

**NESHAMINY  
KIDS CLUB  
PARENT  
HANDBOOK**

215-757-2554

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[www.neshaminykidsclub.org](http://www.neshaminykidsclub.org)

# NESHAMINY KIDS CLUB PARENT MANUAL

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## Parent Resources

## NESHAMINY KIDS CLUB PHONE NUMBERS

**Office** 215-757-2554

*Billing* 215-752-8687

Herbert Hoover 215-666-2370

Walter Miller 267-229-3105

Albert Schweitzer 215-801-6799

Lower Southampton 215-360-1570

Pearl Buck 215-407-5715

Samuel Everitt 267-229-3335

Joseph Ferderbar 267-229-2256

Oliver Heckman 267-229-3279

The Neshaminy Kids Club main office number is 215-757-2554. The central office will always be able to convey messages to the centers in the event that you are unable to speak to the center. If you are calling to report that your child is sick or otherwise unable to attend our program, the message can be left at any time prior to noon of the day missed.

**PLEASE DO NOT CALL THE NESHAMINY ELEMENTARY SCHOOL OFFICES FOR INFORMATION ON NESHAMINY KIDS CLUB - OR TO REPORT YOUR CHILD IS SICK OR OTHERWISE UNABLE TO ATTEND THE NESHAMINY KIDS CLUB PROGRAM! THEY ARE NOT REQUIRED TO FORWARD ANY MESSAGES, NOR ARE THEY RESPONSIBLE FOR YOUR CHILD AFTER SCHOOL.**

If you have a problem or a question concerning our program please call us at the Neshaminy Kids Club number. We are in the Neshaminy schools by permission of the Neshaminy School Board of Directors and do not wish to add to the responsibilities of the individual school administrators and/or staff.

### **1.0 MISSION STATEMENT**

Our mission is to provide quality before and after school programs for the children and their families of the Neshaminy School District.

### **1.01 VISION STATEMENT**

Our program will help children develop in the five essential skill areas as defined by CASEL\*:

**Self-awareness:** recognizing one's emotions and identifying and cultivation one's strengths and positive qualities

**Social awareness:** Understanding the thoughts and feeling of others and appreciation the value of human differences

**Self-management:** Monitoring and regulating one's emotions and establishing and working toward achieving positive goals



## POLICY REVIEW

Parent handbooks will be reviewed at least once a year. New policies/procedures may be added, deleted, or changed and staff and parents will be advised in writing of the change.

### 1.4 HOLIDAY, SCHOOL VACATIONS, NON-SCHOOL DAYS, SNOW DAYS

During Neshaminy snow days, and any days when the Neshaminy School District is not in session, the Neshaminy Kids Club program will not be held. (SEE ATTACHED SCHOOL CALENDAR). IN THE EVENT OF **EARLY DISMISSAL** DUE TO INCLEMENT WEATHER OR ANY OTHER SCHOOL EMERGENCY YOUR CHILD SHOULD GO HOME EITHER BY SCHEDULED BUS OR BY WALKING, IF YOUR CHILD IS A WALKER. NESHAMINY KIDS CLUB WILL NOT HAVE A PROGRAM ON THESE DAYS. IF **SCHOOL OPENING IS DELAYED**, THERE WILL BE NO KIDS CLUB THAT MORNING.

A specific school will be designated for in-service days and half days at the end of the school year. Parents must sign up in advance and will be billed. Call the office for details.

School sites are subject to change. If you bring your child(ren) to an in-service day (full day care) WITHOUT SIGNING UP ON THE SIGN-UP SHEET, you will be charged a convenience fee of \$15.00 in addition to any other regular fees.

We are required to staff to a ratio of 12:1 and if extra children attend without our knowledge, we will be out of ratio.

We are mandated by the Department of Public Welfare to maintain a specific staff to child ratio, so it is imperative that we know how many children will be attending in order to adequately staff. Unfortunately, many parents are not notifying us that their children will be attending until the day before care, or even the day of care. In some instances, parents have sent their children without notifying us at all. **Because of this, there will be a \$10.00 fee in addition to the regular fee if parents do not sign up on the sign-up sheets.** Please do not send your children if you have not signed up for care. We can not be responsible for a child when we do not know they are attending.

If Neshaminy School District is closed due to inclement weather, Neshaminy Kids Club will be closed. Parents will be charged their regular tuition for that day, as we pay our staff for the day.

Our program follows the calendar of the Neshaminy School District. If school is closed or dismisses early for any reason OR opens late due to a delay, there will be no Neshaminy Kids Club program.

**PLEASE NOTE THAT YOU WILL BE BILLED FOR EARLY DISMISSALS, DELAYS IN OPENINGS AND SNOW DAYS, AS WE WILL PAY OUR STAFF FOR THOSE DAYS.**

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**SPECIAL CASE:**

*The Neshaminy Kids Club is an after school service and not an after school activity. Closure is determined by the assistant superintendent of schools.*

**1.5 ABSENCES - PLEASE READ CAREFULLY**

In the event your child is NOT IN SCHOOL or WILL BE LEAVING EARLY from school for any reason, or WILL NOT BE ATTENDING THE NESHAMINY KIDS CLUB PROGRAM when scheduled, **it is imperative that you call** the Neshaminy Kids Club center where your child attends and leave a message on the answering machine. If your child does not arrive on a scheduled day without prior notice our staff is obligated to locate this lost child. It is rarely possible for our staff people to check the school's absentee sheet after the program starts, nor do we have permission to do so except in the event of extreme emergency. **Failure to phone in a missing or excused child will result in a FINE OF \$15.00 to be reflected on your next invoice. (See also SICK DAYS)**

**1.6 AVAILABILITY OF SUBSIDIES/SCHOLARSHIPS**

The NKC participates in the Bucks County subsidy program for families in financial need. The program is called "Child Care Information Services of Bucks County" (Apple Child Care) See your parent packet for information on this program, call 215-348-1283 or visit their website at [www.BucksChildCare.com](http://www.BucksChildCare.com).

