



Family Handbook 2024-2025

"Play is often talked about as if it were a relief from serious learning. But for children, play is serious learning. Play is really the work of childhood."

Fred Rogers

FAMILY HANDBOOK
ACKNOWLEDGEMENT & AGREEMENT

I acknowledge receipt of the Play & Learn Family Handbook and agree to be bound by its requirements as a condition of my child's acceptance into the program. I understand this handbook represents current policies and procedures. I will be notified of any changes or additions to the handbook.

I further agree that, if thirty days written notice of withdrawal from the program is not submitted, I will be responsible for payment for the days which my child would ordinarily be scheduled to attend during the thirty-day period.

CENTER NAME: _____

CHILD'S NAME: _____

FAMILY SIGNATURE _____ DATE _____

FAMILY 1 E-MAIL ADDRESS: _____

FAMILY 2 E-MAIL ADDRESS: _____

Please read and sign this acknowledgement form and return to your Center Director.

Play & Learn Administration

**200 Camp Hill Road Fort
Washington, PA 19034**

215-643-4142

PLAY & LEARN DIRECTORY			
LOCATION	DIRECTOR	PHONE	FAX
Abington	Natalie Brown <i>nbrown@playandlearn.com</i>	215-481-0108	215-481-0109
Ardmore	Cassandra Dudek <i>cdudek@playandlearn.com</i>	610-649-6414	610-649-6415
Bryn Mawr	Susan Feldman <i>sfeldman@playandlearn.com</i>	610-525-8007	610-525-8769
Blue Bell	Laura Kelly <i>lkelly@playandlearn.com</i>	215-646-4428	215-554-6828
Collegeville	Monica Jenkinson <i>mjenkinson@playandlearn.com</i>	610-489-7433	610-454-1560
Fort Washington Infant Toddler	Bernie Ross <i>bross@playandlearn.com</i>	215-628-0465	215-540-8181
Fort Washington Preschool	Beth Higgins <i>bhiggins@playandlearn.com</i>	215-628-4184	215-646-5430
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Lansdale	Jackie McAteer <i>jmcateer@playandlearn.com</i>	215-855-7322	215-855-7329
Norristown	Deserie Rivers <i>drivers@playandlearn.com</i>	610-278-1286	610-278-3480
Royersford	Sheema Daftari <i>sdaftari@playandlearn.com</i>	610-792-7200	610-793-1836

Dear Families,

Welcome to Play & Learn. We look forward to providing your child with the best in quality childcare and early education. Please review the information in this handbook carefully. Questions or concerns which are not addressed in the following pages may be answered by your Center Director or by calling the Play & Learn Administrative or Accounting offices at any time.

We look forward to caring for your child and welcome you to our Play & Learn family!

Sincerely,

Kimberly Follett
Chief Executive Officer

Introduction

About Us

At Play & Learn we understand that play is the path that children take to learning. We value the overwhelming research on brain development that links play to successful and lasting outcomes for children’s cognitive, social, and emotional development. Aligning with the “science of play,” we create intentional play environments and guided play experiences that set children up for both learning success (IQ) and emotional development (EQ). This evidence-based approach, delivered by an experienced and enthusiastic team of early childhood educators dedicated to working with children and families makes us who we are: An early learning community where we play with intention and grow with joy!

Organizational Structure

Play & Learn is a not-for-profit 501(c)(3) organization governed by a volunteer Board of Directors. The Play & Learn Chief Executive Officer reports to the Board of Directors and oversees the operations of the organization. The Chief Operating Officer oversees the programs at Play & Learn. Each Play & Learn Center has a Director, who manages their Center’s daily program. The Center Directors report to an assigned Regional Program Director and to the Chief Operating Officer. They are supported by the Central Administrative Team, which includes the aforementioned program management team, along with personnel in Enrollment, Accounting, Employment, and Marketing and Community Engagement.

Program Overview

With 11 locations throughout Montgomery County, Play & Learn provides year-round, high-quality care and early education for children aged six weeks through kindergarten. We offer a Department of Education licensed preschool, certified kindergarten and before and after kindergarten programs at several locations. All programs are licensed by the Department of Human Services. **Admission is open to all regardless of race, color, national origin, sex, or disability.**

Play & Learn provides management services to the Jefferson Abington Health Gerstadt Center, Montessori Children’s House schools in Blue Bell and Warminster, and Jenkintown Day Nursery in Jenkintown. For more information, please call 215-643-4142 or email admin@playandlearn.com. Play & Learn maintains an Open-Door Policy and welcomes families/guardians to visit their child.

Keystone STARS

All Play & Learn centers are currently participating in the Keystone STARS Certification Program. Keystone STARS is a four-level program in Pennsylvania to evaluate and improve the quality of childcare. The program offers Standards, Training, Assistance, Resources and Support (STARS) to childcare providers to improve and recognize achievements. For more information about the Keystone STARS Program, visit their website at www.paykeys.org.

Programs & Curriculum

Play & Learn offers a developmentally appropriate, educational curriculum for infants through kindergarten. Our programs integrate hands-on activities, imaginative play and real-life experiences which foster learning at each age level. We believe that play is work for young children, allowing them to develop a meaningful understanding of the world around them.

The Creative Curriculum®

Across the United States, teachers use The Creative Curriculum® to prepare more than a million young children for success in kindergarten and beyond. There are 38 research-based objectives that define the path teachers take with children in the classroom. The objectives cover 10 areas of development and learning:

- | | |
|-------------------|-------------------------------|
| -Social-Emotional | -Mathematics |
| -Physical | -Science & Technology |
| -Language | -Social Studies |
| -Cognitive | -The Arts |
| -Literacy | -English Language Acquisition |

Our staff, experts in early childhood development and education, observe and evaluate each child's learning, behavior, progress, and adjustments. Through encouragement, staff help each child develop his/her own pattern of interest and talents.

The Creative Curriculum® for Infants, Toddlers & Twos

The Creative Curriculum® for Infants, Toddlers & Twos helps caregivers and teachers provide care and experiences that are nurturing, consistent, and loving and that will help your child flourish.

The Creative Curriculum® for Infants, Toddlers & Twos will guide your child's caregivers and teachers in creating a classroom environment filled with responsive daily routines and meaningful, individualized experiences that nurture your child's learning and development.

The routines will be familiar to you: hellos and goodbyes, diapering and toileting, eating and mealtimes, sleeping and nap time, and getting dressed. These routines are an important part of your child's day, ensuring that they are consistent, and nurturing will help your child build trust and form the positive relationships with his or her teachers that are the foundation for learning.

In addition to daily routines, The Creative Curriculum® for Infants, Toddlers & Twos will support your child's caregiver or teacher every day as she engages your child in meaningful experiences, such as playing with toys, enjoying books and stories, creating art, and going outdoors. It will help your child's teacher observe what your child does and select materials that match your child's growing abilities and interests.

The Creative Curriculum® for Preschool

The Creative Curriculum® for Preschool will fill your child's day with rich learning experiences rooted in exploration, discovery, and play.

Constructive and purposeful play is essential for children's learning, encouraging discovery and exploration and supporting children's academic growth. When children play, they acquire language, learn to solve problems, learn to control their behavior and feelings, and explore social roles. They learn about themselves, other people, their community, other communities, and the world around them. They find joy in learning.

The Creative Curriculum® for Preschool is a comprehensive, research-based curriculum that features exploration and play as a way of learning. It helps our teacher create a high-quality learning environment for the children in our care.

Through studies, which are hands-on project-based investigations, The Creative Curriculum® for Preschool helps teachers build children's confidence, creativity, and critical thinking skills – setting them up for success no matter where life leads them.

Family Involvement is Important!

When teaching and caring for your child, we value your involvement, because a meaningful partnership with you helps our program to respond positively to your concerns and encourage mutual trust and confidence. Our partnership with you plays an enormous role in how your child experiences our program and what he or she will gain from the experience.

