



MILESTONES CHILD CARE CENTER

laugh, love, learn

Parent Handbook

Revised 6/2025

1130 S. Braddock Ave, Pittsburgh, PA 15218
www.milestonesccc.com

Items children need for their first day at Milestones

- Notify the center one week in advance of arrival and departure times for the child.
 - If the child is not potty trained:
 - Diapers
 - Wipes
 - Diaper Paste
 - A complete change of clothes including socks and underwear, weather appropriate for the season.
 - One small comfort item for nap/rest time to leave at the center.
 - A leak proof sippy cup or water bottle that remains at school.
 - A packed lunch.
 - All lunches should take no more than 2 minutes to prepare.
 - Lunches must be packed in:
 - A single bento box
 - **Or** “brown bag style”- everything is disposable.
- *For safety reasons, please **use only plastic or metal containers for cups, water bottles, and lunch containers.** Our floors are made of cement, and glass can shatter if dropped.**
- **Child Health Report**, signed by a licensed physician.
 - **Immunizations Records**, signed by a licensed physician.
 - **If a child is unvaccinated** due to personal beliefs, a written and signed note from a parent or guardian is required. Alternatively, if a child is unvaccinated due to medical reasons, a note must be submitted by the child's pediatrician.
 - This includes the Flu vaccination.
 - **Emergency Contact and Parent Consent Form.**
 - Children with ***severe allergies or asthma***:
 - Allergy Action Plan or Asthma Action Plan- Signed by a licensed physician.
 - **Food Allergy & Anaphylaxis Emergency Care Plan**
 - **Asthma Emergency Care Plan**, signed by a licensed physician.
 - Emergency allergy medications (ex. EpiPen) or emergency asthma inhaler. Medications need to be in box with prescription.

Statement of Purpose

Milestones Child Care offers child care and pre-school programs for children ages 18 months to 5 years old, in an environment based on individual child and family needs. Activities are designed to promote social and emotional behavior, achievement of self-help skills, development of large and small muscle control, and intellectual skills both receptive and expressive. The program is designed to provide children with feelings of success, self-confidence, personal competencies, and self-esteem.

General Information

ADMINISTRATION:

Executive Director/ Owner: Laura Minnock

Operations Director: Jodi Hollinger director@milestonesccc.com

HOURS OF OPERATION:

Milestones Child Care is open Monday through Friday from 7:30am to 5:30pm

- **Hours of operation may vary slightly due to covid and/or staffing shortages. The Director and/or Assistant Director will notify parents as soon as possible if there is a change to Milestones hours.**

The center is closed for the following Holidays/ Inservice Days:

- | | |
|---|--|
| • New Years Day | • 3 Teacher Inservice Days (listed on school calendar) |
| • Martin Luther King Day | • Labor Day |
| • Spring Break (Friday before Easter and Monday after Easter) | • Thanksgiving (Thursday & Friday) |
| • Memorial Day | • Winter Break (Christmas Eve through to New Year's Day) |
| • Summer Break (1st week of July) | |

*There is **NO reimbursement** for holidays or inservice days, with the *exception of Winter Break and Summer Break**

PROGRAMS

Programs offered at Milestones:

- **Toddlers:**
 - Yellow Room
 - Blue Room
- **Preschool**
 - Pre-K
 - Red Room

RATIOS

At Milestones Child Care, **we maintain the following staff to child ratios** in our classrooms:

<u>Age of Children</u>	<u>Minimum Ratio of Staff to Children</u>
18 months to 24 months	1 staff for every 5 children
25 months to 36 months	1 staff for every 6 children
3 years(37 months) to 5 years(61 months)	1 staff for every 10 children

LICENSING

Milestones is a private program voluntarily licensed to serve 50 children by the Pennsylvania Department of Human Services. A copy of licensing rules and regulations is available upon request and at www.dhs.pa.gov.

WEATHER- RELATED CLOSINGS

Milestones will remain open during most severe weather circumstances. The Director and/or Assistant Director will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day.

In the event that Milestones closes early or cancels care for the following day, parents will be contacted and informed of the situation via Brightwheel message. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

Families will still be charged during weather closings.

ADMISSIONS AND UPDATING ENROLLMENT RECORDS

Every September at Milestones each child must be re-enrolled. A \$200.00 non-refundable deposit is required to reserve the child's spot. The \$200.00 deposit will be applied to the child's annual activities fee in September.

- Milestones School year runs September-August.

Every Spring and Fall, Milestones completes an audit of enrollment records. At the conclusion of this audit, families will be notified if any records/forms need to be updated. Some records/forms must be updated every six to twelve months, including the *Emergency Contact, Financial Agreement, and Medical Consent form*.

- Most forms may be completed electronically; if you wish to receive a PDF version of the enrollment forms, please provide your email address to the Director and/or Assistant Director.
- In addition, any time a family's information changes such as address, phone number, place of employment or health insurance provider, a new *Emergency Contact and Medical Consent form* must be completed.

Other records must be updated throughout the year as well, such as the ***health report form***(signed by a licensed physician) and ***immunization records***. *Health Reports* are due annually for children over 24 months, children under 24 months are due every 6 months.

When visiting your child's physician for a yearly "well-child" appointment, please request a copy of your child's *health report* and most recent *immunization record*. You may bring these items in yourself, or have your physician fax them to the center. **Fax #412-371-8219**

CONFIDENTIALITY

Confidentiality is a top priority for Milestones. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. When discussing a child's activities and friends in the classroom, only first names will be used. In situations regarding behavior problems and/or Incident/Accident Reports, names of children involved will never be given to families.

TOBACCO USE

Cigarettes and smokeless tobacco products are prohibited on Milestones premises, including parking lots, sidewalks, and outdoor play areas.