If funds are available, the executive director may grant scholarships based on the following guidelines:

1. Parents/Guardians must make 50,000 or less per year. A copy of the previous year's W2 and two current pay stubs must be submitted.
2. On a case by case basis, the executive director may approve a scholarship based on hardship conditions, e.g. serious illness in the family, keeping a parent in the hospital without pay, homeless parents, etc.
3. Parents must apply for APPLE before applying to our scholarship program.

Fees for scholarship students vary with income.

Scholarship flyers are posted at all centers and in the main office of Neshaminy Kids Club. For more information, contact the office at 215-757-2554.

**1.8 PARENT RESOURCES**

A packet of parent resources has been put together for parents on our website [www.neshaminykidsclub.org](http://www.neshaminykidsclub.org). Click on the "Parent Resources" link. These resources will link you with important information, such as CHIP (child health insurance program), child care subsidy, federal tax credits, PA state tax back, and important phone numbers/websites for services for young children in Bucks

County. If you not have access to a computer, or wish to have the information in paper format, our office will be happy to supply the packet.

Periodically, additional information will be available at centers concerning health topics, nutrition, social service information, etc.

### **1.9 TUITION POLICY**

Fees are due the first day of every month in *advance of our services*. Fees received after the 7<sup>th</sup> of the month will be considered late. See attached Fee Schedule. Fees may be dropped off at our office at 1288 Veteran's Highway, Levittown, PA 19056 or mailed to PO Box 934, Langhorne, PA 19047. Center staff will not be able to accept any fees. You are responsible for payment whether or not you receive a bill.

### **1.92 DELINQUENT TUITION FEES**

**If payment is not received by the 7<sup>th</sup> of the month, a \$25.00 late fee will be assessed, and services may be suspended until the fees are paid up-to-date.**

### **1.93 SUSPENSION OF SERVICES**

Neshaminy Kids Club reserves the right to suspend services for any of the following reasons:

- Non-payment of services
- Physical attack, threats, violence by children or parents on any staff member, other parent, children, or school personnel
- Behavior as defined in the discipline section of the parent handbook
- Repeated late pick-up of children

### **2.0 VACATION**

If you are planning a vacation during the school year, Neshaminy Kids Club will charge 1/2 the regular tuition rate for your vacation time. We must have WRITTEN NOTIFICATION of the days your child will be out of our program TWO WEEKS PRIOR TO VACATION. If written notification is not given within the time specified, you will be charged full tuition for that period of time.

### **2.1 REGISTRATION FEE/DEPOSIT**

A non-refundable registration fee is charged. Children are enrolled on a set schedule basis. There is a minimum charge of \$100.00 per month per child. If the child is withdrawn from the program or out on an extended pre-approved sick leave or vacation, a registration fee will be required to re-enroll your child. The registration fee will be waived if a child is re-enrolled in the Neshaminy Kids Club program for the following school year by June 15th. An annual \$25.00 insurance fee per child is due upon registration. You will receive a parent packet with information on CHIP, (Pennsylvania's insurance program for children), tax information, and other useful resources in Bucks County.

When you enroll, there is a **DEPOSIT FEE** per family due in addition to the registration fee. This is actually not a deposit, but payment toward your May/June bill. This will be subtracted from the tuition for MAY/JUNE of the following year, or the final month of attendance if two weeks written notice is given. You forfeit the deposit if you do not provide 2 weeks written notice. This notice must be sent to the office. Notification given to employees at the centers is not sufficient and there will be no refunds.

## **2.12 TEACHER NOTIFICATION**

Parents must send a note to their children's teacher notifying him/her that their child will be attending Neshaminy Kids Club. At the close of school, there will be an announcement for "Kid's Club". That is when your child will leave the classroom and go to the designated space for Neshaminy Kids Club. If your child does not arrive and you have not called him/her out sick, we will call you to verify that your child is not in school. During the first week of school, we will go to your child's classroom to see if her/she is there.

## **2.2 SICK DAYS**

In the event your full time enrolled child is sick for more than ten consecutive days, Neshaminy Kids Club will discount your fee after the tenth day to 1/2 the regular tuition amount. This discounted tuition amount would continue through the extent of your child's continuous

absence. If you choose to withdraw your child due to an extended illness, a new registration fee will be required to re-enroll your child if space allows. In the situation where there is more than one child in a family enrolled in the program and one child is sick, the higher of the two

tuition fees for multi-child enrollments per family will be charged for the child in the program.

## **2.3 VARIABLE SCHEDULES**

We make every attempt to accommodate variable schedules. **We must know the schedule of your child a month in advance.** We provide a monthly calendar for parents to fill out with scheduled days. **The monthly calendar must be received before the first of the month or there will be a \$15.00 late fee.** This is for the safety of your child. We must know when he/she will be attending. Parents who are continually late with their variable schedule may be asked to leave the program. Your child's safety is our priority.

