plan in the facility at a conspicuous location.
  6. The administrators will send a copy of the emergency plan and subsequent updates to the county Emergency Management Agency.

Please listen to KYW 1060 AM for announcements relating to any of the emergency actions listed above.

***We ask that you not call Changing Lanes Learning Center during an emergency. This will keep the telephone line free to make emergency calls and to relay information.***

We (or the Norwood Borough Emergency Operations Center) will let you know that we've taken one of these protective actions. We will also phone you when we've resolved the situation and it is safe for you to pick up your child/children.

The form designating persons to pick up your child/children will be the **Emergency Contact Form** that you filled out at the time of your child's/children's enrollment. This form is used every time that your child is released. ***We specifically urge you not to attempt to make different arrangements during an emergency.*** This will only create additional confusion and divert staff from their assigned emergency duties.

## Tuition Policies and Procedures

**Tuition** is to be paid on a bi-weekly schedule in the amount agreed upon on your agreement form. It is due on **Mondays** according to the following schedule:

August 30	January 17	June 6
September 13	January 31	June 20
September 27	February 14	July 5
October 11	February 28	July 18
October 25	March 14	August 1
November 8	March 28	August 15
November 22	April 11	August 29
December 6	April 25	
December 20	May 9	
January 3	May 23	

Please speak with the administrators of Changing Lanes Learning Center if you would like to arrange an alternate payment schedule. **Regardless of the frequency schedule of tuition payments, tuition must be paid before care will be provided.**

Changing Lanes Learning Center is a CCIS certified provider. If you receive tuition assistance through CCIS, you are responsible for the co-payment assigned to you by CCIS according to the same payment schedule as non-subsidized clients.

If you are paying by check, please place your tuition payment in the wall mounted box near the entrance. If you are making your tuition payment with cash, you must make this transaction with the Director/ Assistant Director. You will be issued a receipt for cash payments only.

**PLEASE DO NOT PLACE CASH IN THE WALL MOUNTED BOX.**

Please remember that tuition is **charged even if your child is absent from Changing Lanes Learning Center, or if the center is closed.** Refunds will not be made for absences due to sickness or vacation. There is no credit given for holidays or snow days. Our program's budget is structured in accordance with the number of children enrolled. We operate with fixed income and fixed expenses and therefore tuition must be paid on the due date. In order to maintain the quality of child care at Changing Lanes, it is necessary that you adhere to all policies regarding tuition and fees.

There is a **\$10.00** fee that will be added if payment or co-payment is not submitted on or before the due date. Changing Lanes will be unable to provide care for your child/children until payment is received. If you anticipate difficulty making a tuition payment, please see an administrator to set up a special payment arrangement and a late fee will be avoided.

There will be a **\$35.00** fee for any check that is returned by the bank due to insufficient funds. After the second bounced check, tuition must be paid in cash.

## Health Appraisal

**State Regulations** require that each child submit a current medical and immunization record. Physical examinations must be completed at the time of enrollment and thereafter according to the recommended schedule for routine health supervision as referenced in the most current edition of the American Academy of Pediatrics *Guidelines for Health Supervision*.

## Health Policies

**Although we realize** that all children need care when they are ill, Changing Lanes Learning Center staff and faculty are not equipped to handle sick children. We must maintain a healthy environment for *all* of our children. We are concerned for the individual child when he/she has a contagious disease, but we are equally concerned about the continued health and safety of the other children who are in our care and the health and safety of the staff members who serve as their caregivers and teachers. The administrators of Changing Lanes will need to be notified if your child has been exposed to or has become ill with a contagious disease. When a child becomes ill while in our care, we will notify the child's parents or guardians and arrangements will need to be made for the child to leave the center. Please be assured that your child will be made comfortable by our staff until your arrival. Your complete cooperation is necessary and much appreciated. The reasons we may require a child to leave the center might be, but are not limited to:

- Fever (An oral temperature above 98.6 degrees is considered a fever)- a child needs to be fever-free for a 24-hour period without the aid of fever reducing medicines such as Tylenol or Motrin before returning to Changing Lanes Learning Center
- Deep cough, congestion, heavy nasal discharge, accompanied by a fever
- Rash with fever- 24 hours
- Earache with fever- 24 hours
- Vomiting (more than one time in the past 24 hours)
- Diarrhea- no diarrhea for 24 hours while eating a normal diet
- Head lice- Child may return after treatment
- Conjunctivitis (Pink eye)- Child may return after receiving eye drops for a 24-hour period. This is a State Health requirement and must be adhered to.
- Contagious infections- must be seen by a doctor and return with a doctor's note stating that treatment is being given or not required
- Contagious skin disorders- must be seen by a doctor and return with a doctor's note stating that treatment is being given or not required
- Symptoms of a communicable disease- will be sent home and will be required to stay home for a period of at least 24 hours unless a Physician's note states otherwise.
- Your child needs special attention because he/she is not able to participate in the program activities due to lethargy, excessive irritability, very congested, labored breathing, unable to stay awake, etc.-your child will be sent home at the discretion of the director.