AFFIDAVIT POLICY

At times families may be dealing with difficult situations at home. When legal matters are present in the home, families may need to collect affidavits for their legal team. Due to the nature of the relationship between caregivers and children, families may choose to ask Milestones Child Care staff members to provide such a statement. Our program's priority is providing the best possible care when children are away from home and our focus will remain on the children, making sure all their needs are met during what could be a difficult time at home. **Milestones Child Care staff members will not provide written statements or affidavits of a professional nature to families.**

SOCIAL MEDIA POLICY

To maintain professional boundaries and uphold the integrity of our program, staff members are not permitted to engage with families on personal social media platforms (e.g., Facebook, Instagram, TikTok, Snapchat) while their child(ren) are enrolled at Milestones Child Care Center. This includes, but is not limited to:

- Adding or accepting friend/follow requests from currently enrolled families
- Messaging or direct communication with families via personal accounts
- Commenting on or interacting with family posts that are not related to official Milestones pages
- Sharing photos or information about Milestones students or families on personal accounts

This policy is in place to protect the privacy of families, maintain professional boundaries, and ensure all communication remains appropriate and centered around the child's care and development.

OFF HOURS CHILD CARE

Milestones Child Care staff and volunteers are not permitted to care for past or present children and/or families from Milestones, during the staff members personal time. Staff members working for families in their personal time is a conflict of interest.

QUESTIONS/CONCERNS

If parents have questions or concerns, they should not hesitate to bring their concerns or questions to the attention of the teacher most directly involved or the Operations Director Jodi Hollinger at director@milestonesccc.com.

Curriculum Planning and Daily Activities

- **Creative Resources for the Early Childhood Classroom by Judy Herr**
Judy Herr, Ph.D., is Professor Emeritus of Early Childhood Education at the University of Wisconsin-Stout. Dr. Herr is a member of numerous early childhood organizations such as NAEYC, and has held leadership positions in these organizations. She is also a frequent lecturer at early childhood conferences and seminars and has published many articles and books on early childhood topics.
- **Heggerty Phonemic Awareness Early Literacy Program**
The Early Pre-K Phonological Awareness curriculum is meant for learners in our older toddler classrooms. The skills of rhyme, initial phoneme isolation, and blending are introduced. Studies have shown that phonemic awareness is a foundational skill, essential for learning to read. As students learn to identify sounds through oral and auditory activities, they become phonemically aware. Engaging in phonemic awareness instruction develops students' understanding of sounds, and that knowledge directly impacts their future spelling and writing.
- **Numberblocks Multi-Media Program**
Numberblocks is a step-by-step learning journey grouped neatly into five color-coded levels using music. Each level introduces ever greater numbers and a sequence of key topics and skills that help your child build natural number sense and a solid foundation of mathematical understanding. We added it a few years ago to our programming and have been astounded by its ability to teach essential number skills for this age group.
- **Preschool Prodigies Music Program**
Ever wonder what it takes to give children a knack for music? It's really all about meaningful play with individual notes during the critical years of auditory development. It's been linked to all kinds of cognitive, social and developmental benefits for kids.

The Operations Director and/or Assistant Director will post a monthly list of activities on the Brightwheel app. These plans contain a number of activities, designed to foster each child's physical and mental development, and the development of the group as a whole. Lesson plans may be changed in order to accommodate the children's changing interests.

Each classroom is set-up in centers, which include blocks, dramatic play, books, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and is included daily, weather permitting. Self-selection or "free-play" is a daily part of the curriculum and means a child has the opportunity to choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

If parents have any further questions regarding Milestones curriculum, they can contact the Assistant Director, Jodi Hollinger via Brightwheel or director@milestonesccc.com

DAILY SCHEDULE AND ACTIVITIES

The classroom's teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities.

Consistency from day-to-day is particularly important to the overall well-being of the children and classroom environment. Children **thrive** on consistency! Routines will be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.

FREE PLAY

"Free-play" (also called child-initiated activities, free choice, self-selection) activities are incorporated into the morning and afternoon schedule. During free-play, teachers actively participate with the children by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc. Free-play is another opportunity for a child to grow socially and cognitively through the development of relationships.

OUTDOOR PLAY

Outdoor play is incorporated into the daily schedule, weather permitting. There is less structure in an outdoor learning environment; however, staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child-directed play, children are able to choose their friends and who to interact with.

Children will go outside year-round, including winter. Only during extreme weather conditions will the children remain indoors.

It is important for parents to send their children in appropriate clothing and outerwear for the weather conditions (e.g., coat, boots, gloves, etc.). **Please clearly label all articles of clothing with your child's name.** If a child is not dressed appropriately for the weather, he or she may

have to remain inside. **Please send your child to school in closed toe shoes.** Please ask your child's teacher if you have any questions about weather-appropriate clothing.

NAP/REST TIME

Milestones has *rest time daily from 1:30pm-3:30pm*, children will not be forced to sleep but may be encouraged to lie quietly for a period of time. Children will be provided alternative quiet activities if unable to rest.

Milestones will provide one blanket for each child. Children are encouraged to bring one familiar item from home to use during nap/rest time, such as a small blanket or small stuffed animal. These items will be stored in the child's cubby or on his/her cot; there is limited space for storage of such items. **All items should be clearly labeled with the child's name, as all class laundry is required to be washed monthly.**

MULTIMEDIA

The use of multimedia in our program is an extension of the teaching and learning that takes place in our classrooms. Teachers may select movies, television shows, and computer game titles based upon weekly themes. Children are not required to view part or all of a video or television show, or to play computer games. Instead, the activity is offered as one of several centers. All multimedia must have a rating of "PG" or "E" and must possess an educational theme. Children are given limited amount of multimedia use per week.

WEAPONS/VIOLENT PLAY

- **There is a strict policy of no weapons at Milestones.** If a child brings a weapon to Milestones, the weapon should be placed out of sight and sent home the same day. The child's parents will be contacted via Brightwheel explaining Milestones policy about weapons.
- **Bullying is not considered acceptable behavior;** all efforts will be made to guide children in finding appropriate ways to interact with others.

ASSESSMENTS

Twice a year parents will receive a Developmental Assessment completed by their child's teacher via email. Parents are welcome to contact the child's teacher via Brightwheel or the center Operations Director via email at director@milestonesccc.com if they have questions or concerns regarding their child's developmental assessment. Once the parent has reviewed the assessment, they will need to sign and return the assessment to the center Director via paper copy or email. The developmental assessments are kept with the child's file.