## **2.4 SCHEDULE CHANGES**

Schedule changes can only be requested once a month, and must be in advance of the month for which the change is to take effect. There will be no reimbursements for changes made after the first of the month. Any days attended but not scheduled will appear on the next month's invoice.

All schedule changes must be submitted in writing on the designated enrollment form and must be brought or mailed to the office. We will not be responsible for forms handed to the site supervisor or other site staff.

**2.41 FIRST WEEK OF SCHOOL** Rev(9/4/09)

For the first week of school all kindergartener, pre-first, and first graders will be personally escorted to our after school sites by the staff of the Neshaminy Kids Club. Children will be given a badge to wear the first week to identify them to the teacher.

**2.5 WITHDRAWAL FROM OF THE PROGRAM**

Neshaminy Kids Club must be notified in writing TWO (2) weeks in advance if you are withdrawing your child from the program. **If we do not receive written notification, you are responsible for paying for the days your child would have attended.**

**2.6 LATE PICK-UP FEE**

The Neshaminy Kids Club program closes at 6:00 PM and your fees pay for the childcare services up to that time. Parents whose children remain past 6:00 p.m. MUST pay an overtime fee directly to the staff as follows:

- 1-15 minutes late .....\$15.00
- Each Additional 15 minutes (or interval) .....\$15.00

Parents who are continually late picking up their child may be asked to leave the program. Our staff work very hard and have families and obligations that they must attend to after 6:00 p.m.

**2.7 CONFIDENTIALITY**

It is the policy of Neshaminy Kids Club to respect and safeguard your privacy and to use information that you give us in a confidential and responsible way.

*Children’s files will be released only at the express written consent of the custodial parent(s) or guardians.*

**2.8 COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF PUBLIC WELFARE**

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.

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

Any individual/client/parent who believes they have been discriminated against, may file a complaint of discrimination with:

Neshaminy Kids Club  
PO Box 934  
Langhorne, Pa 19047

Department of Public Welfare  
Bureau of Equal Opportunity  
Room 223, Health & Welfare Building  
PO Box 2675  
Harrisburg, Pa 17105

U.S. Department of Health and Human Services  
Office for Civil Rights  
Suite 372, Public Ledger Bldg.

150 South Independence Mall West  
Philadelphia, Pa 19106-9111

PA Human Relations Commission  
Philadelphia Regional Office  
110 N. 8<sup>th</sup> Street  
Suite 501  
Philadelphia, PA 19107

Commonwealth of Pennsylvania  
DPW Bureau of Equal Opportunity  
Southeast Regional Office  
801 Market Street, Suite 5034  
Philadelphia, PA 19107

## **2.9 MEDICAL EMERGENCIES**

An emergency information file is kept at the center on all children. In case of an injury or medical emergency a staff member will:

1. Contact parent or guardian.
2. If unable to reach parents, the emergency person listed as emergency contact in student's file will be contacted.
3. If unable to reach emergency contact, staff member will contact the doctor listed on emergency medical form in student's file.
4. If emergency treatment is needed, staff member will call an ambulance to transport the student to the emergency room of the nearest hospital from the Neshaminy Kids Club site.

NOTE: At least one member of the staff at each Neshaminy Kids Club center will have completed a First Aid course and a fully stocked first aid kit will be at each center at all times.

## **2.92 INCIDENT REPORTS**

An incident report will be filled out for serious injuries, head or eye injuries, and behavioral issues. You will be asked to sign it and may have a copy for your records. A copy will also be placed in your child's file. If your child receives 3 incident reports you may be asked to attend a meeting with the site supervisor and a director.

## **3.0 EMERGENCY CLOSING**

Staff supervisors will call parents or emergency contact people to come pick up the children.

### **3.2 RESPONDING TO NATURAL DISASTERS**

Neshaminy Kids Club has an emergency plan to respond to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- *Immediate evacuation* Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.
- *In-place sheltering* Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- *Evacuation* Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility and you will be notified by phone.
- *Modified Operation* May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

Please listen to KYW (1060AM) or WBCB(1490AM) for announcements relating any of the emergency actions listed above.

We ask that you not call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.

The Emergency Contact form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child. It is your responsibility as a parent to provide current phone numbers for your emergency contacts.

We specifically urge you **NOT** to attempt to make different arrangements during an emergency. This will only create additional confusion and divert staff from their assigned emergency duties.

In order to assure the safety of you children and our staff, we ask your understanding and cooperation.

### **3.3 PARENT REFERRALS**

At the time of registration, parents are given a packet of information. Included in this packet is information on CHIP (Children's Health Insurance Program), Child Care Information Services of Bucks County (Apple Child Care), the Child and dependent Care Credit available from the IRS, Pennsylvania's TAX BACK program, and a list of community resources available for young children in Buck's County. Each center has this packet available. Should you need a referral, ask the site supervisor about services available to you in Bucks County. This list of services will enable you to access the appropriate social, mental health, educational, wellness, and medical services. If you

need more assistance, call the office and we will assist you in locating the appropriate service.

During the year, each center will distribute information that may be of interest of parents. The topic may be health issues, transitioning activities, nutritional information, etc. We hope that you find this information useful.