## Prolonged Illness

If your child has been absent due to illness for an extended period, a physician's statement may be required before your child is permitted to return to First Friends.

**NOTE:** Keeping your child on medications, such as Tylenol or aspirin, will not prevent him/her from becoming ill. Please refrain from giving your child these medications before coming to school. Aspirin may mask a fever or a contagious illness which could be spread through your child's class. Keep in mind that if your child is well enough to come to school, your child should be well enough to participate in classroom and outdoor activities.

## Medications

The following procedures must be followed before any medication will be administered by the staff at Changing Lanes Learning Center. (Department of Human Services regulations)

- **MEDICINE LOG** must be filled out (In literature bin by the entrance)
- Prescription and non-prescription medications will be accepted in original containers **only**. Both Prescription and non-prescription medication must be accompanied by a doctor's instructions including dates that apply to administering the medication. (Please see next page regarding further information concerning dispensing over the counter medication)
- Medicine must be handed directly to a staff member
- Medicine must be labeled with the child's name, name of medication, and time and amount of medicine to be administered

## Over The Counter (OTC) Medications

Early care and education programs (including Changing Lanes Learning Center) need a note from a licensed health care provider for over the counter (OTC) and prescribed medications. Prescription medicines should include clear instructions on the pharmacy label. OTC medications need a note from a health care provider in addition to the label on the medicine container. The note must specify the name of the child and medicine, when, how much and the route to give the medicine.

Some OTC medications pose special risks. OTC cough and cold medications contain ingredients that children less than 4 years of age should not have. Ibuprofen comes in concentrated drops for infants and syrup for toddlers. Infant drops are stronger (more concentrated) than syrup for toddlers. Be careful! More medicine is in 5ml of infant drops than in 5ml of syrup for toddlers. Be sure to use the correct dose measuring device for all medications.

## **Records**

A permanent file will be maintained for your child. This file is the property of the center and is covered by the Family Education Rights and Privacy Act of 1973. Your access to the information in your child's file is guaranteed by law and we will be happy to review it with you at any scheduled conference. Personal records will not be divulged to any individual or organization without your written permission.

### **Requesting A Copy Of Paperwork From Your Child's File**

Should you need a copy of paperwork from your child's file, please submit your request in writing.

Place your written request in the clear plastic sleeve located on the outside of the office door.

A photocopy will be ready for you within 48 hours of Changing Lanes Learning Center's receipt of your written request.

Although we would like to be able to accommodate a parent/guardian's request for a photocopy on the day of the request CLLC does not employ a clerical staff and it is not possible for staff members to leave their positions as supervisors of children in classrooms or on the playground to facilitate the process of photocopying.

We hope that you understand that our #1 priority is...and must remain...the safety of the children who are entrusted into the care of CLLC.

## **Assessments/ Conferences**

**Twice yearly**, parents/guardians will receive a Child Service Report describing their child's growth and development. A Parent/Guardian/Teacher conference is offered at the time of each Child Service Report's distribution.

## Discipline

**We have a strong commitment** to providing an orderly and nurturing environment in which children will play and learn. Our approach to discipline blends safety, fairness, and consistency. We strive to provide a classroom atmosphere that promotes cooperation and harmony. We verbally clarify realistic expectations to the children. When verbal explanations are insufficient to gain a child's compliance in sharing, listening, or following rules in general, time away from the group either alone or with a teacher may be needed. This allows the child to work through his/her feelings of anger or frustration. He/she will then be guided back into the group activities as soon as behavior permits. Caregivers may not, in any way, harm a child physically, verbally, or mentally.

## Social/Emotional Screening

Children need to have the ability to successfully regulate their emotions and manage their social interactions in ways that are acceptable to others. When children exhibit social and/or emotional behaviors that are inappropriate and unacceptable to others it is essential to attempt to intervene and assist in building their emotional and social competence.

CLLC uses the *Ages & Stages Questionnaires: Social-Emotional (ASQ:SE)* screening tool to identify the need for further social-emotional behavior assessment in children. Both the parent/guardian and the child's teacher will complete the ASQ:SE independently. Because a child's behaviors often differ in Center and home settings, there may be a discrepancy in ASQ:SE scores. If either, or both, questionnaires suggest that there are concerns about a child, the parent/guardian may have their child's doctor, or another agency conduct a further examination/screening. Changing Lanes may recommend developmental and/or behavioral screening for the child through *Early Intervention, Early Childhood Mental Health Consultants*, or another behavior health resource.

