

Policy and Procedures Handbook



***Our Little People Child Care
Center LLC***

414 N Pine

Lancaster, Pennsylvania 17603

717.945.6517

Welcome to Our Little People Child Care Center LLC!

We are delighted to welcome you and your family to *Our Little People Child Care Center LLC*, and we thank you for entrusting us with the care of your child(ren). It is truly an honor to be part of your child's early development and learning journey.

This handbook has been prepared to provide you with important information about our policies, procedures, and the guidelines we follow to ensure the highest quality of care. While the handbook covers a wide range of topics, we understand that questions may still arise—and we encourage you to reach out to us anytime.

Open and honest communication is very important to us and forms the foundation of the strong relationship we aim to build with you and your child(ren). We look forward to working together to create a nurturing, supportive, and enriching environment.

Warm regards,

The Our Little People Child Care Center LLC Team

Philosophy/Mission Statement:

At *Our Little People Child Care Center LLC*, our mission is to provide a safe, loving, and welcoming environment where every child feels valued and supported.

We are committed to offering a high-quality, affordable childcare experience that meets the unique needs of each child. Our goal is to create a nurturing and stimulating setting that encourages growth in all areas of development — social, emotional, spiritual, physical, and cognitive.

We take great pride in fostering a space where children can thrive, explore, and build the foundation for a lifelong love of learning.

Inclusion Policy:

At *Our Little People Child Care Center LLC*, we are committed to creating an inclusive environment where every child and family feels welcome, respected, and supported.

Our facility is designed to be fully handicap accessible, ensuring that all children have equal opportunities to learn, play, and grow. We also strive to meet the diverse needs of our families by providing important information in their home language, whenever needed.

In addition, we maintain an open-door policy for outside agencies and specialists who may work with a child to support their individual developmental or educational needs. Collaboration is key to ensuring that every child receives the personalized care and attention they deserve.

Age and Number of Children Accepted:

Our Little People Child Care Center LLC is licensed to care for a maximum of **21 children per shift**. This capacity is determined by the available indoor and outdoor square footage of our facility, as well as the number of qualified childcare providers on staff, in accordance with state licensing regulations.

We proudly offer care for children ranging in age from **8 weeks to 12 years old**. To ensure the highest quality of care and to support each child's developmental needs, Our Little People Child Care Center LLC has established specific limits on the number of children accepted in each age group. These limits help maintain a safe, nurturing, and developmentally

appropriate environment for all children in our care. Our Little People Child Care Center LLC strictly complies with the PA DHS child care regulations regarding child-to-staff ratios.

Hours of Operation:

Our Little People Child Care Center LLC offers child care services Monday through Friday from 8:00 am to 5:00 pm. On occasion, Our Little People Child Care Center LLC may offer Drop-in date nights.

Enrollment:

The following forms must be completed and submitted prior to the child's first day of attendance.

1. Proof of ELRC documentation if needed.
2. Child Health Assessment – completed and signed by the child's health care provider (submit within 30 days of the child's first day of care). Updates are required according to state mandates (within the first 30 days of enrollment, 6 months, 12 months, 2, 3, 4 & 5 years of age). Children can be excluded for failure to update physicals.
3. Emergency form – completed and signed by a parent/legal guardian. Must be updated every six months and whenever information changes.
4. Enrollment Fee and agreement form – completed by parent/legal guardian.
5. Special Care Plan – if applicable (IEP, IFSP, Behavior Plan) **All plans are used to work with your child to meet their individual needs. Any plans that are shared will only be seen by the director and teachers. All information will be stored in a safe and secure place to protect the child's privacy. Our Little People Child Care Center is willing to help in any way to support your child's needs.**
6. Release of Information Form – completed by parent/legal guardian.

Fees and Rates:

Child care fees are strictly based on the scheduled hours of contracted child care services. Our Little People Child Care Center LLC will not adjust childcare fees for late arrival, early pickup, holidays, missed days, or emergency closures.

Infants (8 weeks -12 months)-\$315 a week full time

Toddlers (18 months- 35 months)-\$295 a week full time

Preschool (3-5 years)- \$275a week full time

Part-Time Care Availability

Part-time care may be available and is offered for a minimum of **3 days per week**. Listed below are the rates for part-time care.