### **3.4 ACTIVITIES PROVIDED**

We develop your child's gross and fine motor skills. We also encourage critical and analytical thinking. Lastly, we encourage the children to explore their rich environment. The curriculum is based on the premise that all children should have most of their needs met through a child-centered developmental program. Once your child has enrolled in the center you and your child become a part of our family. Your child is taught daily how to have respect for other members of the family through play, snack interaction, role playing and problem solving.

Through supervised play, individual attention and planned activities, the child has the opportunity to develop socially, emotionally, physically, and intellectually. NKC promotes self-confidence, readiness skills and social interactions.

Learning standards are used as a resource for staff in classroom planning. These learning standards are used by the elementary school in planning activities.

### **3.41 PORTFOLIOS**

Portfolios are a collection of materials that illustrate an individual child's growth and development over time. Portfolios can help staff in program planning and implementation, help children reflect on their experiences at Neshaminy Kids Club and can also help parents stay in touch with their children's growth and development. Portfolios also help staff become more attuned to the needs of the individual child. NKC will be creating portfolios for all full-time AM/PM children. Portfolios may contain developmental checklists, anecdotal records, running observations, work samples, photographs or children's journal excerpt. Portfolios will be available to the children so that they may review and save their work. Parents may see their child's portfolio at any time. A parent conference may be arranged with the site supervisor to review your child's work. Regular parent conferences will be held in October and March, but you may schedule a conference at any time.

### **3.5 FIELD TRIPS**

The NKC will provide several field trips throughout the school year to local attractions and points of interest. These field trips will be educational and recreational in nature and will not exceed 1 ½ hours beyond the dismissal of school. Children will be transported in a licensed certified school bus by a CDL (Commercial Drivers License) driver. The nature of these trips will be planned and organized by the staff of each center. Volunteers may accompany the children on a first come first serve basis. Permission slips will be

sent home for each trip. Trips will also be posted on the white board in each center. There will be no regular program on field trip days. Children who are unable to participate due to scheduled appointments must find alternate care for the day.

### **3.6 TRANSPORTATION**

There is no transportation from the program at the end of the day. Parents are responsible for picking up their children at the program site by **6:00 PM**. (See late pick up fees)

### **3.7 LICENSING**

Neshaminy Kids Club is licensed by the Pennsylvania Department of Public Welfare and complies with all local and state regulations regarding child care centers. Neshaminy Kids Club also complies with all local ordinances and requirements. Neshaminy Kids Club is a non-profit, tax exempt 501(C)(3) organization as recognized by the Internal Revenue Service.

### **3.8 MEDICATIONS**

The staff will administer prescription medicines accompanied by a signed, dated note from parent or guardian and physician. A note from your physician must be presented with indications of side effects or any pertinent warnings of medications. All medication must be in the original container. ***The staff will not administer aspirin or other non-prescription drugs except with your approval and a letter of approval from your physician.***

### **3.9 NON-DISCRIMINATION POLICY**

It is the policy of Neshaminy Kids Club to recruit, accept applications and to enroll children and hire staff without regard to race, color, religious creed, ancestry, sex, handicap, age or national origin. Please be aware that we may not be capable of dealing with extreme physically or mentally handicapped children at all locations due to state mandated staff-child ratios. Please request a copy of our special needs addendum for further information.

### **4.0 CHILDREN WITH SPECIAL NEEDS**

Neshaminy Kids Club takes pride in it's compassion for all people, regardless of disabilities and special needs. If your child is a special needs person we will do our best to provide the services that the child requires. Parents must notify the director at registration of the needs of their child, and complete the proper forms.

### **4.1 PERSONAL BELONGINGS**

Toys, games, etc. will be provided by Neshaminy Kids Club. If personal articles, toys, games, etc. are brought to the center by a student, Neshaminy Kids Club will not be responsible for loss or damage of these articles, nor will Neshaminy Kids Club be responsible for any item of jewelry or money handed to any staff member by a child.

### **4.2 INDIVIDUALIZED EDUCATION PLAN (IEP)**

## **INDIVIDUALIZED FAMILY SERVICE PLANS (IFSP)**

Your child's growth and development is measured with developmental assessments. If you child currently has an IEP/IFSP, it would be beneficial to share a copy of this plan with us so we can work together to ensure that the guidelines are put into practice. You do not have to provide this information if you do not wish to do so.

### **4.3 CHILD OBSERVATIONS**

Observation of each child will be completed within 45 days of enrollment. Observations will be conducted 3 times a year and a written copy of the information will be provided to the parent. Staff will use the developmental checklist to complete each observation. Parents will be given the opportunity to attend at least two conferences in which these observations will be discussed. If the parent declines the conference, a copy of the checklist will be given to them and they will sign off that they have received the copy. Staff must take an approved child observation professional development training.

### **4.4 RELEASE OF CHILDREN**

Your child must be *signed in* upon arrival and be *signed out* each day by an authorized Adult. An adult is defined as a person at least 18 years of age. This is a Pennsylvania Department of Welfare policy. No child will be allowed to leave with any person who has not been pre-approved by the parent and indicated in advance to staff personnel. Neshaminy Kids Club will assume responsibility for your child from the time he/she signs in to our program each day until signed out. Children can only be released to adults authorized by the parent/guardian on the enrollment form. Adults not known by the staff must show a picture ID(e.g. driver's license) when they are picking up your child. Any changes to the list must be received **IN WRITING** by Neshaminy Kids Club. *It is important that you sign-in/sign-out.* These sheets are monitored by the Department of Public Welfare and their accuracy is important.