All materials and equipment purchased by Play & Learn are Play & Learn's property. All materials and equipment purchased through the PA Department of Education are property of the PA Department of Education and are on loan to Play & Learn in accordance with the Pennsylvania Public School Code of 1949.

School-Age Program

The Kindergarten Plus (Before & After Kindergarten) provides enrichment programming for children who attend public or private half-day kindergarten elsewhere.

The Kindergarten Plus program provides a safe and supervised place for children to enjoy indoor and outdoor sports and games, homework help, arts and crafts, science and nature projects, cooking and more. Check with your Center Director regarding availability for your location.

Curriculum Enhancements (Enrichment)

Play & Learn offers several enhancements to the daily routines of our children. The Caterpillars will participate in music as part of their program. Butterflies will participate in music and gym classes. The Explorers and Adventurers will participate in gym and classes in fine arts as part of their programs to promote hand-eye coordination, fine and gross motor skills, self-regulation,

social-emotional and language development. Additional in-house experiences will include classes in science, music, fine art, drama, theater and more.

Summer Camp

Each summer, Play & Learn offers a 10-week summer program that runs from mid-June through August. From arts and crafts to picnics, water play and special events, children will get to experience the wonders of a summer vacation close to home. Play & Learn offers flexible scheduling, allowing parents to take advantage of family vacations and time off from work. You can enroll your child for the entire summer, or just specific weeks or hours. The summer camp program is for children ages 2-6 years.

Back-Up Emergency Care Program

*Back-up Care is temporarily unavailable.

Play & Learn also has a Back-Up Child Care Program, providing temporary placement for families seeking as-needed drop-in care. The Back-Up Child Care Program has a separate enrollment process. This program can be used in a variety of situations which may include a sick caregiver, business travel, doctor's appointments, or any disruption in childcare arrangements. Please call the enrollment department for pricing at 215-642-4142.

*Back-Up Emergency Care is not available at the Abington Center.

Enrichment Fundraising

Proceeds from Enrichment Fundraising support your child's movement, music, art and in-house programs. Fundraising activities include:

Mabel's Labels (mabelslabels.com)

This year-round fundraiser offers families a chance to purchase personalized labels for their children's belongings...bottles, bags, clothing, etc. Watch for more information coming from your Director at the start of the school year to purchase items, with 20% of proceeds going back to the Center.

Family Dine-Outs

Throughout the year, your Director will invite you to dine-out events at local restaurants and businesses, with a portion of all proceeds coming back to Play & Learn to support enrichment and in-house activities.

*Your specific location may participate in additional events, such as holiday shops, candy sales and spring bulb fundraisers, etc.

Family Events

During the course of the year, each center will host a variety of family events. These events may include Back to School Night, Hauntless House, Trunk or Treat, family informational workshops, holiday celebrations, graduation, picnics, school dances and a variety of other events designed to create a sense of community.

Enrollment

Enrolling Your Child

Once you have visited the program and the Center Director has confirmed there is space available for your child, she will provide you with an application and other enrollment forms. The Director will also give you a Child Profile Book, which provides us with detailed information about your child. If your child has special needs, please discuss this prior to enrollment, to assure that the needs can be managed within our classrooms.

If you are seeking enrollment within 60 days and there is an opening, the Director will set an entrance date. If there is no opening or if the start date is more than 60 days from the application, you will be placed on a list for future enrollment.

When a particular room becomes full, Play & Learn will form a waiting list for that room. Placement on the waiting list will be based on the date of application. When the Director receives notice that an opening will occur in the group, she will refer to the waiting list for that group to determine the first eligible family. The family may either:

- Agree to start on date opening occurs
- Agree to begin payments as of that date to hold their child's spot, or
- Decide to postpone enrollment.

When enrollment is postponed, the date of application will be changed to the current date, which may result in a move down on the waiting list.

To reserve your child's spot, return the completed application forms to the Play & Learn Center Director or the Administrative Office. Along with the paperwork, the following fees should accompany your application:

- \$65.00 non-refundable per family registration fee. Upon receipt of the fee, your child will receive a free Play & Learn t-shirt or infant onesie. Children re-entering the program within two years of the original entrance date and siblings of current children do not need to pay a \$65.00 registration fee.
- Deposit: If entrance date is 60 days or less, 4 weeks of tuition is due (2 weeks non-refundable).
- Deposit: If entrance date is 61 days or more, \$85.00 non-refundable deposit is due. In addition, you will receive a bill requesting one month of tuition 60 days prior to entrance (2 weeks non-refundable).

Any deposit paid will be credited to your first bill. Following registration, an agreement noting the payment policies and tuition for your child will be mailed to you. This form must be signed and returned to the Administrative Office prior to entrance. The original will be returned to you.

The Abington Gerstadt Play & Learn Center prioritizes enrollment for Jefferson Abington Health employees and affiliates. The Abington Gerstadt Play & Learn Center may not accept community enrollment from time to time in order to maintain spaces for AJH families. When this occurs, all community families will be placed on a waitlist for future openings.

Enrollment Paperwork

Prior to your child's first day in the program, we must receive the following:

1. Emergency Form including Photo Release
2. Medical Form/Immunization Record
3. Completed Child Profile Book
4. Civil Rights Compliance Parent Awareness Form
5. Agreement
6. First Month's Tuition Payment
7. Family Handbook Acknowledgement
8. Child and Adult Care Food Program Form.
9. Emergency Plan Letter
10. IEP/IFSP, if applicable

According to state regulations, emergency contact forms and agreements must be updated every six months.

Sibling Enrollment

In addition to the enrollment procedures previously listed, to reserve your child's spot, return the completed sibling application and enrollment forms to the Play & Learn Center Director or the Administrative Office. Along with the paperwork, the following fees should accompany your application:

- Deposit: If entrance date is 60 days or less, a \$100 non-refundable tuition deposit and up to 4 weeks of tuition is due (2 weeks non-refundable).
- Deposit: If entrance date is 61 days or more, a \$100 non-refundable tuition deposit is due. In addition, you will receive a bill requesting one month of tuition 60 days prior to entrance (2 weeks non-refundable).

Any deposit paid will be credited to our first bill. Following registration, and agreement noting the payment policies and tuition for your child will be mailed to you. This form must be signed and returned to the Administrative Office prior to entrance. The original will be returned to you.

“Getting to Know You” Meeting

The “Getting to Know You” meeting is offered between the Director, Teacher, and the families to create a partnership between the teacher and parent and to discuss the child’s learning opportunities in the program before or at the time of entrance to the program.

Special Needs

If your child is an individual who has or is at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also requires health and related services of a type or amount beyond that required by children generally, the center should have an up-to-date Routine and Emergent Care Plan on file. This plan must be completed by the child’s primary health care provider with input from parents/guardians. Please inquire with the Director and provide such documents so reasonable accommodation can be provided.

Early Intervention

If any early intervention services are provided for your child, it is required that you give the IEP or IFSP documentation to your Center Director. This information will be confidential and will assist in providing an appropriate program. The Center Director may also request an evaluation for your child if a need becomes apparent.

Inclusion

Play & Learn is committed to providing a learning environment where all children are included. Staff will work with families and the child’s multi-disciplinary team to make any necessary accommodation for children who enter the program with documented care plans for IFSP/IEP’s. The Center Director will go over the *Voluntary Authorization to Release Information*, *Service Provider Handbook*, and *Permission to be Supervised by Service Provider* forms with families during enrollment. We will set up an introductory meeting or phone conference with the child’s service provider(s) to discuss the individualized service/treatment plan goals, prior to the child’s start date, or within the child’s first 30 days of enrollment. Parents/caregivers will be encouraged to take part in the meeting. A plan for ongoing communication between the home, service provider and childcare provider will be discussed during the meeting.

Children who may have undiagnosed or undocumented needs will be referred to the appropriate community service provider for further consultation once screenings and observations have been discussed with the child’s family.