Infants- \$85 per day

Toddlers & Preschool- \$75 per day

ELRC Fees:

Your ELRC co-pay is determined by the ELRC office. If ELRC does not pay for the full tuition, the parent will be responsible for the remaining balance of the tuition

Families with ELRC may add days beyond your approved days from ELRC for an additional fee.

Registration Fee:

Our Little People Child Care Center LLC charges an annual \$75.00 per family registration fee. The registration fee is non-refundable. If you receive ELRC, this fee will be paid by the ELRC.

Past Due Payments:

Child care fees must be paid **every Thursday by 5:00 PM** if paying through the **Brightwheel app**.

For payments made via **check, cash, or Cash App**, they must be received **by Friday at 5:00 PM**.

A **late fee of \$25.00 per day** will be applied to any payments not received in full and on time.

If payment is **not received by the following Monday before service begins**, your child will **not be allowed to attend the facility** until the full balance, including any late fees, is paid in full.

Returned Check Fee/ Credit card Decline:

The parent must pay a \$40.00 fee for all checks returned unpaid. If a check is returned unpaid or a credit card charge is declined, all future payments by the parent must be made in cash.

Overtime Fees:

Our Little People Child Care Center LLC will charge an overtime fee of \$2.00 per minute if a child is not picked up by the scheduled time. If a child is not picked up within 5 minutes of the scheduled time, the per minute late fee will start accruing from the scheduled pickup time. This overtime fee must be paid with the next scheduled payment.

Collection Fees:

If any payment obligation is not paid when due, the parent is responsible for paying all costs of collection, including reasonable attorney fees, whether a lawsuit is started as part of the collection process.

Trial Period and Termination of Child Care Services:

The first two weeks of enrollment in Our Little People Child Care Center LLC is considered a "trial period". Child care may be terminated by either the provider or the parent during this trial period with five-day notice. **No fees will be returned if this should occur.**

Termination of Child Care Services:

After the trial period has passed, child care may be terminated by the provider or the parent only by providing the other party with a two-week advance written notice. If the parent fails to provide two-week advance written notice, payment for

the two weeks is still required. Our Little People Child Care Center LLC retains the right to terminate a child's enrollment without notice for the following reasons:

- A child's behavior is destructive, uncontrollable, violent, or threatening to the other children or providers at the care facility. This determination is made at the sole discretion of the Provider.
- A parent's behavior is threatening or abusive to the other children or providers at the care facility.
- Child care fees are 5 days or more delinquent.
- A child is absent for 5 days or more without reasonable explanation or payment from the parent.

All terminations of this type can be made effective immediately. Upon termination of child care services, Our Little People Child Care Center LLC is willing to assist with referrals. However, it is the parent's responsibility to find alternate childcare.

Holidays, Vacations, Miscellaneous Closings:

Our Little People Child Care Center LLC will **not provide child care services on:**

- **Federal holidays**
- **Scheduled staff training/professional development days**
- **Emergency closures** (including severe weather, power outages, etc.)

Notifications of closings will be posted throughout the facility and on the **Brightwheel app**.

Please note:

- **Child care fees will not be adjusted or discounted** due to center closures, including for holidays, emergencies, professional development, staff personal days, or center-wide vacations.
- A **minimum of two weeks' notice** will be provided for scheduled closures. Emergency and weather-related closures may occur with little or no notice.
- It is the **parent's responsibility to arrange alternate child care** during all closures.

Family Vacations:

Parents must provide a **written notice at least two weeks in advance** for any planned family vacations.

Please be advised that **child care fees will not be adjusted or discounted** for family vacations.

Attendance Policy:

Together we have contracted a schedule for specific drop-off and pick-up times. We plan our staffing to accommodate these hours. If you need to change these times for any reason, please notify the director and teaching staff. It is essential to have your child at Our Little People Child care Center LLC by 9:15 a.m. This allows for a maximum educational experience and accommodates field trips and walks for the center. If your child is not in the center by 9:30 am, they will not be permitted into the center for that day. No payment adjustments will be given.

For ELRC only:

If a child is absent for 5 consecutive days, the child becomes ineligible for ELRC funding and will be discharged from Our Little People Child Care Center LLC at this time. According to ELRC regulations, a child may only be absent 40 days

within a fiscal year (7/1 – 6/30). If a child is absent for more than 40 days, the parents will be responsible for paying the full cost of the child care services.