### **4.5 SNACKS**

**Neshaminy Kids Club participates in the CACFP** (USDA's Child and Adult Care Food Program). We provide afternoon snacks that are nutritious. Snacks from two food groups are available everyday and we only serve milk, 100% fruit juice and water. It is suggested that you do not send food with your child. Please notify the Neshaminy Kids Club personnel of any food allergies or special requirements of your child. Please note, however, that we do provide a snack such as cupcakes or brownies on special occasions. Nutritious snacks will always be available in addition to the special snack. A daily snack list will be posted at each center.

### **4.6 STAFFING**

Neshaminy Kids Club is staffed in accordance with the Pennsylvania Department of Public Welfare (DPW) regulations. At minimum, there is a program supervisor and an assistant caregiver at each program site. In addition, the Director and Administrator of the Neshaminy Kids Club program visits the centers on a regular basis to assist in the implementation of the program. All of our staff have had Criminal Background checks, Child Abuse checks and FBI fingerprint checks. In addition, they are certified in First Aid and Fire Safety and are required to have at least 18 hours of annual training.

#### **4.7 ILLNESS**

For children who become ill while at the center, parents will be contacted (SEE EMERGENCIES) and the child sent home for the following:

1. Oral temperature of 101 degrees
2. Vomiting
3. Liquid stools
4. Uncontrollable or persistent cough
5. Appearance of acute illness or complaint of severe pain
6. Evidence of any infectious disease or lice

Parents may not bring a child to Neshaminy Kids Club if:

1. The child has a strep throat which has not yet been treated with an antibiotic for 24 hours.
2. The child has any rash or acute onset associated with fever or symptoms of illness.
3. The child has an oral temperature of 100 degrees or higher.
4. The child has persistent vomiting and/or diarrhea in the 12 hours before the child comes to the center.
5. The child has head lice.

Once the child has been diagnosed with one of the above, we must receive notice from your doctor saying that the child can be allowed back in the center. In the event of any case of communicable disease at the center, parents will be notified.

Children who become ill at the center will be separated from the other children until their parents arrive to pick them up.

#### **4.8 COMMUNICABLE DISEASE**

Children must be kept at home when they have any communicable disease (e.g., measles, mumps). It is the parent or guardian's responsibility to report any communicable disease to our office so that we may notify all other parents. NKC will notify all center participants verbally and with a letter when a communicable disease is detected.

#### **4.9 CIVIL RIGHTS COMPLIANCE**

##### **Parent Awareness**

In accordance with applicable Federal and State civil rights laws and regulatory requirements, you, as a client of this agency, have the right:

- to be provided services at this agency and to be referred for services at other agencies without regard to your race, color, religious creed, disability, ancestry, national origin, age or sex.
- To file a complaint of discrimination if you feel you have been discriminated against on the basis of your race, color, religious creed, disability, ancestry, national origin, age, or sex.

Complaints of discrimination may be filed with any of the following:

Neshaminy Kids Club  
PO Box 934  
Langhorne, Pa 19047

Department of Public Welfare  
Bureau of Equal Opportunity  
Room 223, Health & Welfare Building  
PO Box 2675  
Harrisburg, Pa 17105

U.S. Department of Health and Human Services  
Office for Civil Rights  
Suite 372, Public Ledger Bldg.  
150 South Independence Mall West  
Philadelphia, Pa 19106-9111

PA Human Relations Commission  
Philadelphia Regional Office  
110 N. 8<sup>th</sup> Street  
Suite 501  
Philadelphia, PA 19107  
Commonwealth of Pennsylvania  
DPW Bureau of Equal Opportunity  
Southeast Regional Office  
801 Market Street, Suite 5034  
Philadelphia, PA 19107

### **5.0 BULLYING (12/16/08)**

Neshaminy Kids Club has adopted the bullying policy that is similar to the policy that is currently effective in the Neshaminy School District.

Neshaminy Kids Club is committed to providing all students with a safe and civil school environment in which all members of the school community are treated with dignity and respect. Students who are bullied, harassed, intimidated or fearful of other students may not be able to take full advantage of the opportunities offered by the after school program. (academic, vocational, social, and emotional). Bullying and harassment can also escalate into more serious violence. To that end, NKC has in place policies, procedures, and practices that are designed to reduce and eliminate bullying and harassment as well as processes and procedures to deal with incidents of bullying and harassment when they occur.\*

A current copy of the entire School District policy is available on the Neshaminy School District website:

\*<http://www.neshaminy.k12.pa.us/14481069165854167/blank/browse.asp?A=383&BMDRN=2000&BCOB=0&C=67502> Neshaminy School District(downloaded 12/15/08)

This is available at [www.neshaminy.k12.pa.us](http://www.neshaminy.k12.pa.us), under departments, policy and procedures, series 500. It is policy section 553.

Neshaminy Kids Club will be using this policy in our after school program.

Procedures for reporting bullying at Neshaminy Kids Club:

Students should report any bullying behavior to a staff member as soon as the incident occurs. Parents should notify the site supervisor. Parents may also report any bullying to our office. The incident should be reported to the office at 215-757-2554. All incidents will be investigated.