Day-To-Day Care

Your Child's First Day

Your child's first day in a new program can be a stressful time for everyone. We recommend meeting with your Center Director one week prior to your child's first day to review your child's enrollment, meet with the staff, and drop off supplies. This is a good time to review the Child Profile book with the Director and staff. On the first day, plan your arrival to allow extra minutes of transition time. Feel free to call the Center at any time to check on your child's adjustment and to assist the staff in further understanding your child's needs.

Daily Routine

Play & Learn is open from 6:30 AM to 6:00 PM (Abington Gerstadt Center is open from 6:15 AM to 6:30 PM). Upon arrival, check in on the Procure kiosk, bring your child and belongings to their classroom and check in with the staff. To keep you informed, each group posts a schedule of daily activities. **All children should arrive by 9:00 AM.** Family parking is for drop-off and pick-up only and is limited to 15 minutes.

When leaving at the end of the day, check out on the Procure kiosk, check your child's cubby/mailbox for messages, children's artwork, or soiled clothing. Please replenish supplies the next day. Make sure to check in with the staff to be checked out of Tadpole to receive daily reports. **Remember, you are required to sign your child in and out each day on the Procure kiosk.**

You are responsible for your child until you sign your child into his/her classroom and after signing him/her out at the end of the day. Be sure to watch your child in the hallways and parking lot. Please do not allow your child to play in rooms that are empty at the end of the day.

Nap Time

An optional nap time is provided daily. Infants nap on an as-needed basis or according to the schedule you provide. For children who are non-nappers, a variety of quiet activities are offered.

Daily Outdoor Play

Your child should have comfortable, washable, and weather appropriate clothing and footwear **at all times.** We go outside year-round. Please check with your child's teacher for any additional clothing your child may need. Please make sure your child always has two sets of extra clothing in his cubby in case of emergency.

Children are expected to go outside according to Keystone STARS PA Position Statement when:

- The forecast temperature/wind chill are above 25°,
- The forecast temperature/heat index is less than 90°,
- There is no precipitation falling, and

- There is no current air quality alert.

Breakfast

Breakfast may be brought from home until 8:00 AM. **Children arriving after 8:00 AM should be fed at home.** Infants are fed on an as-needed basis or according to the schedule you provide.

Snacks

Play & Learn participates in the Child and Adult Care Food Program (CACFP), a program that assists in providing healthy, balanced snacks in accordance with nutritional requirements under the Department of Education.

Families are required to complete a CACFP Enrollment form and encouraged to complete an Income Eligibility Form for each infant/child. Infants up to 12 months of age will need an Income Enrollment Form. Infants are provided with formula, and developmentally appropriate foods when they are ready to accept them. Toddlers, preschoolers, and kindergartners will be provided with a nutritious mid-morning and mid-afternoon snack.

The monthly snack calendar is posted in your child's classroom. A new Child and Adult Care Food Program Enrollment Form as well as the Income Eligibility Form is encouraged to be completed annually in **October** for each child enrolled in the program.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, **religion**, sex, **gender identity (including gender expression)**, **sexual orientation**, disability, age, **marital status**, **family/parental status**, **income derived from a public assistance program**, **political beliefs**, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (**not all bases apply to all programs**). **Remedies and complaint filing deadlines vary by program or incident.**

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or **USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.**

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov

Lunch

We recommend cold packs be placed in your child's lunch box to keep items cold and fresh. Lunches that require refrigeration should be labeled and put into the refrigerator by families upon arrival. For safety reasons, no glass containers, bottles, or thermoses are allowed. Microwaves are available in each classroom for food that needs to be reheated. Our centers offer an optional lunch program. Lunches are offered for \$5.00, 3 to 5 days a week. Simply sign up for lunch on the "bill me" form in the classroom and your account will be billed \$5.00 for each lunch that you sign up for. Please see your Center Directors for details. **We do not accept cash for lunch.**

Play & Learn provides daily lunch for older toddlers, preschoolers and kindergartners at the Norristown Center. A menu is available in the center. If your child doesn't care for the items on the menu, please provide a lunch from home.

Food Safety

Play & Learn Centers are NUT FREE (includes tree nuts & peanuts). Due to the seriousness of this allergy, no foods containing peanut/tree nut products may be brought into the building. Visit www.snacksafely.com for a suggested list of peanut-free products.

Birthday Celebrations

At Play & Learn, we do more than provide healthy food at snack time and lunch time. We teach children the importance of making healthy food choices themselves. We ask that in celebrating your child's birthday with his or her classmates, you consider alternatives to cupcakes, cookies, and cake. Please remember in making your treat choices that we are a peanut and tree nut free organization.

Transitions to a New Class & Toilet Training

Group or classroom moves are made according to your child's age, development, and space availability. The Director will determine the appropriate placement for all children at the center. Your director will notify you in advance when your child is ready to move and provide time for your child to visit and transition to his or her new group. A "Transition Meeting" can be scheduled to meet with your child's new teachers. In order to receive a preschool level fee, children must be three years old as of September and be toilet trained. A toilet-trained child wears "big boy" or "big girl" underpants and can use the toilet independently without adult prompting for a period of three months. A non-toilet trained child may move to a preschool class; however, the level 3 fee will be charged until independent toilet training is achieved.

Discipline

We strive to create a positive and supportive play and learning environment. At times, limits must be set for the safety and welfare of each child. Children are redirected or gently removed from any problem situation. Staff members give choices and positive alternatives rather than punish negative behaviors. Physical punishment is unacceptable as a means of discipline at Play & Learn.

Suspension/Expulsion

Challenging Behaviors, Prevention, Suspension and Expulsion

We believe that all domains of learning are supported during play and through strong, positive, interactions with adults. Promoting healthy social and emotional development, including self-control, is one of the fundamental preventative responsibilities of our program. The early years are a critical time for children to learn to control their thoughts, feelings, attention, impulses, and behavior. They are learning how to get along with others and how to be a friend. We know that when children are given the opportunities and support to develop self-control and other social and emotional skills, it gives them the foundation needed for academic success. We support this development and prevent and reduce the potential need for suspension or expulsion through:

Our Environment

- We provide children with materials and engage them in activities that are age appropriate.
- We develop routines that meet the needs of young children and avoid long periods of wait time.
- We are flexible in our schedule and follow the interests and needs of the children.
- We regularly observe the environment and the children as they interact in it to ensure it promotes healthy social interactions.

Our Teachers

- Work to develop a relationship with each child.
- Encourage peer relationships by creating social opportunities and working with children to resolve conflict.
- Always speak to children in a calm tone.
- Put words to children's emotions.
- Use social stories with young children to teach healthy social skills.
- Strive to serve individual needs while ensuring the safety of all children.
- Partner with families and social and emotional experts and other multidisciplinary team members to ensure a child's success.

Our Children

- Learn how to handle conflict in a healthy manner (using appropriate words and not hands).
- Develop skills to help them control their behavior and regulate their emotions.

Our Families

- Work in partnership with us by proactively sharing with teachers information that is helpful to supporting social-emotional development in their child (such as "he did not get sleep last night due to teething", or "she is having increased tantrums right now because we are in the middle of moving and home life is off routine").
- Work in partnership with us in the referral process for additional supports, if behaviors interfere with the child's or his/her peer's ability to learn and fully engage in the curriculum and learning experiences.

While Play & Learn is fully committed to providing the access to inclusive services for all children, the successful inclusion for children with challenging behaviors also requires working in partnership with the family in a referral process to receive services and supports to address the challenging behaviors. As early childhood educators, we know that as children are learning new skills, children will experience behaviors from time to time and it is our job to respond and teach as children need more time, support, and practice to develop their social and emotional skills.

Challenging behaviors that require referrals are defined as behaviors with high levels of frequency, duration, aggression and/or isolation that disrupt the learning environment, are serious safety concerns AND typical supportive classroom strategies are ineffective in modifying or improving the behavior. When such serious concerns arise, we will partner with families to implement the following:

Share documentation of the behavior concerns and ask for input on strategies that are being used at home to address the behaviors.