Guidance Strategies

Every adult who cares for children has a responsibility to guide, correct, and socialize children toward appropriate behaviors. These adult actions are often called **child guidance and discipline**. *Positive guidance and discipline* are crucial because they promote children's self-

control, teach children responsibility, and help children make thoughtful choices. The more effective caregivers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior.

Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others.

However, actions that acknowledges the child's efforts and progress, no matter how slow or small, is likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation, and a good understanding of the child. Milestones staff will **only** use positive guidance techniques.

When interacting with young children, staff should ask themselves the following questions::

“Am I...”

- Validating feelings?
- Asking open ended questions?
- Encouraging problem solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children – not at them?
- Circulating throughout the classroom?
- At the child's eye level?

REASONS FOR MISBEHAVIOR

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave:

- Children want to test whether caregivers will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules, or are held to expectations that are beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry or sleepy.
- They lack accurate information and prior experience.

- They have been previously "rewarded" for their misbehavior with adult attention.

PREVENTING MISBEHAVIOR

Child misbehavior is impossible to prevent completely. Children who are usually curious and endlessly creative, are likely to do things parents and other caregivers have not expected. However, there are many positive steps caregivers can take to help prevent misbehavior:

- Set clear, consistent rules. (*e.g., walking feet; gentle touches*)
- Make certain the environment is safe and worry-free.
- Show interest in the child's activities. (*e.g., participating in activities with the children so they stay interested for longer periods*)
- Encourage self-control and independence by providing meaningful choices. (*e.g., "You may pick up the blocks or art center."*)
- Focus on the desired behavior, rather than the one to be avoided. (*e.g., "Ashley, please use gentle touches with your friends."*)
- Build children's images of themselves as trustworthy, responsible and cooperative.
- Give clear directions, one at a time.
- Say "Yes" whenever possible.
- Notice and pay attention to children when they do things right. (*e.g., "Joey is playing so nicely. I like it when you keep the blocks on the table."*)
- Encourage children often and generously.
- Set a good example. (*e.g., using a quiet voice when children should be quiet*)
- Help children see how their actions affect others.

RESPONDING TO MISBEHAVIOR

Below are strategies Milestones staff will use to respond to child misbehavior. Remember, it's always a good idea for rules to be explained fully and clearly before misbehavior occurs. Whenever possible, involve children in making the rules for the classroom.

Below are strategies Milestones staff will use to respond to child misbehavior:

- **Redirection**
This strategy should be used most frequently when working with young children. If a child is not following the rules or being uncooperative, quickly get the child's attention and introduce another activity. For example, "Kate, please help me water the flowers now. You've been riding the bike for a long time and it's now Logan's turn."

- **Logical consequences**

These are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and the consequence are directly related. For example, Andrew is standing on his chair at lunch. His teacher should remind him that if he stands on his chair, he could fall and get hurt; this will make him sad.

- **Participate in the solution**

If a child damages something, he/she needs to help in fixing it or in cleaning up. If a child causes someone distress, he/she should help in relieving that. For example, "It made Brandon very sad when you told him he wasn't your friend anymore. Please come apologize and help me make him feel better."

- **Natural consequences**

Allowing children to experience the consequences of their behavior is also called learning the hard way. For example, Sarah does not put her books back in her school bag after she finishes reading. One day she loses a book, and therefore must find a way to replace it. *Only use natural consequences when they will not endanger the child's health or safety.*

- **"Take a break" or "Thinking chair"**

In some instances, a child may need to be removed from a particular situation in which he/she has become overwhelmed or violent. The child should be directed to "take a break" or sit in the "thinking chair." This strategy gives the child a chance to calm down, regain control, and reflect quietly on his/her behavior, away from others. Once the child has calmed down, staff should talk with the child about the actions that led up to and resulted in needing a break or being sent to the calm down chair. For example, "Hannah, we have talked often about how hitting is not acceptable. But because you hit John, please leave the blocks center and go to the thinking chair. I will talk to you when you are calm and ready"

If these actions do not help in reducing or changing behavior the following will take place:

1. The Lead Teacher will report behavior and what strategies have been attempted to the Operations Director and/or Assistant Director.
2. The Operations Director and/or Assistant Director will observe the child and meet with the Lead Teacher to develop a behavior management plan.
3. The behavior management plan will be discussed with the parent and then put into practice.
4. The Operations Director and/or Assistant Director, Lead Teacher, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

If a child's behavior becomes threatening to themselves, other children, or staff members, the child will be removed from the classroom and possibly the program for a period of time.

BITING POLICY

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an **unacceptable behavior in a childcare environment.** Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration, and stress. Biting is not something to blame on children, their parents, or their teachers. There are a variety of strategies we implement at Milestones to prevent and stop biting. This is the process followed when a child bites:

- The biting child is stopped and told, **“Stop biting. Biting hurts”** in a firm voice. Staff members will remain calm, being careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. The bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.
- The parents of both children involved in the biting incident will be made aware via Brightwheel as an 'Incident Report'. Staff shall NOT provide names of other children involved in the biting incident while discussing with parents.

It is important to explore the reasons for biting when it occurs. Staff members need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are the steps the teacher will take to identify triggers and replace the behavior:

1. Staff members will examine the context in which the biting is occurring and look for patterns. The following questions should be asked:
 - Was the space too crowded?
 - Were there too few toys?
 - Was there too little to do or too much waiting?
 - Was the child who bit getting the attention and care he/she deserved at other times?
2. Staff members will change the environment, routines, or activities if necessary.

3. Staff members will work with the child who is biting to resolve conflicts and frustrations in more appropriate ways.
4. Staff members will observe the child who is biting, to get an idea of why and when they are likely to bite.
5. Staff members will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The Lead Teacher, parent and Operations Director and/or Assistant Director will meet regularly to regulate an action plan and measure outcomes.
7. If biting continues, staff members will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.
8. If biting continues after additional resources have been used, the child who is biting may be removed from the program for a period of time.