## Suspensions and Expulsion

Suspensions and Expulsions are types of exclusionary practices that involve asking children to leave their classroom, program or CLLC temporarily or permanently.

- *In-school suspensions*- Practices that involve removing or excluding a child from the classroom. The child may spend time in another classroom, or he/she may spend time with the Director of CLLC. Removal from the classroom is not treated as a punishment but rather a "positive time out" and/or "cooling off period".
- *Out-of-school suspensions*- Practices that involve temporarily removing a child from Changing Lanes Learning Center. Contacting a parent/guardian during CLLC's hours of operation and asking the parent/guardian to remove their child from the Center for the remainder of the day (and on some occasions for more than one day) is considered an *out-of-school* suspension.
- *Expulsions* – Permanent removal or dismissal from Changing Lanes Learning Center.

CLLC reserves the right to suspend or expel any child who constantly exhibits misbehavior, who willfully disobeys school rules, or whose behavior towards others puts the safety of children and/or staff members in jeopardy.

**Changing Lanes Learning Center** reserves the right to expel a child from the Center for reasons such as, but not limited to:

- *Failure to pay tuition fees on time (repeat offenders may expect immediate termination without advance notice)*
- *Refusal to honor agreement regarding late fees*
- *Lack of parent/guardian cooperation*
- *Failure to complete and return required forms*
- *Failure to comply with the terms listed in the Changing Lanes Family Handbook*
- *A child is unable to adjust to the program after a reasonable amount of time*
- *Inability on the part of Changing Lanes Learning Center to meet the child's physical, emotional, social, and/or intellectual needs. The directors will consult with the parent(s)/guardian(s) concerning how any problems might be solved prior to ending the child care agreement. The parent(s) /guardian(s) may be referred to other community resources.*
- *Ongoing verbal abuse to other children or staff*
- *Intentional hitting with a hand, fist, or inanimate object*
- *Intentional pushing or grabbing*
- *Talking back to staff or cursing*
- *Intentional destruction of property*
- *Ongoing uncontrollable tantrums/angry outbursts*
- *Excessive biting/ Biting out of anger*
- *A child requires so much attention that the other children in his/her classroom are deprived of the care that they need.*

Changing Lanes Learning Center (CLLC) has received the U.S. Department of Human Services and U.S. Department of Education policy statement on Expulsion and Suspension in early childhood settings. CLLC is guided by the recommendations in this policy for setting goals and using supports to prevent and limit expulsions and suspensions. CLLC's suspension and expulsion policies were developed with respect for the belief that all young children should have the opportunity to access and remain in quality early learning programs.

The suspension or expulsion of a child's enrollment is not a decision that is taken lightly. CLLC's policies, procedures, and practices contribute to a program climate that promotes collaboration among teachers, shared problem-solving among teachers, and on-going teacher training/education to support children's behavior and performance at the Center.

Prior to suspension or expulsion of a child's enrollment, Changing Lanes staff members/teachers will act thoughtfully to communicate and address concerns relating to the children in our care. Because we believe that parents/guardians and families are our partners in promoting the well-being of their children, Center staff members/teachers will attempt to work with a family to find a solution to problems before suspension or expulsion occurs.

## **Withdrawal**

If a child needs to withdraw from Changing Lanes Learning Center, please let us know as soon as possible, at least two weeks before the change. This gives us a chance to help prepare your child for a big change. Without two weeks' notice of withdrawal, we are unable to refund paid tuition if paid in advance. If you do not give two weeks' notice to the Director prior to your child leaving you are still responsible for at least two week's tuition in addition to an early termination fee in the amount of \$300.

### **Withdrawal for children entering Kindergarten**

If your child will be entering Kindergarten in the Fall and will not be enrolled during the summer months, please notify the Director of your child's last day as soon as possible. By doing so, we can notify new families on our waiting list that a space is available to enroll their child into our program.

## **Review of Changing Lanes Policies**

1. Tuition is paid bi-weekly. Bi-weekly payments are due on Mondays. Payments must be made before child care will be provided.
2. Two weeks written notice (or two weeks tuition) must be given in advance upon withdrawing your child.
3. There will be a late payment charge, a late pick-up charge, and a charge for returned checks.
4. Changing Lanes reserves the right to terminate care and will give you a minimum of one-week notice, unless a situation arises that would deem immediate termination.
5. You are required to pay in advance of any vacations or extended absences.
6. Your canceled check will be your receipt.
7. Prescription and non-prescription medications will be accepted in original containers only. Non-prescription medications must be accompanied by a doctor's instructions including dates that apply to administering of the medication. The label on prescription medication will serve as a doctor's instructions.
8. If you have any questions or concerns during your child's enrollment at Changing Lanes, please do not hesitate to stop by the office or drop a note to the office. Your questions and concerns are important to us and all inquiries will be treated with professionalism and respect.
9. Our center is open from 7AM to 6:00 PM. The staff member that you see upon dropping your child off will not necessarily be the staff member that you see when you return for your child at the end of the day. If a staff person is not aware of a situation regarding your child, please direct your concern or question to the office and allow 24 hours for questions to be answered.
10. Do not leave your child unattended on the premises of Changing Lanes Learning Center at any time.