- Work to collect data to assess the level of frequency, duration, aggression, etc. so we can keep the family informed, develop some internal individual behavior strategies, and be prepared should there be a potential need for referral to community

- behavioral health or early intervention.
- Work in partnership with the family throughout the referral and evaluation process to obtain the necessary services to support successful inclusion (this includes but is not limited to referrals to Infant Child Mental Health Coaches, and/or community behavior health services, and/or to early intervention when the child also has an IFSP or IEP).
 - On rare occasions, we may work with families to seek the best care for their child if all parties agree that our program can no longer meet the needs of an individual child.

It is our goal to successfully include all children in our classroom communities and it is rare that we suspend or expel children for any reason. As a program that is partially funded through subsidized childcare, Infant Toddler Contracted Slots and PreK Counts, we are regulated by the Office of Child Development (OCDEL) and the Department of Human Services. It is important for families to understand that in accordance with OCDEL's Policy on the Reduction of Suspension and Expulsion, if we are unable to partner together on accessing the services needed to support the safety of the classroom and are considering suspension or expulsion, our program will need to refer the family and alert OCDEL as part of the process.

Dismissal

For various reasons, some children may have difficulty adjusting to the childcare environment. In such cases, and in the best interest of your child, Play & Learn may ask that you withdraw your child. If this should occur, you will be given one week's notice in order to make alternative childcare arrangements. At rare times a family may disagree with Play & Learn's policies and procedures. If disagreements cannot be resolved, a family may be terminated from the program.

Biting Policy

As your child grows into a toddler, he or she may encounter incidents regarding biting. This behavior is very common among toddlers and even preschoolers. Biting incidents are managed within the classrooms and a plan of action is developed and communicated to both families.

Children's names are kept confidential. We make every effort to extinguish the behavior and to protect the children in the classroom.

Supplies

To help us care for your child's possessions, it is incredibly important that all items brought to the center are labeled with your child's name. Please mark all items and clothing with indelible marker or name tags. Check out Mabel's Labels (mabelslabels.com) for convenient labeling and that also helps you fundraise for the center.

Please wash linens and blankets each weekend. Personal toys and games are discouraged at the centers. Except for "Show and Tell" days Special books that can be read at circle time are always welcome. Play & Learn cannot be responsible for lost, stolen, or damaged personal items.

Your child will need the following supplies:

Infants		
Breast Milk or Formula (infants should be adjusted to bottle feeding)	Plastic bottles (taken home and cleaned daily) for each feeding	Multiple bibs and burp cloths
Diapers, baby wipes and creams	Minimum 3 changes of clothing	Minimum 2 fitted crib sheets (Sleep sack is fine without sleeves)
Milk, juice or water (if cup training)	Spill-proof cup	Teething toys & pacifier (if used)
A menu of foods to be eaten, time, and Quantity	Meals/Snacks, small packages of extra snacks	Plastic containers to store baby food. May indicate in Tadpole daily

Toddlers		
Diapers, baby wipes and creams/Training Pants (if potty training)	1 fitted crib sheet/1 child-size blanket or child sized sleeping bag	2+ sets of clothing for change and labeled
Lunch and beverage	Milk, juice or water in a spill-proof cup	

Preschool and Kindergarten Children		
Lunch and beverage	Change of clothing (season appropriate)	Plastic art smock
1 child-size blanket or child sized sleeping bag in a labeled plastic bag		

Financial

Tuition

Tuition is determined by the child's age and according to the center's fee schedule:

Level 1 (age 6 weeks)

Level 2 (age 14 months as of 9/24)

Level 3 (age 24 months as of 9/24)

Preschool (3 years and toilet trained as of 9/24)

Kindergarten (age determined by home school district kindergarten eligibility)

Play & Learn's fees are reviewed on an annual basis. Annual fee schedules are provided in mid-January. **Changes in tuition are reflected in the February bills.** Abington Gerstadt Center fee schedules are provided in mid-August. **Changes in Abington tuition are reflected in the September bills.**

Billing & Payments

Your bill will be determined based on your child's schedule and age level. You may contract for a regular schedule and with the Director's approval, add hours/days on a non-contracted basis. Billing occurs monthly for all families.

The bill is calculated by multiplying the weekly rate by 4.33 average weeks per month (this is the same as weekly rate x 52 weeks and divided by 12 monthly payments). Payments are due in advance of service on the 25th of the preceding month. Any payments not received by the 30th of each month will be charged a \$15 late fee. Families requiring a different payment schedule should contact the Accounting Office.

Methods of Payment

Play & Learn tuition may be paid by the following methods:

1. Tuition Express: Automatic withdraw by credit card or bank account.
2. Tuition Express (Point of Sale): Free online payment portal.
3. Check: Monthly bills will be e-mailed. A mailed statement can be provided at your request. Payments made by check may be placed in the box at your Center or mailed to the Administrative Office. A charge of \$35 will be added for any checks returned by the bank.

Please direct any questions regarding tuition or billing to the Accounting Office: 215-643-4218, ext. 2117.

Other Fees

	Date Due
Fall Activity Fee Level 2	\$50 (September)
Fall Activity Fee Level 3, PS, K	\$80 (September)
Summer Activity Fee Level 2	\$50 (June)
Summer activity Fee Level 3, PS, K	\$55 (June)
Annual Family Registration	\$25 (September)
Book Fee (Kindergarten)	\$30 (September)

An insurance fee is included in your registration and is billed annually. This annual insurance fee covers any co-pays, medications and doctor's visits for medical/dental injuries that may occur at the center. It can also be the primary insurance for these injuries. More details are available through the Accounting Office which you can reach by phone at 215-643-4218 or by email at accounting@playandlearn.com for questions regarding billing or tuition.

Late Pick Up

If you will be late picking up your child, you must call the Center to inform the staff. If you do not contact the center by 6pm (6:30pm at the Abington Gerstadt Center), the Emergency Contact List of persons to whom your child can be released will be called. If by 6:30pm (7pm at the Abington Gerstadt Center) we are unable to reach you or your Emergency Contacts, the local police department will be notified. You will be charged \$10 for each 5 minutes (or portion of 5 minutes) that you are late. Late fee payments are due in your next tuition payment. **Frequent late pickups (3 or more in one-month period) may result in termination from the program.**

Extra Hours

If you require extra time beyond your regular schedule, you will be billed on a non-contracted hourly basis. Any portion of an hour will be billed as one full hour, and the time should be approved by the Director. For example, if you are scheduled from 9:00am-12pm and you stay until 12:30pm, you will be billed for the full hour up until 1:00pm. Subsidized children may not attend more hours than approved by ELRC.

Tuition Discounts & Financial Assistance

Play & Learn offers the following discounts and financial assistance plans to all enrolled families. Discounts are offered on monthly contracted services and not on additional services.

1. **Jefferson Abington Health:** Jefferson Abington Health, Thomas Jefferson University Hospital employees, Einstein Hospital employees as well as Jefferson University College of Nursing students receive a discount on tuition at all Play & Learn centers. In addition, they receive priority enrollment at the Abington Gerstadt Center. To receive the discount, families must provide their employee number.
2. **Sibling Discount:** When one or more siblings enroll, a 10% discount (5% discount at Abington Gerstadt Center) will be given on the lowest tuition. A minimum contracted schedule of 25 hours per week for each child is required to be eligible for this discount.
3. **Pre-Payment Discount:** Families who pay 6 months in advance will receive a 1% tuition discount for their pre-payment.
4. **Community Partner Discounts:** To find out if your company receives a Community Partner discount, contact our Administrative Office at 215-643-4142 or visit www.playandlearn.com. **Community partner discount valid for one child per family only. One discount per family. Other restrictions may apply*

5. **Military Discount:** Military families receive a 25% tuition discount at all centers. *Military discount valid for one child per family only. Cannot combine with other Community Partner discounts or with Jefferson Abington Health/Einstein Hospital discount. Other restrictions apply.*
6. **Subsidized Care:** Early Learning Resource Center (ELRC), formerly CCIS, is accepted for qualified families. Information is available from the Accounting Office. In addition to the Copay set by the ELRC, ELRC families pay 50% of the activity fee on page 18.
7. **Granny Scholarship Fund:** Play & Learn's Granny Fund is available for tuition assistance. See your Center Director for eligibility and application information. For more information, see page 32

Schedules

Schedule Changes

The Center Director must approve any schedule changes. During the re-enrollment process each Spring, you may make changes to your child's schedule. Other modifications can be made with 30 days' written notice.