All information is confidential and names of the children involved in the biting incident are not shared between parents. In addition, biting is always reported to parents via an *Incident Report on Brightwheel.*

ROOM TRANSITIONS

Children will transition to a new classroom between the months of June- August. As the time for a transition to a new room approaches, parents will be notified by the Operations Director and/or Assistant Director regarding the child transitioning into his/her new classroom. Both the child's current and future teacher will be available to address any questions or concerns parents may have during their child's transition process.

Meals and Snacks

****Milestones Child Care is a PEANUT FREE FACILITY****

LUNCH

Parents will need to provide a packed lunch daily for their child, **lunches should take no more than 2 minutes to prepare.** Any lunch that takes more than 2 minutes to prepare, delays lunch preparation and takes attention away from the children. All lunches will be stored in one of two student refrigerators. Any food that needs to be heated, will be heated in a microwave as Milestones does not have a full kitchen. In addition **all lunches must be packed in a single bento box or all disposal items (brown paper bag).** *If a student is using a Bento box, parents are requested to not send more than one(1) reusable lunch container. This helps limit clean up time from lunch and assures families get all their lunch materials back.*

- Milestones charges \$4 for an emergency lunch.
- Every Friday Milestones orders cheese pizza for lunch. There is a \$4 fee for pizza and this must be paid in advance by Thursday.

- Staff will sit with children at the tables and supervise all mealtimes. Staff will encourage conversation by asking questions or talking about the food; good table manners should be modeled.
- Children will never be forced or bribed to eat. Children must have every food on their plate. However, if a child states that he/she does not like a particular food, they may place just a small amount (ex: one or two peas) on their plate.
- ***Please label all lunches with the child's name.***

SNACKS

Two snack's are provided during the day, one in the morning and one after nap/rest time. ***Parents are required to provide one snack per month, per child for the center (45-50 servings).*** Parents will receive a snack list via Brightwheel the first Monday of each month and can choose to send the snack via Amazon Prime or may purchase at a local store. We ask that all snacks are labeled with the child's name who brought the snack.

FOOD ALLERGIES

Milestones is a peanut free facility. Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging.

Diapers, Clothing, and Items From Home

DIAPERS

Parents must supply diapers, wipes, and diaper cream. All items must be labeled with the child's name. The classroom's Lead Teacher is responsible for contacting parents on Brightwheel when a child is running low on diapers, wipes, diaper cream, etc.

- ***Only commercially available disposable diapers or pull-ups may be used at Milestones Child Care.***
- Staff will not apply diaper cream to a child unless authorized by a parent.

PLAY CLOTHES

All children at Milestones should be in comfortable **play clothes** and **closed toe shoes**. Play is usually active and often messy; comfortable, washable clothes are important if your child is to participate fully in the program. Outdoor play is scheduled every day weather permitting, as an essential part of our planned curriculum. ***We expect all children to be dressed appropriately for both indoor and outdoor activities.***

All children occasionally get their clothes wet or have toileting accidents. Whenever this occurs, it is best to change the child into an extra set of clothing provided by the family. The child's teacher will request that a complete change of clothing, including underwear and socks to be kept at school and will need to be replenished as needed. Due to health reasons, if a child soils their underwear, it may be thrown away. **Please be sure to clearly label all items of clothing.**

ITEMS FROM HOME

- ***Parents will need to send one leak proof cup or water bottle for children to keep at the center.*** Cups/water bottles will be washed nightly and filled with water each morning.
- ***Toys, stuffed animals, or other items from home are not permitted in the classroom.*** It is often difficult for young children to share their special “treasures” with classmates. All items brought to Milestones from home must be placed in the child’s cubby during arrival. Electronic devices are not permitted at Milestones. Please clearly label all belongings brought from home. **Milestones is not responsible for lost, stolen, or damaged items.**

Exceptions to this policy:

- Children may use pacifiers during rest time. To reduce the likelihood of spreading illness, pacifiers must be kept in a child’s cubby at all other times of the day.
- Children may bring one (1) ***small*** comfort item from home for nap/rest time. The item from home must be labeled with their name and kept in the child’s cubby or on their cot.

Arrival and Departure

ARRIVAL

Milestones opens at 7:30am Monday through Friday. Parents are required to accompany their child to the front door of Milestones where a teacher is waiting to greet the child and take them to their classroom. We encourage parents to communicate with their child’s teacher, about their child’s temperament that particular day, how he/she slept the night before, etc.

- **Children cannot be dropped off after 11:30am without advance notice to Milestones.**

Most children go through periods of difficulty with separating from their parents. This is common and developmentally appropriate. Try these tips for a successful drop-off:

- **Establish a regular, predictable routine.** Whether you have a kiss and a hug and go, or help your child put his things in his cubby first, do it the same way every day. What often makes separating stressful for children is the uncertainty. If your child can predict what will happen, the separation won’t be as difficult.
- **Separate once.** If you come back into the classroom again and again, it will increase your child’s stress. Remember the moment of separation is the worst part for your child, so doing it more than once makes it more stressful for your child.
- **Be reliable.** Return when promised. Children who are picked up later than expected may have more difficulties separating. Phrase time in terms your child will understand. For example, you will be back after snack time or before nap time.

DEPARTURE

Milestones closes at 5:30pm Monday through Friday. If you will be late picking up your child, please provide us with as much notice as possible. Please note that there is a late fee for arriving after 5:30pm.

If someone we are not familiar with is to pick up your child, it is essential that you inform your child's teacher in advance of the pick-up via in person and Brightwheel message. This person must be listed as an authorized person on the Emergency Contact and Parent Consent form. Remind the authorized person that they may be asked for identification such as a driver's license to ensure your child's safety. Even if the individual has picked up before, he or she may still need identification if the teacher in charge has never met him or her.

Once you have reunited with your child and are departing, Milestones Child Care is no longer responsible for your child. For safety reasons, please do not let your child run ahead of you inside or outside of the building.