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Consequences for the bullying behavior will be decided by the staff at the site where the bullying has occurred. Depending upon the severity of the behavior, the student may be removed from the activity, removed from the area where the bullying has occurred, suspended or expelled. Parents will be notified of all bullying incidents and a conference will be scheduled if the behavior continues.

Confidentiality will be respected as much as possible within the responsibility to investigate the incident.

## **5.1 DISCIPLINE**

Our program promotes positive behavior in children through consistent expectations and setting of limits, predictable routines and procedures, room arrangements, and developmentally appropriate activities for children. Harsh verbal or physical treatment (e.g. shaming, hitting, shaking, etc.) of a child is not permitted. Children are not denied any portion of their snack at the center as punishment or for negative behavior at other times of the day. We want the children to feel good about themselves and the other members of the center community. Limits are set to insure the safety of each child and the safety of the group; to protect the rights of the individual child and the rights of the group; to provide a positive atmosphere where a child gradually takes control of himself/herself and takes responsibility for his/her actions when acting alone or in a group. A serious disciplinary problem is defined as one in which a child is hampering the smooth flow of the program either by requiring constant one-on-one attention; inflicting physical or emotional harm on another child; physically abusing staff or being unable to conform to the rules and guidelines of the program. When conflicts arise, it is our goal to resolve the conflict through effective communication. If the conflict continues:

1. A child may not be allowed to participate in a particular activity where the conflict is occurring.
2. If there is still an unresolved conflict, parents will be asked for suggestions on resolving the conflict.
3. If the problem still exists, parents may be asked to keep the child home for three days until the child is ready to cooperate.
4. In the event that the child continues to behave in an unacceptable manner he/she will be asked to leave the program on a permanent basis.
5. Immediate dismissal from program - any physical attack on staff or child, threats or violence.

*Note: Disciplinary problems will be verbalized to the parent and noted in the student's folder.*

## **5.2 DAILY SCHEDULE:**

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Each before and after school center does not adhere to the same daily schedule. The children assist us in planning the activities for the center.

**NOTE TO BEFORE SCHOOL PARENTS:**

All children are to be accompanied by an adult to the center site. Our programs open at 7:15 a.m. All children must be signed in by an adult. (An adult is defined as someone at least 18 years of age.) We are not permitted in the building before 7:15 a.m.

**NOTE TO AFTER SCHOOL PARENTS:**

The after school programs close at 6:00 p.m. and all children must be signed out by a parent or guardian or pre-authorized adult. (An adult is defined as someone at least 18 years of age.)

**5.3 SMOKING POLICY**

Cigarette smoking leads to serious health problems, including respiratory illness, heart disease, stroke and cancer. In addition, secondhand smoke can cause respiratory illness and lung cancer and can act as a trigger for asthma. For the health and safety of all program participants, Neshaminy Kids Club strictly enforces a no-smoking policy. The school buildings and campus are smoke free.

**5.4 TRANSITIONING BETWEEN SCHOOL AND NKC**

At the end of the school day, each school uses the Public Address system to dismiss the students. Before the children taking buses are dismissed, there will be an announcement for “Neshaminy Kids Club”. When this is announced, your child will leave his classroom and proceed to NKC’s designated space. This may be the gym, cafeteria or a classroom, depending upon the school and what is available to us. Our staff at NKC will be waiting for your child with attendance sheets. Should your child not appear as scheduled, our staff will contact the school office to see if your child was in school. If he/she was, we will follow procedures to locate your child. You will be notified if he is not located in the building. It is very important that you call the center if your child is scheduled for the program and will not be there. **Failure to call may result in a fee of \$15.00. Continual failure to call out may result in expulsion.** For your child’s safety, please make sure we have his/her correct schedule and that you call out all absences.

**5.5 TRANSITIONING TO SELF CARE/MIDDLE SCHOOL**

The Neshaminy Kids Club places an important emphasis on teaching all of our children to be increasing more independent. The children in our programs are given ample opportunity to develop independent skills. For example, children will help plan, serve, and clean up the snack, help with roll call, and help put away supplies and equipment in designated areas.

At the end of every project, children will be taught the importance of cleaning up their projects and putting everything in its proper place.

Children are encouraged to suggest and lead games of their own choice to develop skills in group dynamics and leadership. They are also encouraged to pursue the process of task completion, whether that be an assigned task, a game or other activity.

A booklet has been prepared by Neshaminy Kids Club to aid you in transitioning to self care or transitioning to middle school. Topics include how to answer the phone when the parent is not available, and what topics to review with your child to see if they are ready for self-care. This booklet will be given out to all 5<sup>th</sup> graders in the spring of the year. We will also schedule a group meeting to discuss transitioning. If you would like a booklet earlier in the year, or would like to meet with a director, please call the office.

## **5.6 PLAN FOR SUPERVISING CHILDREN**

The children in the before and after school programs are well supervised at all times. It is the staff responsibility to know where the children are in the morning and afternoon sessions. The AM program is more relaxed and the children are usually in the same room for the two-hour period. In the event that they are taken outside the staffers takes the enrollment clipboard and indicates the children under his/her care. In the afternoon following snack most centers divide into groups that go outside or stay in the designated space. The person going outside counts the children under his/her charge and records their names. Those staying inside are aware who the remaining children are and they will be accountable for those children. The policy for a missing child is posted at all the centers and involves a four step process whereby the child's attendance is checked in the school office, the parents or guardian are called, other emergency contacts are called, the central office is notified, and finally if the child is not located the local police are called and the missing child is reported.