Two additional schedule changes can be made based on availability from September to August. An administration fee of \$15 will be charged for additional changes during the year.

Part-Time Schedules

When a child is enrolled for less than five days a week, the schedule will be arranged accordingly to availability in the classroom. Part-time schedules are set and do not vary from week to week, additional days may be purchased at the non-contracted rate. Due to staffing and enrollment, days may not be switched at any time. To meet the needs of some families, we try to offer as much flexibility in scheduling as possible.

Calendar Schedule

Guidelines for families with calendar schedules are as follows:

1. Calendars must be submitted 60 days in advance of service. Any exceptions must be requested and approved by the Center Director. Any calendar not received 30 days prior to the month of service will be billed a \$50 late fee. Ex. October calendars are due September 1st.
2. Calendars are to be turned into the Center Director where it will be approved dependent on space availability. If space is not available, the Center Director will promptly notify you.
3. You will be billed according to the submitted schedule with payment due by the 25th of the preceding month of service. Billing is based on your submitted schedule according to the Play & Learn fee sheet.
4. Families who submit schedules later than 60 days prior to service must pay the \$50 late fee and provide a payment of \$500 per child, due by the 15th of the month preceding service. Any difference between \$500 and the actual schedule will be credited or charged to their account with any balance due immediately. Any payment not received by the 30th is subject to a \$15 late charge.

5. All Play & Learn families will be charged a \$13 monthly fee for the convenience of calendar care scheduling. Abington Jefferson Health employees and affiliates will be charged an \$11 monthly fee for calendar care scheduling. *NOTE: Calendar care scheduling is not available for Abington Gerstadt Center community families.
6. A **Non-refundable deposit** (equal to the average of 3 months of prior calendar billing) will be required if you choose to take a leave of absence greater than one month or do not need care during a particular month. A 30-day written notice with your expected return date is required. If you are unable to provide a return date, we cannot hold a spot and termination is recommended.

Holidays, Sick, Emergency & Vacation Days

Full fees are due for Holidays, Emergency, Weather and In-Service Days, up to a maximum of 15 days per year. Full payment is also due for all absences, including those due to sickness, weather, and non-weather emergencies. These fees must be paid to ensure a continuing place for your child.

1. **Holidays:** Play & Learn is closed for the following holidays: Labor Day, Thanksgiving Day and the day after, Christmas Day, New Year's Day, Martin Luther King, Jr. Day, Good Friday, Memorial Day and Independence Day. (If the holiday falls on a weekend, Play & Learn is closed the Friday before or Monday after the holiday. Refer to the yearly calendar for all center closings. Abington Gerstadt Center will remain open for Abington Jefferson Health employees, Jefferson Health employees and Jefferson Health affiliate employees on Martin Luther King, Jr. Day, Good Friday and the day after Thanksgiving.
2. **Sick Days:** Please contact the Center any day your child will be absent. If your child is absent for 3 days or longer, **a doctor's note is required before they can return to the center.** Families who do not contact their center for five consecutive days may be terminated from the program.
3. **Emergency Days:** We make every effort to remain open. However, in the event of severe weather, power outages, or other emergencies, Play & Learn Centers may find it necessary to delay opening or to close. Tune in to 6 ABC or KYW for your center's closing number.

6 ABC and KYW offer families the option to sign up for email and text alerts for school closings through their websites as well. The school closing numbers are as follows:

Abington	3000	Bryn Mawr	3370	Fort Wash PS	3342	Norristown	3333
Ardmore	3001	Collegeville	3317	Hatboro	3380	Royersford	3329
Blue Bell	3130	Fort Wash IT	3393	Lansdale	3126		

If we must close early or not open the center due to inclement weather or other non-emergencies, families are notified by Tadpoles messaging, phone and/or email. If the center closes early, children must be picked up before or no later than the early dismissal time. A late fee of \$10 for every 15 minutes will be charged if your child is not picked up by the designated early dismissal time.

4. **Vacation:** Play & Learn offers a generous vacation credit policy. Full-time children receive an annual maximum vacation or planned absence credit of 15 days, which must be taken in five or more consecutive days. Part-time children receive vacation credit equivalent to 3 weeks of their regular part-time vacation credit. Parents must provide written notice and submit a Vacation Schedule Form to the Director at least thirty (30) days prior to the absence. Our calendar year for vacation credits is from September 1st through August 31st. Children must attend 12 full months to receive the maximum credit. Vacation credits are accrued or earned. One week vacation credit will be earned with each four-month enrollment period. Vacation credits may not be carried over to the next school year.
5. **In-Service Days:** Centers are closed on designated In-serve Days but will remain open for Abington Jefferson Health employees, Jefferson Health employees and Jefferson Health affiliate employees. See Calendar.

Leave of Absence

All families going on a leave of absence must give thirty days' written notice including a return date. In order to reserve your child's placement, your account must be paid in full and one month of tuition is due. If the leave is more than thirty days and the class is full, your child may be placed on the waiting list for the first available opening. **The deposit is not refundable if you decide not to return to Play & Learn regardless of the 30 days written notice.**

Termination

Thirty days written notice is required to withdraw a child from the program. Payment is required for thirty days following the withdrawal notice, whether or not the child continues to attend during that period. New families who terminate within thirty calendar days of their entrance date will be charged for time spent at the center or for their deposit (whichever is greater) plus the registration fee. **Written notice requesting a refund for unused days must be given to the Director 30 days in advance and the family will receive a refund of unused money minus the 30 days of fee from the date of notice.** Child records are released only at the written request of the parent/guardian.

Transitioning to a New Learning Program/Facility

Upon your departure from Play & Learn we will at your written request transfer all of your child's health forms, progress reports and any other information important to your child's years at Play & Learn. Be sure to include the address of the facility you would like it sent to and your signature.

At the end of the year, at your request, for kindergarten age students' families, a "Transition Meeting" can be scheduled to discuss the move and for Play & Learn to provide parents with local

school district information and/or services. We feel it is important to help your child feel at ease when transitioning to a new learning environment and we will do whatever we can to help your child feel comfortable.

Communication

Phone Calls and Email

Communication is always welcomed at Play & Learn! It's easy to reach both our Administrative and Accounting offices and your child's center.

The Administrative and Accounting Offices are open from 9am-5pm, Monday through Friday. Contact information can be found in the front of this handbook. Messages left after normal business hours will be attended to on the next business day. Please contact your child's center directly for matters other than Administrative and Accounting needs. Your center's phone number and email can be found in the front of this handbook. If you are unable to contact the center, call or email the Administrative Office and an Administrator will contact the Center Director for you.

Your Director will relay message to your child's teachers and when necessary, the teacher will return your call.

Family Resources

The Play & Learn Family Resources tab at www.playandlearn.com is a place where families can access the Family Handbook, locate important contact information, download necessary forms, view the monthly snack calendar and more. Make sure to visit regularly for all your needs.

Online Communication

Play & Learn also has its very own Facebook page as well as a blog. We are excited that many of you have found us and are following us regularly. Our goal is to share some great information with you about nutrition and recipes for kids, fun community events, educational articles, great things that your children are doing during the year and much more! You can follow us on all social media by visiting www.playandlearn.com and clicking on the social media icons on the bottom of the page.