If parents do not arrive to pick up their child from the program, staff members will first try to contact the parents using all phone numbers provided on the Emergency Contact and Medical Consent form. If parents are unable to be reached, staff members will try to contact all emergency contact persons. If staff members are unable to contact emergency contact persons, the Operations Director and/or Assistant Director will be notified and she will then notify the Department of Human Services and/or the local police department.

*Late fee's are billed to a student's account via Brightwheel, when a student is picked-up after 5:30pm. The late fee's are as follows:

- 5-9 minutes late: \$5
- 10-14 minutes late: \$10
- 15-20 minutes late: \$15

Attendance

Regular attendance is strongly encouraged for the benefit of the child as well as the classroom as a whole. **If your child will be absent, please send a Brightwheel message by 9:00am** so your child's teacher may make accommodations.

If your child will be absent for an extended period of time (more than 2-3 days), the center must be notified via Brightwheel message when the absence begins and the expected date your child will return. Enrollment will be terminated if a child is absent for a period of 2 weeks or more, and no notice has been received or contact made by the family.

- There is NO make up for days missed. (absences, illness, vacations, etc)
- There is NO reimbursement for missed days. (absences, illness, vacations, etc)
- There is NO alternating and/or switching your child's contracted days
- If you need to add an additional day(s), please send a message via Brightwheel as soon as possible. The Assistant Director will see if there is availability to accommodate the additional day(s). The additional day(s) will be billed via Brightwheel.

Fees and Billing Policies

FINANCIAL AGREEMENT AND TUITION

Upon enrollment and any changes to tuition, families are provided a Fee Policy & Financial Agreement. This agreement should be carefully reviewed and checked for errors. Every June there will be a tuition increase, parents will be made aware of the tuition increase in May prior to the increase.

- Milestones requires a \$200.00 non-refundable registration fee that is due at the time of (re)enrollment. The \$200 registration fee will be credited towards the annual Activities Fee.
- Milestones requires a monthly snack fee of \$30.00, payable on the 1st of each month through Brightwheel.
- Milestones requires a 4 week written notice when a parent and/or guardian is withdrawing a student from care or wishes to change their child's enrollment status. Parents must notify the Operations Director at director@milestonesccc.com
 - **Milestones requires a 4 week notice from the date of the child's last day or the date requested for their child's new attendance schedule.**

Effective June 1, 2025, Milestones CCC will no longer accept personal checks. Payments can be made via Brightwheel using a credit card or checking account or cash.

AUTOMATIC PAYMENTS

Tuition is auto billed bi-weekly through Brightwheel one week in advanced of contracted service. Parents will receive an invoice to review before paying. Included on the invoices will be fees for emergency lunches, late fees, etc. If there are concerns regarding an invoice, please contact the Operations Director and/or Assistant Director via Brightwheel.

-A late fee will be charged to your child's account if the tuition payment is not received within 3 days of the due date.

PART-TIME ENROLLMENT

Milestones Child Care offers part-time enrollment, 2 days a week or 3 days a week. Milestones will do their best to honor part-time days requested, however days offered for part-time enrollment will be based on availability. Due to the nature of a part-time enrollment, all changes to a part-time schedule must be approved by the Operations Director and cannot be guaranteed.

LATE PICK-UP FEE

Late fee's are billed to a student's account via Brightwheel, when a student is picked-up after 5:30pm. The late fee's are as follows:

- \$1 per minute after 5:30pm
- Extended care options are available for children who need over 8.5 hours of care per day.
 - Please see current Tuition Schedule for pricing

Tuition Payment Policy

Payment Schedule

Tuition payments are due bi-weekly on Sunday for the following two weeks of care. Parents or guardians are responsible for ensuring that payments are made on time to avoid any disruptions in child care services.

Late Payment Policy

1. *Grace Period:* A grace period of three (3) days is provided after the due date. During this period, no late fees will be applied.
2. *Late Fee:* If tuition payments are not received by the end of the third day following the due date, a late fee of \$20 per week will be added to the outstanding balance.
3. *Payment Methods:* Payments can be made via:
 - Brightwheel; automatic payments are an option to avoid paying late.
 - Cash accepted in person by the Operations Director.

Consequences of Non-Payment

1. *Continued Service:* To ensure the continuation of child care services, it is imperative that tuition payments, including any applicable late fees, are paid promptly.
2. *Outstanding Balances:* Accounts that remain unpaid for more than two weeks after the due date will be reviewed, and further action may be taken, including but not limited to:
 - Suspension of child care services until the outstanding balance is paid in full.
 - Engagement of a collection agency to recover the unpaid balance.

Financial Hardship

Milestones understands that unforeseen circumstances can impact a family's ability to pay on time. If you are experiencing financial hardship, please contact our Operations Director and/or Assistant Director as soon as possible to discuss potential payment arrangements.

Contact Information

For any questions or concerns regarding this policy, please contact Jodi via *administrative message* on Brightwheel or email at director@milestonesccc.com.

By enrolling your child in Milestones Child Care, you acknowledge and agree to adhere to this tuition payment policy.

SCHOOL AGE SUMMER TUITION POLICY

If a child is enrolled in full-time child care (4 or more days per week) for the summer, families will be charged the current full-time preschool rate each week. If a child is enrolled in part-time child care (2- 3 days per week), families will be charged the current part-time preschool rate each week

- *School Age Summer Care* is only offered if there is availability in the Preschool program.

Holidays and Vacations

HOLIDAYS AND INSERVICE DAYS

The center is closed for the following holidays/ inservice days:

- New Years Day
- Martin Luther King Day
- Spring Break (Friday before Easter and Monday after Easter)
- Memorial Day
- Winter Break (Christmas Eve through to New Year's Day)
- Summer Break (1st week of July)
- 3 Teacher Inservice Days (check school calendar)
- Labor Day
- Thanksgiving (Thursday & Friday)

*There is **NO reimbursement** for holidays or inservice days.

Starting June 1, 2025, clients enrolled during Summer and Winter breaks will be charged half tuition during those breaks.

*There is **NO reimbursement** for weather related closings.

Vacations

Families are responsible for the full cost of tuition when a child is absent for a personal vacation.