## **5.7 SUPERVISING HIGH-RISK ACTIVITIES**

Due to the environment of the school-based programs the number of high-risk activities is extremely limited. In the event of a high risk activity such as cooking the supervisors can plan on the director or his assistant to be in attendance on that day.

## **5.8 CHILD GUIDANCE**

The Neshaminy Kids Club staff are instructed to give attention and encouragement to children that show respect for private property, get involved in center activities, share supplies and equipment, and cooperate with others. Insincere praise and threats are not acceptable in the morning and afternoon programs.

Setting limits is an important and an integral part of the programs to prevent children from hurting one another physically or verbally. If these limits are breached the staff will step in and enforce the established limits. Unrealistic limits are to be avoided and the staff is consistently reminding the children of their limitations.

## **5.9 PARENT PARTICIPATION/COMMUNICATION/PARENT ADVISORY BOARD**

The involvement of the whole family in any child-care program is imperative for it to be successful. NKC looks for every chance to incorporate parents into its existing programs. School Age programs have an open door policy for parents. They are welcome to come and visit their children and the site anytime they wish, without prior notice.

It is important for parents to be informed about their child's school-age experience. Site Supervisors will make themselves available to interact with parents throughout the afternoon.

### Open-Door Policy:

Parents are welcome at the center anytime we are open. You may participate in activities with your children, volunteer your services at snack time, story time, outdoor play or field trips. If you have a cultural celebration you are willing to share with all of the children, please call the office. Children love to learn about how other families celebrate and they take pride when their parents participate in our program.

### Parent-Staff Communication:

Parent-Staff Communication often occurs at arrival and departure of children. At the sign-in table, you will find the daily sign-in/sign-out sheets, attendance sheets, snack menus, activity sheets, important parent information sheets, flyers for upcoming events, student newsletters, suggestion box and other special notices.

### Parent Visits:

Parents are always welcome to visit. You may drop in at any time unannounced or schedule a special time to attend the program. You may join your child at play, read a story, or share their snack with them.

### Fieldtrips:

We often schedule fieldtrips after school. If you are interested in volunteering, please call the office.

### Parent Conferences:

We schedule two parent conferences a year. Twice a year we will ask you if you would like to schedule a conference with a staff member. Conferences can be scheduled at any time during the year. When arranging a conference, the supervisor will select a mutually convenient time to meet.

### Parent Newsletters:

Once a month, the students at each center create a newsletter. The newsletter will be next to the sign-in sheet for you to take home with you. Newsletters contain a variety of information. Students might write about a fieldtrip they have taken or are going to take, or they might talk about a subject that interests them. Site supervisors may also include reminders for parents. In general, the newsletter will share program news, themes, upcoming event information and general information that may be beneficial to you as parents (i.e. community resources, articles, etc.)

#### White Board:

A white board will be posted at each center. Important information will be posted daily. Field trips or other special events will be listed on the board, as well as reminders for parents and students.

#### Parent Referrals:

Each center has a booklet containing contact information for parents regarding social services in Bucks County. The referral booklet is also available online at [neshaminykidsclub.org](http://neshaminykidsclub.org) on the Parent Information page. A packet is also available in the office if you are unable to access the internet.

#### Parent Advisory Board:

The Parent Advisory Board is a group of parents who provide the directors with feedback about NKC policies and procedures. The purpose of the Advisory Board is to facilitate communication between parents and the administration in an ongoing effort to support the quality of our programs. The Advisory Board is not a policy making group, but assists the administration with strategic planning by providing parental viewpoints, feedback about programs and changes and works with the directors to review aspects of our operations.

Each quarter, the directors of Neshaminy Kids Club are available for parent input at various centers. We welcome new ideas, suggestions or constructive suggestions. If you are interested in attending these meeting, call the office or speak to the supervisor at your center. All parents are welcome to attend the meetings. Our goal is to develop communication and share information with parents.

#### Parent-Student Activities:

A family night/afternoon is held at least once a year as an opportunity for parents to share an evening at the site with their children and other school age participants. Parents are strongly encouraged to participate in the program whenever possible. Family nights are a chance for the family to engage in an evening that encourages family togetherness. It is expected that staff will target family nights as an event, not just a dinner

#### Transitioning Meeting:

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NKC will provide a booklet on transitioning to self-care and/or middle school for all 5<sup>th</sup> graders in the spring of the year. A meeting will be provided for parents who would like to discuss the transitioning of their children. We have selected a variety of articles to help you determine when your child is ready to be home alone and to help with children transitioning to middle school. The center will also provide transitioning activities for the 5<sup>th</sup> graders.

#### Parent Surveys:

Twice a year we distribute parent, staff and child surveys. Because we know you are busy, we try to make the surveys easy to fill out. Please take the time to give us your feedback on our staff and program. If at any other time, you have a comment, suggestion or concern, please share them with the center supervisor, director, or the office staff.

#### Written Evaluations:

A written evaluation will be performed for each child at least 3 times a year. Neshaminy Kids Club has a developmental checklist for ages 5-12 that will be used for children who are at the program for 15 hours or less. For children who are at the center for more than 15 hours a week, a Department of Public Welfare form must be used. Forms are available at each center and at the office. The completed forms will be made available to the parents of each child, and will be kept in the child's folder.