Photos

Play & Learn staff are snapping pictures regularly of the children learning, creating art and enjoying in-house activities to share with you! Photos may be spotlighted on our website, Facebook, Instagram, or YouTube pages. We also share center happenings with our local communities and use photos for promotional materials. At Play & Learn we are excited to watch your children grow and we are proud to share their accomplishments. In order for us to do so, families are asked to sign the photo release on the Emergency Contact Form. We know you'll enjoy sharing the photos with friends and family!

Tadpoles

Play & Learn utilizes Tadpoles, an app for safely and securely communicating with families about their children. Tadpoles allows teachers to give families insight into their child's daily routines and experiences with real-time updates, photos, videos, progress reports and more. Tadpoles engages families in the learning process and allows them to feel connected to their child's day.

Incident Reports

Minor incidents that occur at the center are recorded on an Incident Report Form and reviewed with the Director who will share the information with families. Families are asked to sign (with complete signature) the incident report which will be kept in your child's file. When more than one child is involved, the other child's name will not be disclosed due to confidentiality.

Assessments & Family Conferences

1. Screenings: Developmental screenings using the "Ages and Stages Questionnaire" are conducted within 45 days of program entry for each child. The Ages and Stages tool evaluates a child's progress in four developmental domains of social/emotional, cognitive, physical and language/literacy. Results of these assessments are used for referral to community resources as needed.
2. Observation: Teachers collect information about each child's development through ongoing observations. The results of these observations are used for curriculum planning, assessment, and individual child planning and referral to community resources.
3. Assessment and Family Conferences: After completion of assessments, utilizing Teaching Strategies Gold, family conferences are offered to discuss the child's developmental progress and behavioral, social, and physical needs. Specific dates will be posted at those times. Conferences may also be requested by families or the Center Director at any time, to discuss issues that may arise. Assessments are done in the Fall, Winter and Spring for all children.

Family Questionnaires

Each March, we email families a link to fill out an annual questionnaire about Play & Learn. The confidential results are tallied and comments are shared with Center Directors and Staff. This information lets us know what we are doing well and how we can improve our services.

Back to School Night

Families are invited to a Back-to-School Night held each September. This is a night where families come to school and meet with their child's teachers to learn about classroom curriculum and activities.

Careline

Our CARELINE is available to you daily to assist parents with childcare concerns and to offer professional advice. When you use the CARELINE, a Play & Learn Administrator will respond. Prior to using the CARELINE, you should speak with your Center Director who is the best source of help and information for matters at the center. CARELLINE contact info: 215-643-4142 / admin@playandlearn.com.

Security

Secure Entrances

All Play & Learn buildings are secured by keypad/fob entry systems. Enrolled families receive a fob, or a code used to gain entry to the center. For security reasons, we ask that families do not give this code to anyone (even an alternate pick-up person). Anyone without a security code will use the video monitor/intercom at the front door. Entry will be permitted after the person is identified. For training and safety purposes, video surveillance cameras are in use 24-hours a day throughout the centers. Video footage is for Play & Learn training and safety purposes only. Due to confidentiality and privacy of all families, video footage will not be shared at any time.

To further ensure the security of the children and building, it is important that you do not hold the door for anyone when entering the building! Each parent should use their personal code/fob.

Child Pick Up

We cannot release children to anyone other than their parent/guardian without specific written authorization. If someone other than a parent/guardian will be picking up your child, please inform your Center Director in writing. This person must be listed as an alternate pick-up person on your child's Emergency Contact Form and must present picture identification upon picking up the child. Anyone responsible for dropping off and picking up children must be at least 18 years of age. Any situation involving special custody arrangements requires written legal documentation / a court order which must be given to the Center Director and will be kept on file.

Play & Learn staff will not release a child to a pick-up person who appears to be or whom the staff suspects is under the influence of alcohol or drugs. Staff will stay with the child at the Center and contact an alternate pick-up person. If the pick-up person insists on taking the child, staff will contact an emergency pick-up person and the police. **Children of any age should not be left unattended in a car or anywhere in the parking lot during drop-off and pick-up times. All children must be secured in the proper care/booster seat. Cars are not be left running in the parking lot.**

Volunteer Clearances

Parents and family members who wish to attend or participate in classroom or center events are now required to submit background clearances. This includes any extended period during operating hours exceeding 15 minutes. This may include, but is not limited to, chaperoning field trips, assisting with classroom events, attending special events, reading in the classrooms, etc. If clearances are not on file, you may not be able to participate in center events and activities. See you Center Director for information on how to obtain background clearances.

Family Code of Conduct

Play & Learn strives to maintain an environment consistent with decency, courtesy and respect to provide the most appropriate environment in which a child can grow, learn and develop.

Achieving this ideal environment is not only the responsibility of our staff but also each and every

parent, caregiver or adult who enters the Center. We expect adults to refrain from cursing, screaming (or using other inappropriate language or tones) on our property. Families are also prohibited from video recording other children or staff members while on Play & Learn grounds.

Under the Child Protective Services Act, Play & Learn employees are mandated reporters required to report any suspicion of abuse or neglect to the appropriate authorities. In addition, if a parent or guardian arrives at the Center and appears intoxicated or impaired, the child will not be released to the escorting adult. In these situations, we are required to notify the local police who will determine the appropriate course of action.

If a conflict arises between you and another parent or your child's teacher, it is important to seek a peaceful resolution. Please seek out your Center Director, if necessary, to help mediate the situation.

We believe in using positive discipline to guide, encourage, and support children. Positive discipline helps children learn how to interact with others and develop self-control. Parents are welcome to seek our advice and guidance regarding appropriate and effective positive disciplinary procedures. When a parent feels the need to discipline their child at the Center, it should be done privately and not in front of classmates. If a parent is concerned about another child's behavior, then s/he needs to discuss the issue privately with a teacher or administrator and not directly interact with or engage the child regarding their concern. Corporal punishment in any Play & Learn program is prohibited and against the law in the state of Pennsylvania.

If Play & Learn determines that a parent/caregiver/adult has conducted themselves in a manner inconsistent with this Code of Conduct, the individual can be prohibited from returning to the center and alternative arrangements for pick up/drop off of the enrolled child will need to be made.

Health & Safety Guidelines

Illness

At Play & Learn, we promote the health and well-being of the children in our centers. Our goal is to provide care if the child is comfortably able to participate in the program, will not infect others and does not require more attention than the staff can give in a group setting.

The conditions that require exclusion from the center as are as follows:

1. Temperatures (Taken by any method)
 - a. Infants less than 2 months with a temperature of 100.4° or greater, or
 - b. Children over 2 months of age with a temperature of 101° or greater, who also have behavior changes or other signs or symptoms of illness.
2. Symptoms of severe illness such as lethargy, uncontrolled coughing, inexplicable irritability or crying, wheezing, or other unusual signs (until medical evaluation determines the child can remain in care).
3. Uncontrolled diarrhea (stool runs out of the diaper or the child can't get to the toilet in time) or blood in stool.
4. Vomiting two or more times in 24 hours. The exception is if the vomiting is found to be caused by a non-infectious condition, and the child is not in danger of dehydration.
5. Persistent abdominal pain for more than 2 hours.
6. Mouth sores with drooling that the child cannot control, unless their doctor or local health department authority states that the child is non-infectious.
7. Rash with fever and/or behavior changes, including but not limited to Hand-Foot-and-Mouth Disease, Fifth's Disease, Roseola, and Ringworm, until cleared by a doctor.
8. Skin sores that are weeping fluid located on an exposed part of the body that cannot be covered with a waterproof bandage.
9. Pink or red conjunctiva (i.e. whites of the eyes) or eye lining with white or yellow pus coming from the eyes (signs of bacterial infection), until 24 hours after treatment has been started
10. Head lice or nits, until after the first treatment has begun and all nits have been removed. Head checks should continue for 10-14 days to ensure no new nits have hatched.
11. Impetigo until 24 hours after treatment has started.
12. Strep Throat or other streptococcal infection, until 12 hours after treatment has been started.
Chickenpox (varicella) until all lesions have dried or crusted and no new lesions have showed for at least 24 hours.
13. Hepatitis A virus infection, until 1 week after onset of illness or jaundice or as directed by the health department.
14. RSV, Croup, Influenza, COVID, etc. until cleared by doctor and able to participate in care with little or no breathing trouble.