There will be **no adjustments or discounts when a child is absent for a personal vacation.**

Health Policies and Procedures

ILLNESS

Our first priority at Milestones is providing a healthy, safe learning environment for all children and staff members. A child will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions but not limited to:

- **Head lice or nits** may return 24 hours after professional treatment. For home treatment students must have 2 treatments 24 hours apart, the child may return to care 24 hours after the second treatment.
- **Bed bugs** may return 48 hours after professional treatment.
- **Fever** of 100.3 or greater, until 24 hours symptom free without fever reducing medication.
- **Signs/symptoms of severe illness**, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing.
- **Diarrhea** (not associated with diet changes or medications) multiple loose or watery instances within an hour; or leaking out of diaper; accompanied with fever and or

vomiting until diarrhea stops for 24 hours.

- **Blood in stools** not explainable by dietary change, medication, or hard stools.
- **Vomiting** the child may return after vomiting has been resolved for 24 hours, medication free.
- **Persistent abdominal pain** (continues more than 2 hours) or intermittent pain associated with fever or other signs/ symptoms of illness.
- **Mouth sores** with drooling, unless a health care provider determines the sores are not contagious.
- **Rash** until a physician determines that these symptoms do not indicate a communicable disease.
- **Pink eye** (conjunctivitis) until after treatment has been initiated for 24 hours.
- **Scabies** until after treatment has been completed.
- **Tuberculosis** until a health care provider states that the child is on appropriate therapy and can attend child care.
- **Impetigo** until 24 hours after treatment has been initiated.
- **Covid-19** contact the Operations Director for current guidelines.
- **Strep throat** until 24 hours after initial antibiotic treatment and cessation of fever.
- **Chicken pox** until all sores have dried and crusted (usually 6-7 days).
- **Hand Foot and Mouth** all sores have dried and crusted and no fever for 24 hours unmedicated.
- **Pertussis(whooping cough)** until 5 days of appropriate antibiotic treatment has been completed.
- **Mumps** until 5 days after onset of gland swelling.
- **Hepatitis A virus** until 1 week after onset of illness.
- **Measles** until 4 days after onset of rash.

- **Rubella** until 6 days after onset of rash.
- **Unspecified respiratory tract illness** accompanied by another illness which requires exclusion.
- **Herpes simplex** with uncontrollable drooling.

A child who becomes ill while at Milestones must be removed from the classroom in order to limit exposure of other children and staff to communicable disease. For this reason, we ask families to make every effort to ***pick up a sick child as soon as possible***. Milestones reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed health care professional stating that the child is not contagious.

If your child is exposed to a communicable disease, parents will be notified via Brightwheel as soon as possible. If your child or anyone in your household becomes ill with a communicable disease, please notify the Operations Director and/or Assistant Director immediately. In the event a child is reported to have a communicable disease, the Operations Director will notify the Health Department.

EMERGENCY MEDICAL/ DENTAL PROCEDURE

It is important that parents complete and update, as needed, an ***Emergency Contact and Parental Consent Form***. This form contains contact information for both the parents as well as the individuals authorized to pick up the child in the event of illness or emergency. In addition, this form allows Milestones Child Care staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. **It is the responsibility of the parent to complete this form and to make corrections to this information when necessary.**

If a child becomes ill or injured after arriving at the center, the Operations Director and/or Assistant Director will attempt to contact the parents at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick up persons on the Emergency Contact & Parental Consent form will be called.

If the child requires immediate medical attention:

- The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.
- A staff member will accompany the child to the hospital, bringing the child's *physical exam, immunization records, and Emergency Contact & Parental Consent Form*.
- The Operations Director and/or Assistant Director will contact the parent(s).

HAND WASHING

Frequent hand washing with soap and running water is the most effective way to reduce and prevent the spread of illnesses commonly found in childcares such as the flu, diarrhea, and pink eye, etc. Children are encouraged to wash their hands upon arrival. Other times your child (and staff members) will be expected to wash their hands:

- Upon arrival in the classroom.
- Before eating or drinking.
- After eating.
- After using the toilet or having their diapers changed.
- After contact with bodily fluids (vomit, blood mucus).
- Before and after sensory play, including water play.
- After returning indoors from the playground.
- After handling animals.

Running water and soap must be used. Hands must be rubbed vigorously for at least 20 seconds, including the backs of hands, between fingers, under nails, and under any jewelry. A disposable paper towel should be used to dry hands and turn off faucet. Help reinforce the importance of hand washing by encouraging frequent hand washing at home as well.

If children are too young to wash their hands themselves, staff will wash the children's hands. Older children should get into the habit of hand washing to stop disease from spreading.

Remember: children will learn by watching you.

MEDICATIONS

Prescription and over-the-counter medications(OTC) must be given to a staff member in the original container, clearly labeled with the child's full name and birth date. Staff members may not administer medication to any child unless a parent has completed a ***Medication Authorization Form.***

- **OTC medications** must indicate a start date and end date, a reason for the medication, and the dosage or medication cannot be administered.
- **Prescription medications** will only be given if a doctor's note is provided with a beginning and end date. Prescription medication will only be given at the center if they are not able to be given at home. (ex. Twice daily can be administered at home. Three times per day requires a middle of the day dose and can be given at the center.)

If a child becomes ill while at Milestones and a parent requests that medication be given, ***authorization can only be given to the Operations Director.*** A Medication Authorization Form will be completed by the Operations Director and/or Assistant Director and must be signed by a parent upon pick-up.

Medications must be stored in a locked box (refrigerated medications) or in a high cabinet (non-refrigerated medications) while in use at Milestones. Unused medications must be immediately returned to the family and will not be stored at Milestones.

Medication Policy for Students with Anaphylactic Allergies

At Milestones Child Care Center, the safety and well-being of every child are our top priorities. To ensure we are equipped to handle medical emergencies, particularly for students with anaphylactic allergies, the following policy has been established:

PHYSICALS AND IMMUNIZATIONS RECORDS

Each child must have a current Health Report and Immunization Record on file at Milestones. The ***health report*** on file must be updated at least annually (every 6 months for children younger than 24 months); ***immunization records*** must be updated whenever a new immunization is received. Updated immunization records and health reports can be faxed to Milestones directly from the child's healthcare provider. **Fax # 412-371-8319**

If a child is unvaccinated due to personal beliefs, a written and signed note from a parent or guardian is required. Alternatively, if a child is unvaccinated due to medical reasons, a note must be submitted by the child's pediatrician. *This is a DHS policy not Milestones Policy.*

- This includes the Flu vaccination.