#### Getting to Know You Meeting

We encourage you to attend a "Getting to Know You" meeting at the beginning of the school year. This gives you and the supervisor an opportunity to share information about the program and your child. Often this conversation is especially good to have after your child has been in our program for 3-4 weeks. We welcome your input and your questions at all times.

### **6.0 PARENT PHONE CALLS TO CHILDREN (5/09)**

Each center has a cell phone that is used for communication between the center and the main office and important calls to parents. Due to the number of children in each center, parents will not be able to call their children during our program. In the event of an emergency, please call the center phone number and ask for the supervisor. Our first priority is the safety of your child and we must keep the phones open for emergency phone calls. You are always welcome to visit the center.

### **6.1 FAMILY ORIENTATION**

There will be an open house at each center in September after the start of school to provide an orientation for parents. Our staff will also be available on "Welcome back to School Night". We will be happy to make special arrangements if you are unable to attend during this time.

## **6.2 STAFF COMMUNICATION WITH INDIVIDUAL FAMILIES**

The Neshaminy Kids Club requires that the staff communicate on a regular basis with the families about the well being of their children. This communication is between the staff members and the parents and or guardians. The staff always keeps the families aware of the status of the children. Incident reports and accident reports are filed when necessary and daily communication is stressed. The staff is instructed to greet the parents during drop off and pick up times even in our hurried society where time is very limited. There is a commitment to strong human relationships.

The staff works closely with the parents to set goals for the children and seek outside help when it is necessary. The staff is encouraged to seek out specialists within the school system when faced with special needs situations. The director and staff seek out medical and educational specialists when the need arises.

There is a sharing relationship with the parents for the benefit of the children. Specialists in the diverse fields are invited to speak to the children and parents. Nutrition, physical education, and literacy are just three of many relevant topics that are made available. The Neshaminy Kids Club administrators make every effort to keep families well-informed on contemporary issues. Due to the time limitations brochures and flyers are provided at the sign out tables covering a variety of topics that will benefit all families.

The center staff and the parents make an effort to include the schools in their communication. Quiet, comfortable areas are offered for children to do their homework. The staff is instructed to monitor the homework and assist children whenever they need help in completing assignments. The staff also engages teachers and administrators in an effort to provide help for those children in need.

## **6.3 ACCEPTANCE ENROLLMENT POLICY**

The Neshaminy Kids Club Program is offered to all school age children who attend a school in which the program is available. Enrollment is subject to constraints of space and staffing. The normal staff to child ratio is 1:12. Modification of the program to accommodate the needs of qualified handicapped persons, including assignment of additional staff, may be made where such modifications are reasonable and necessary, do not fundamentally alter the nature of the program, and do not result in an undue burden on the Neshaminy Kids Club. Requests for modifications or auxiliary aids should be made as far in advance of commencement of the program as possible.

The Neshaminy Kids Club strives to make the program one that provides for the safety, well being, development and success of each child enrolled. For this reason, the NKC has set forth the following policies that must be adhered to and supported.

Parents must complete an NKC registration form before enrolling their child. They must also complete an emergency contact form, which must be updated every six months, and provide the center with a health assessment signed by a licensed physician within 60 days

of enrolling. A new health assessment must be submitted every year. A completed financial agreement will also be given to the parents.

#### **6.4 KEYSTONE STARS\***

Neshaminy Kids Club participates in the Keystone Stars Program, which is part of the Pennsylvania Department of Welfare. Our staff are required to have a minimum of 18 hours of professional development a year and must have or be working on the School Age Professional Credential or a degree at a college or university.

**STARS stands for Standards, Training/Professional Development, Assistance, Resources, and Support**

**S Standards,  
T Training  
A Assistance  
R Resources  
S Support**

Keystone STARS is an initiative of the Office of Child Development and Early Learning (OCDEL) to improve, support, and recognize the continuous quality improvement efforts of early learning programs in Pennsylvania.

The Keystone STARS Performance Standards provide the foundation for the program. The Performance Standards are grouped into four levels: **STAR 1, STAR 2, STAR 3, & STAR 4**. Each level builds on the previous level and utilizes research-based best practices to promote quality early learning environments and positive child outcomes. The standards address staff qualifications and professional development, the early learning program, partnerships with family and community, and leadership and management.

Keystone STARS is managed through a partnership of the Office of Child Development and Early Learning (OCDEL) and the Pennsylvania and Regional Keys.

\*<http://www.pakeys.org/stars/Default.aspx>

#### **Parent Resources**

Parent Resources are available on our website [neshaminykidsclub.org](http://neshaminykidsclub.org). We include information on:

CHIP (Children's Health Insurance Program) CHIP is Pennsylvania's program to provide quality health insurance for children of working families who otherwise could not afford it. It is not a welfare program. Call 1-800-986-kids or visit [www.state.pa.us](http://www.state.pa.us) PA Keyword CHIP.

Child Care Information Services of Bucks County (Apple Child Care) Subsidized childcare may be available through Apple Child Care. Call 215-348-1283 or visit [www.buckschildcare.com](http://www.buckschildcare.com).

IRS: Child and Dependent Care Credit. Visit <http://www.irs.gov/taxtopics/tc602.html> for more information on the child care credit.

Support Services in Bucks County: Visit <http://www.buckscounty.org/livingandworking/services/ParentSupport.aspx> for community contacts.

Bucks County Community Resources: Visit <http://www.fsabc.org/images/pdfs/resource-guide.pdf>