15. Whooping Cough (Pertussis) until 5 days after appropriate antibiotic treatment and cleared by doctor.

The above list is not an exhaustive list of conditions for exclusion from the center. You will be called if your child becomes ill during the day. If needed, you will be asked to pick-up your child. If you cannot be reached, our listed emergency contacts will be called. Families are required to arrange for pick-up within one hour. It is important for your child to remain at home until he or she is symptom-free and can participate in all group activities. You will be informed when any contagious disease occurs at the Center.

The decision whether to exclude a child from the center will be made by the center Director or lead staff person caring for your child in the absence of the Director. In addition, a doctor's note or plan of care may be required prior to allowing your child to return to the center.

Health Evaluations/Immunizations

For your child's protection, we recommend that all children receive standard immunizations including DTP, measles, rubella, polio, Hepatitis B, and influenza. We require a physician's statement of inoculations and general medical health upon enrollment. Medical Health Forms must be updated according to the age schedule on the reverse of the form to comply with PA Department of Human Services regulations. Failure to provide updated records may result in the termination of your child from the center. Updating a form each time you visit the doctor should keep you up to date. Please see your Center Director for additional forms.

Medication

It is our policy not to administer any medication (including all over-the-counter medications and prescription ointments) at the Center unless it is an emergency. Please request a medication schedule from your doctor so that the medicine can be given at home. If your child must have medication during school hours a family member should arrange to come to the school to give the medication.

Medication will be administered only when the schedule cannot be altered and with physician approval. These guidelines must be followed:

1. Provide written instructions from your doctor with date, name of medication, name of patient, dosage amount, dosage frequency, a tool for correct measuring of the medicine and reason for medication.
2. Medicine must be labeled with child's name, name of drug, prescribing physician's name, pharmacist's name, dosage, and time and frequency to be given.

3. Give all medications and written permission to the Director (or lead teacher in her absence). Written permission from the family and Director's approval are required for medication to be administered.
4. A Medication Form from the center must be filled out and signed before medication is to be given.

Care for Children with Food Allergies

Play & Learn Centers are NUT FREE (includes tree nuts & peanuts). Due to the seriousness of this allergy, no foods containing peanut/tree nut products may be brought into the building. A list of each child's food allergies is maintained in the classroom where staff can view and/or wherever food is served. However, food allergies are common, and children may show allergic reactions to several food items. Food allergic reactions can range from mild skin or gastrointestinal symptoms to severe, life-threatening reactions with respiratory and/or cardiovascular compromise.

Avoidance is the best practice, and our staff are trained in First Aid and Infant & Children CPR that includes the administration of the Epi Pen.

When your child has food allergies, you should provide a care plan prepared by your child's primary care provider, to include:

1. Written instructions regarding the food(s) to which your child is allergic and steps that need to be taken to avoid that food.
2. A detailed treatment plan to be implemented in the event of an allergic reaction, including the names, diseases, and methods of administration of any medications that your child should receive in the event of a reaction. The plan should include specific symptoms that would indicate the need to administer one or more medications, necessary medications, proper storage of such medications, and the equipment.

The written childcare plan, a mobile phone, and the proper medications for appropriate treatment if the child develops an acute allergic reaction are routinely carried on field trips or transport out of the center. The Director or a lead teacher in her absence will notify you of any suspected allergic reactions, the ingestion of the problem food, or contact with the problem food, even if a reaction did not occur. The Director or a lead teacher in her absence will contact the emergency medical services system immediately whenever epinephrine has been administered.

Care for Children with Asthma

When your child has asthma, you should provide:

1. An Asthma Action Plan (AAP) provided by your child's primary care physician to prevent and to treat the Asthma attacks.
2. Medications including the names, doses, and methods of administration and equipment (nebulizer, inhaler, spacer, mask) with a written instruction.

Care for a Child with a Disability or a Child with Special Health Care Needs

Although Play & Learn is not a center whose primary purpose is to serve a population with disabilities or special health care needs, we encourage staff take a flexible approach to combine and deliver services to children with varying forms and severities of disabilities or special health care needs.

When your child is determined to have a disability or special care need by your child's primary care provider, any authorized service coordinator, or any provider of intervention services, you as the parents/guardians may arrange the therapeutic services through consultants or outside programs serving children with disabilities or children with special health care needs. These services may be available through the Individualized Family Service Plan (IFSP) or the Individualized Education Plan (IEP) or through special health personnel such as RNs or LPNs under RN supervision.

You must be involved in assuring the plan is compatible with their care, to determine the type and frequency of the services to be provided within the center, and to establish a plan that is agreed upon between you and the Center Director.

The formulation of a plan on how to best meet your child's needs should be based on the assessment process and by your child's medical care plan which is created by your child's primary care provider in collaboration with the childcare health consultant and you. Such a plan should be written, reviewed with you and then maintained as part of your child's confidential record. Your child's teacher and Center Director should be members of the IFSP or IEP team and attend the IFSP or IEP meeting for an assessment or a review.

Emergencies

In case of an accident or sudden illness, the following procedures are followed:

1. A phone call is made to 911.
2. Child's parent/guardian (or emergency contact person) is called.
3. Child and health records are taken to emergency service at the nearest hospital.

In all cases, an incident report is completed and given to the family by the Director. It is very important, especially in instances of illness or emergency, that the contact information we have on file is correct. Promptly report any changes in address, phone number, employment, physician, or health insurance information to your Director.

Staff Trainings

All Play & Learn staff are certified in Pediatric First Aid, CPR and Fire Safety. Staff maintain their certifications through training provided by Play & Learn. Additionally, in-service training takes place throughout the year.

Child Abuse Reporting

All Play & Learn staff are trained in child abuse reporting obligations. All staff members are required by law to directly report any suspicions of child abuse and neglect to Childline at 1-800-932-0313 as per OCDEL regulation 3270.19.

Playground

Our enclosed playgrounds are designed with age-appropriate equipment/surfaces, which meet the OCDEL standards for child safety. Staff members check the playground to ensure safety each morning prior to the children's arrival.

Hand Washing Policy

To comply with Keystone STARS and to maintain a healthy environment, Play & Learn has adopted a hand washing policy. Play & Learn staff will wash your child's hands before and after eating, after outdoor play, after diapering and periodically throughout the day. **We are requesting that every family wash his/her hands and his/her child's hands upon entering the classroom each day.**

Clean Floor Policy

Families must wear shoe covers before entering infant classrooms, to ensure the cleanliness of the floors.

Elevator

The Abington Gerstadt Center has an elevator from the main floor to the second floor. You must hold your child's hand when entering and exiting the elevator. No child should be allowed to use the elevator without adult supervision.

Services Above & Beyond

Infant and Toddler Contracted Slots Program

Infant Toddler Contracted Slots Pilot Program is a fee program for children up to 3 years of age who are currently participating in Child Care Works. Families enrolled in ITCSP will not be required to pay a co-pay or any additional fees for participation. The Infant Toddler Contracted Slots Pilot Program is currently offered at Norristown, Collegeville, Hatboro, and Lansdale Play & Learn Centers. There are eligibility guidelines that must be met in order to be included in the program. More information and the schedule for the 2024-2025 school year can be obtained by calling 215-643-4142 or emailing kmosley@playandlearn.com.