DOCUMENTATION OF ACCIDENTS/INCIDENTS

Staff members shall document **accidents and incidents** that occur at Milestones using an ***Incident Report*** on Brightwheel. If a biter breaks the skin of another child, an incident report needs to be completed for the biter as well as the child who was bitten. Milestones staff will use great detail when explaining events, but will never include other children's names. If the injury is serious, a parent needs to be contacted before pick-up. **All Accidents and Incidents must be reported to the Operations Director and/or Assistant Director.**

- Milestones staff members are not authorized to apply Neosporin to a child's injury.

DOCUMENTATION OF HEALTH INCIDENTS

Anytime a child has a **Health Incident**, staff will notify parents via Brightwheel. All parents will be notified of any communicable illnesses present in the center via Brightwheel message. **All health incidents must be reported to the Operations Director and/or Assistant Director.**

DOCUMENTATION OF ALLERGIES/ ASTHMA

A child with a **severe allergy** must have an *Allergy Action Plan* posted in a visible location in the classroom. If the allergy is food- related, an *Allergy Action Plan* must also be posted in the kitchen area. All staff working in the classroom of child with allergies must review the Allergy Action Plan to ensure understanding of emergency procedures should the child have an allergic reaction. All allergic reactions must be documented as an Incident on Brightwheel.

- **Allergy Action Plans** must be completed and signed by a licensed physician.

A child with a **asthma** must have an *Asthma Action Plan* posted in a visible location in the classroom. All staff working in the classroom of child with asthma must review the Asthma Action Plan to ensure understanding of emergency procedures should the child have an Asthma Attack. All asthmatic incidents must be documented as an Incident on Brightwheel.

- **Asthma Action Plans** must be completed and signed by a licensed physician.

MEDICATION POLICY FOR STUDENTS WITH ANAPHYLACTIC ALLERGIES

Parents and/or guardians of children with diagnosed anaphylactic allergies are required to provide the necessary emergency medication (e.g., EpiPen or similar epinephrine auto-injectors) to be kept on-site at Milestones Child Care Center. These medications must be:

- Clearly labeled with the child's name and prescription details.
- Up-to-date and not expired.
- Accompanied by a completed *Medication Authorization Form*.

Medication Accessibility

Emergency medications will be stored in the child's classroom's emergency backpack. Staff members are trained annually on the proper storage and administration of these medications.

Refusal to Provide Emergency Medication

If parents and/or guardians choose not to provide emergency medication for their child, they must sign the *Emergency Medication Waiver*, acknowledging the following:

1. *Assumption of Risk*: By refusing to provide emergency medication, the parents or guardians acknowledge that their child may be at increased risk in the event of an allergic reaction.
2. *Release of Liability*: Milestones Child Care Center and its staff are not responsible for any incidents, injuries, or medical outcomes resulting from the absence of emergency medication on-site.
3. *Emergency Protocols*: While our staff is trained in emergency response, the absence of an epinephrine auto-injector may limit our ability to provide immediate and effective treatment during a severe allergic reaction.

Emergency Response

In the event of an allergic reaction, the following steps will be taken

1. Call Emergency Services: Staff will immediately dial 911 to request medical assistance
2. Basic First Aid: Trained staff will provide basic first aid as appropriate.
3. Contact Parents or Guardians: Parents or guardians will be notified as soon as possible.

DOCUMENTATION OF SPECIAL HEALTH CARE NEEDS

An **Emergency Care Plan** will be on file for any child with special health care needs (seizures, etc). A copy of the Emergency Care Plan must be kept in the classroom emergency back-pack. All staff working in the classroom must familiarize themselves with this plan, should an emergency arise. If necessary, staff will receive training regarding a child's specific health care needs.

- **Emergency Care Plans** must be submitted by the child's licensed physician

SUNSCREEN AND INSECT REPELLANT

- Between the months of May and September, all families will be encouraged to apply **sunscreen** to their child before school. Permission must be given on Brightwheel before sunscreen will be reapplied to a child as needed throughout the day.
 - Sunscreen approval lists will be posted in all classrooms and the Teacher Supply area.
- Parents are encouraged to apply **insect repellant** to their child before arriving at Milestones for the day, as *Milestones staff is not permitted to apply insect repellant.*

Safety Policies and Procedures

MISSING OR ABDUCTED CHILD

In the event of a Missing Child, the Lead Teacher will search for the child in the immediate area, while another staff member calls the Operations Director and/or Assistant Director to help with the search.

- If the child cannot be located in a reasonable amount of time, the Operations Director and/or Assistant Director will notify the police department and parents

In the event of an Abducted Child, the Lead Teacher must **IMMEDIATELY** contact the Operations Director and/or Assistant Director, 911, and the child's parents.

DANGEROUS INTRUDER

A dangerous adult is considered someone who is displaying inappropriate or threatening behavior, carrying a weapon, or showing signs of intoxication from either drugs or alcohol. This also includes an individual that is prohibited by court order from picking up or having contact with a child.

If there is an intruder or dangerous adult in the center:

- Staff members in the immediate area will position themselves between the children and intruder/dangerous adult.
- A staff member will attempt to have the parent/intruder move to the exit, while a second staff member calls the Operations Director and/or Assistant Director to assist with the situation.
- ALL staff and children must return to their classrooms; lock all classroom doors; and sit on the floor away from doors and windows. Wait for an “All Clear” from the Operations Director and/or Assistant Director before continuing with activities.
- The Operations Director and/or Assistant Director, or a staff member designated by the Operations Director and/or Assistant Director, will contact 911.
- The Operations Director and/or Assistant Director will instruct the intruder or dangerous adult to leave the premises, maintaining visual contact with the individual until the police arrive, or until the individual leaves.