**IN CLOSING, WE HOPE YOUR EXPERIENCE AT CHANGING LANES LEARNING CENTER WILL BE A HAPPY AND POSITIVE CHAPTER IN THE LIFE OF YOUR CHILD. WE WELCOME YOUR SUGGESTIONS, COMMENTS, AND CRITICISMS.**

## LIST OF COMMUNITY/SCHOOL STAKEHOLDERS

Delaware County Intermediate Unit  
200 Yale Avenue  
Morton, PA 19070-1918

Early Intervention Education Center consists of services and supports designed to help families with very young children (birth – 3 years) who may have developmental delays or disabilities.

DCIU Early Intervention also has services and supports designed to help families with young children (ages 3-5) who may have developmental delays or disabilities.

DCIU Early Intervention has gone digital. They have an online referral form which will make the intake process easier, faster, and more user-friendly for families. If you have concerns about your child's development, you can fill out the online intake form at this address:

[www.dciu.org/Earlyinterventionintake](http://www.dciu.org/Earlyinterventionintake)

After filling out the online form, a representative from Early Intervention will reach out to you about the next steps.

Qualified and trained experts will then do an evaluation with your child to see if they qualify for services.

YMCA  
900 South Avenue  
Secane, PA 19018  
610-544-1080

Norwood Public Library  
Winona & Welcome Avenues  
Norwood, PA 19074  
610-534-0693

Delaware County Head Start  
4 West 8<sup>th</sup> Street  
Marcus Hook, PA 19061  
610-485-1961

Interboro Kindergarten Academy  
900 Washington Avenue  
Prospect Park, PA 19076  
610-957-5401

Pediatric Associates  
891 Baltimore Pike  
Springfield, PA 19064  
610-329-0785

PA Promise for Children  
200 N. 3<sup>rd</sup> St., 3<sup>rd</sup> floor  
Harrisburg, PA 17101  
1-717-213-2074

Children's Health Associates  
23 Chester Pike Suite 200  
Ridley Park, PA 19078  
610-521-129

If there are any additional organizations that you feel should be included on this list, please notify the Director of Changing Lanes Learning Center.

## **FREE OR LOW-COST HEALTH SERVICES AND GOVERNMENT ASSISTED CHILD CARE RESOURCES FOR YOUNG CHILDREN**

**Primary responsibility for a child's health care** always belongs to his/her parents/guardians. Because of today's rising health care costs, parents/guardians sometimes do not take the initiative to provide for preventative health care for their children. Cost must never discourage parents/guardians from obtaining necessary medical attention for their children. Health insurance is available for income-eligible children through the national State Children's Health Insurance Program (SCHIP-877-543-7669). Other free or low-cost health services and government assisted child care resources may be offered through the following agencies and organizations:

- Delaware County Head Start 610-623-3696
- Child Guidance Resource Centers 610-565-6000
- Family and Community Service of Delaware County 610-566-7540
- PA Dept of Health General Department of Health Inquiries:  
24 Hours a Day/7 Days a Week 1-877-PA-HEALTH
- Child Care Information Services 800-831-3117
- Early Intervention Education Center (birth – 3 years)  
[www.dciu.org/Earlyinterventionintake](http://www.dciu.org/Earlyinterventionintake)  
DCIU Early Intervention has gone digital. The online referral form will make the intake easy, fast, and user-friendly for families. If you have concerns about your child's development, you can fill out the online intake form. After filling out the online form, a representative from Early Intervention will reach out to you about the next steps.
- Early Intervention Education Center (3 – 5 years)  
[www.dciu.org/Earlyinterventionintake](http://www.dciu.org/Earlyinterventionintake)  
DCIU Early Intervention has gone digital. The online referral form will make the intake easy, fast, and user-friendly for families. If you have concerns about your child's development, you can fill out the online intake form. After filling out the online form, a representative will reach out to you about the next steps.

Changing Lanes Learning Center

Please sign this page and return it by the end of your child's second week.

I have read the Changing Lanes Family Handbook

And

I agree to follow the policies contained in it.

\_\_\_\_\_ Child's Name

\_\_\_\_\_  
(Parent's signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Parent's signature)

\_\_\_\_\_  
(Date)