Pre-K Counts

Funded by Pennsylvania's Office of Child Development, Pre-K Counts offers a free early education program for children ages 3-kindergarten entry for income-eligible families. The program runs for 180 days during the 2024-2025 school year for a 5-hour per day program. Families enrolled in Pre-K Counts will not be required to pay a co-pay or any additional fees for participation during the PKC-funded portion of the day. Before/aftercare, days off and summer care are available for a fee. Pre-K Counts is currently offered at the Collegeville, Royersford, Hatboro, Norristown and Lansdale Play & Learn Centers. More information and the schedule for the 2023-2024 school year can be obtained by calling 215-643-4142 or emailing kmosley@playandlearn.com.

PALF Group

You will have an opportunity to join the Play & Learn Families Group (PALF). The primary goals of PALF are to create opportunities for families to connect with one another, enhance children's learning experiences by assisting teachers with activities in the classroom, assist with fundraisers for extra curriculars, and plan staff appreciation activities.

Trips/Activities

Throughout the year, special in-house activities (puppet shows, traveling zoo, etc.) and field trips are planned, depending on the children's age. Families are notified in advance when a trip involving transportation is planned. A limited number of family members are welcome to assist. Children are required to wear their Play & Learn t-shirts on trips for easy identification. T-shirts may be purchased from your Center Director. Children not scheduled on the day of activity/trip may attend and will be charged according to the fee schedule. If you choose to have your child at the center during an activity/trip. Please notify your Center Director.

Babysitting

Due to liability concerns, it is against Play & Learn policy for employees to provide babysitting services for our enrolled families. Play & Learn offers a group care environment and cannot endorse care in a private home.

Granny Scholarship Fund

As a non-profit organization, Play & Learn is invested in our families. Since 1988, the Granny Scholarship Fund has been assisting families facing financial hardship. Since its' inception, The Granny Scholarship Fund has given over \$2.8 Million to support over 5,700 families. Teaching our children the importance of giving and helping those in need is important to us. With your help, we are looking to continue this very important tuition assistance program. The Granny Scholarship Fund is supported by the following:

Annual Family Event

For sixteen years, Play & Learn has held an Annual Family Event at The Elmwood Park Zoo. Families and friends join us for a fantastic evening of fun animals, face painting, moon bounces, great food and more. Since we began our event at The Elmwood Park Zoo, Play & Learn has raised approximately \$221,000.

Corporate, Vendor and Family Donations

Play & Learn receives support from various community organizations. Over the past five years, organizations have provided nearly \$100,000 to the Granny Scholarship Fund. Upon enrollment and throughout your time with Play & Learn, families are encouraged to help support The Granny Scholarship Fund with a contribution. Your support over the past ten years has given over \$12,500.

United Way

Play & Learn's Donor Number for the United Way Donor Choice is **06996**. Many employers offer automatic payroll deductions and match charitable contributions made by their employees. Our families have contributed nearly \$6,000 over the past ten years. Families can contact their employer's Human Resources Department for more information.

Pennsylvania's Educational Improvement Tax Credit

The PA Department of Community and Economic Development (DCED) has approved Play & Learn as an Educational Improvement Organization. This allows businesses to contribute to Play & Learn's Granny Scholarship Fund and receive a tax credit for 100% of their first \$10,000 contributed in addition to a federal charitable deduction. Approved in 2009, the program has given over \$432,000 to Play & Learn since then. To learn more about the PA Tax Credit call DCED Center for Business Financing at 717-787-7120.

The Granny Scholarship Fund was designed to help families facing financial hardship maintain educational stability for their children. If you need assistance, ask your Center Director for a Granny Scholarship Fund application. Completed applications can be sent to Granny Scholarship Fund at 200 Camphill Road, Fort Washington, PA 19034 or emailed to scholarship@playandlearn.com.

Community Resources

County Assistance Office (CAO)

Pennsylvania residents can seek assistance with the Supplemental Nutrition Assistance Program (SNAP), help with childcare, health care coverage, home heating assistance (LIHEAP), school meals, Select Plan for Women, long-term living services and cash assistance through their local County Assistance Office. For more information, visit www.dhs.pa.gov.

Early Learning Resource Center (ELRC) – Formerly CCIS

ELRC agencies are the hub of childcare information in your local area. ELRC agencies provide you and your family with information on quality childcare and personalized childcare referrals to childcare providers based on your specific needs or preferences. ELRC agencies also administer the Child Care Works subsidized childcare program. For all your childcare questions and needs, contact the ELRC agency for your local area or call the Child Care Works Helpline at 1-877-4-KIDS.

Car Seat Clinics

Pennsylvania State Law requires that children under age 4 be restrained in a federally approved car seat or booster seat this is appropriate for the child's age, height, and weight. Children ages 4 to 8 must use a booster seat if they are no longer in a car seat. To find a Car Seat Clinic to help with the proper installation of your car seat, visit the National Highway Traffic Safety Administration (NHTSA). The NHTSA may also be able to help with reduced cost or free car seats.

Child Safety Seat Program at CHOP

The Children's Hospital of Philadelphia offers child car seats at no cost through its Child Safety Seat Program at CHOP. Anyone who cannot afford to buy a child safety seat can be referred to this program by a healthcare provider. To be eligible, you must be currently receiving public assistance and have a green EBT Access card.

In order to obtain a car seat, you must have a written prescription / referral from a healthcare provider (doctor, nurse, social worker, etc.) along with a an EBT Access card and photo identification. The prescription/referral form must state your need for a child safety seat and that you cannot afford to buy a safety seat.

Please call the [Safety Center](#) at 267-426-5000 to schedule an appointment. There is no cost for this program. However, a donation is welcome.

Early Intervention Services

The Pennsylvania Early Intervention program provides support and services to families with children birth to age 5 with developmental delays or disabilities. Parents who have questions about their child's development may contact the **CONNECT Helpline at 1-800-692-7288**. The CONNECT Helpline assists families in locating resources and providing information regarding child development for children ages birth to 5.

Pennsylvania's Local Education and Resource Network (LEARN)

LEARN teams build support networks in every county for organizations and individuals in quality education. LEARN teams bring together early childhood programs, families, school districts and child-serving organizations to assess what quality early learning programs are currently available in the community and to develop ways to encourage quality early learning. They also work with school districts and community-based early learning programs to develop ways to make a smooth transition from preschool to kindergarten for children, families, and teachers.

Children's Health Insurance Program (CHIP)

Pennsylvania's program to provide health insurance to all uninsured children and teens who are not eligible for or enrolled in Medical Assistance. Regardless of the reasons your children might not have health insurance, CHIP may be able to help you. 1-800-986-KIDS.

Women, Infants & Children Program (WIC)

WIC is a federally funded program that provides healthy supplemental foods and nutrition services for pregnant women, postpartum and breastfeeding women, infants and children under age five in a supportive environment.



2024-2025 Calendar

Childcare & PreK Counts Program

September 2024

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2024

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2024

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2024

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

January 2025

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2025

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2025

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2025

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2025

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2025

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2025

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2025

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- centers closed for holiday**
- centers closed for in-service**
- first day of school
- last day of school
- first & last day of summer camp
- PreK Counts only closed (center is open) Please check in advance with your director to see if supplemental care is available for PKC children. PKC is closed for the summer. Camp registration is available for a fee

**Abington center open to Abington Jefferson Hospital employees on select in-service days and holidays.

Child absences: please use Tadpoles or call about when and why your child will be absent on a scheduled day.

Thank you for enrolling your child at our Play & Learn center. We look forward to seeing your child grow through the years with us.

Play & Learn is a non-profit, equal opportunity organization dedicated to the care and education of young children. Admission is open to all regardless of race, color, national origin, sex, age, or disability. Play & Learn does not discriminate in admission policies, programming policies, meal service, the use of facilities or employment on the basis of sex, race, color, age, religion, creed, ancestry, national origin (including those with limited English proficiency) or disability.

Play & Learn is recognized as a tax-exempt organization under US Internal Revenue Code Section 501 [c] [3] organization and as such contributions to the organization are tax deductible. **Play & Learn's tax ID # is 23-2192153.** We thank you for supporting our Granny Scholarship Fund and Enrichment Fundraising Programs.