MANDATORY CHILD ABUSE REPORTERS

All Milestones staff members are **mandatory child abuse reporters**. Suspected cases of child abuse or neglect **must be reported to the Department of Human Services(DHS).**

**CHILD ABUSE OR NEGLECT HOTLINE, PA DEPT. OF HUMAN SERVICES
1-800-932-0313**

Staff members must directly report suspected incidents of child abuse or neglect to the Pennsylvania DHS and will complete all necessary paperwork. The staff member should inform the Operations Director and/or Assistant Director of the report and together decide whether or not to inform the parents of the report.

If a Milestones staff member is accused of abuse and/or neglect by a parent or co-worker, such an accusation will be reported to the Operations Director and a determination will be made whether there is reasonable cause to suspect that a child has been subjected to abuse and/or neglect. If there is reasonable cause, a report must be made to DHS. Milestones will cooperate with any DHS investigation.

SHAKEN BABY SYNDROME(ABUSIVE HEAD TRAUMA) PREVENTION POLICY

This policy is designed to prevent the possibility of abusive head trauma during care. Abusive head trauma (also referred to as Shaken Baby Syndrome) occurs in infants and young children, whose neck muscles are not well-developed and whose heads are larger relative to their bodies. As a result, they are especially susceptible to head trauma caused by any type of forceful or sudden shaking, with or without blunt impact. Damage can occur in as little as 5 seconds.

Abusive head trauma can occur in children up to 5 years of age; however, infants less than one year are at greater risk of injury. Shaken baby syndrome can lead to serious conditions including:

- Brain damage, problems with memory and attention, cerebral palsy;
- Blindness or hearing loss;
- Intellectual, speech or learning disabilities; and
- Developmental delays.

Signs and Symptoms

The signs and symptoms of shaken baby syndrome or head trauma include:

- Seizures
- Bruises
- Lack of appetite, vomiting, or difficulty sucking or swallowing
- Lack of smiling or vocalizing
- Rigidity, inability to lift the head
- Difficulty staying awake, altered consciousness
- Difficulty breathing, blue color due to lack of oxygen
- Unequal pupil size, inability to focus the eyes or track movement or Irritability.

Injury Prevention

Infant crying is normal behavior, which improves as a child ages. Caregivers should develop proactive strategies to manage stress levels and appropriate responses to a crying child. This includes being self-aware and noticing when the caregiver may become frustrated or angry. Parents/guardians, caregivers and coworkers should discuss what calming strategies are successful with a particular child at home or in the center.

Emergency Response

If a child presents any of the above symptoms or you suspect a baby has suffered abusive head trauma:

- Call 911, call the parent/guardian and inform your Operations Director and regional manager.
- Report to the appropriate child protective services agency (or law enforcement, if applicable) within 24 hours or less as required by law. See Child Abuse/Neglect and Mandated Reporting Policy and Procedure for further information.
- See Medical Emergencies-Calling 911 for additional information.

Strategies for Caregivers and Parents

A child is usually shaken out of frustration, often when the child is persistently crying or irritable. The following strategies may work some of the time; but sometimes nothing will comfort a crying child. A teacher should seek support from a coworker or center management. If a child is inconsolable on a regular basis, the Director and regional manager should be notified and determine if the right supports are in place for the child and for staff.

Do:

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

Never:

- Shake a child.
- Drop a child.
- Throw a child into the air or into a crib, chair, or car seat.
- Push a child into any object including walls, doors, and furniture.
- Strike a child's head, directly or indirectly.

Resources

In addition to any required state training, the following resources are available to parents/guardians and staff:

Websites:

Abusive Head Trauma-How to Protect Your Baby

<https://www.healthychildren.org/English/safety-prevention/at-home/Pages/Abusive-Head->

Trauma- Shaken-Baby-Syndrome.aspx

National Center on Shaken Baby Syndrome

<https://www.dontshake.org/>

ACCESS POLICY

Any person in the center who is not an owner, staff member, substitute, subcontracted staff, or volunteer who has not had a record check and approval to be involved with child care **shall not**

have unrestricted access to children for whom that person is not the parent, guardian or custodian, nor be counted in the staff to child ratio. **Unrestricted access** means that a person has contact with a child alone or is directly responsible for child care.

Persons who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Lead Teacher unless he/she delegates it to the Assistant Teacher due to a conflict of interest with the person.

Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If a staff member is unsure about the reason should contact the Director or Assistant Director to get approval for the person to be on site. If it becomes a dangerous situation, staff will follow the *Dangerous Adult Procedure*. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc., will be monitored by a paid staff member and will not be allowed to interact with children on the premises.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Pennsylvania Megan's Law:

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- Shall not be on the property of the child care center without written permission from the Director, except for the time reasonably necessary to transport the offender's own minor child to and from the center. The Director is not obligated to provide permission and must consult with their DHS licensing agent first.

WEAPONS POLICY

Milestones Child Care will not permit or tolerate the possession, display, or use of weapons by any person on school premises or vehicles. Staff members, children, and families who violate this policy may be subject to removal from the center and/or other disciplinary action. Weapons shall be taken from children and others who bring them onto Milestones premises. Violations of this policy will be reported to law enforcement agencies in accordance with law. Weapons under the control of law enforcement officials shall be exempt from this policy.

- **Definition:**
Any object which could be used to injure another person and which has no school-related purpose will be considered a weapon. An object which has a school-related purpose but which is used to threaten or inflict injury will also be considered a weapon. Weapons include, but are not limited to, knives of all types, guns, firearms, fireworks, explosives or other chemicals, and simulated (including toy) weapons.
- **Disciplinary Actions:**
A student/family may be subject to removal from the program for violating this policy.

All children must immediately return indoors when lightning is observed. Children playing under or around a tree must be immediately removed from the area.

POWER FAILURES

Staff members and children will remain in the classroom and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes. If power cannot be restored within a reasonable amount of time, the center will close and parents will be contacted to pick up their child immediately.

- Activities will resume as possible until parents arrive.