Extended leave of absence:

- Any extended leave of absence needs to be approved by the director prior to the start of the absence. For private pay families, the family will be responsible for 100% of their weekly tuition in order to hold their spot during the leave. This fee will not be applied to future tuition when the child returns.
- Extended Leave absences will not be approved for families with ELRC.

Program Activities

Our Little People Child Care Center LLC provides **age-appropriate daily activities**, toys, and materials to support each child's **physical, intellectual, social, and emotional development**. These activities are designed to be both engaging and educational.

Toys from Home

Children **should not bring toys from home**.

- **Toy weapons**, including toy guns or knives, are **strictly prohibited**.
- Our Little People Child Care Center LLC is **not responsible** for any **lost or broken toys** that are brought from home.

Field Trips

Occasionally, Our Little People Child Care Center LLC may organize **field trips** for the children.

- Children **will not be allowed to participate** without a **signed permission form** from a parent or guardian.
- Some field trips may require a parent to accompany their child.
- Parents will receive **advance written notice** of all field trip **dates, times, and locations**.
- **Additional fees may apply** to cover **admission, transportation, or meal costs** associated with the trip.

If a parent chooses not to have their child participate in a scheduled field trip:

- The parent is responsible for arranging **alternate child care** during the field trip.
- **Child care fees will not be reduced or prorated** for non-participation.

Local Excursions

From time to time, Our Little People Child Care Center LLC may engage in **local excursions**, such as walks around the neighborhood.

A **general release form** must be signed by the parent or guardian **prior to participation** in any of these outings.

Transition Policy:

As children grow and reach new milestones, we work closely with parents to support their individual needs. We value and encourage parental input, as it plays a vital role in each child's development. Our daily routines are thoughtfully designed to support smooth transitions and foster individual growth. Should any major changes occur, we will notify families as soon as possible.

Dress Code Policy

To ensure your child's comfort, safety, and full participation in daily activities, please follow the guidelines below:

- **Weather-Appropriate Clothing:**
Dress your child according to the season—warm layers in winter, lightweight clothing in summer, and appropriate outerwear in spring and fall. We go outside daily, weather permitting, so please plan accordingly.
- **Footwear:**
All children must wear **closed-toe shoes** that are **easy to put on**—slip-ons or Velcro are preferred. For safety reasons, sandals, flip-flops, or shoes with laces that easily come undone are not allowed.
- **Jewelry:**
Please **do not send children with jewelry** (earrings, necklaces, bracelets, etc.) while in our care. We are not responsible for any lost or broken items.
- **Everyday Clothing:**
Children engage in active play, creative projects, and sometimes messy activities. We recommend **comfortable, casual, and washable clothing** that allows for freedom of movement and fun!

Meals

Mealtimes are as follows:

- **Breakfast:** 8:30 a.m. – 9:15 a.m. (*No breakfast will be served after 9:15 a.m.*)
- **Lunch:** 11:00 a.m.
- **Afternoon Snack:** 3:00 p.m.

Our Little People Child Care Center LLC provides healthy meals and snacks daily, which are included in the childcare fees. A weekly menu will be posted for parents to review.

We participate in the **Child and Adult Care Food Program (CACFP)** to help reduce child hunger and obesity. All meals served meet the **United States Department of Agriculture (USDA)** nutritional guidelines.

Please note:

- We **do not provide meals for children with special dietary needs**.
- We are a **nut-free facility**. Please do **not** send any food items containing nuts with your child.

Birthday Snacks

If you wish to provide a birthday snack for your child to share with classmates and staff, please ensure that:

- All snacks are **store-bought**
- Packaging is **sealed**
- **Ingredients are clearly listed** on the label

This policy helps us maintain a safe environment for all children, especially those with food allergies or dietary restrictions. Thank you for your cooperation!

Infants:

Infants will be fed **either formula or breast milk**, both of which must be **provided by the parent**. Parents are also responsible for supplying **baby food** for as long as it is needed.

Note: Our Little People Child Care Center LLC may offer formula and baby food. Availability will be outlined in the contract or agreement form.

Parents should provide the center with detailed information about their child's **feeding schedule** and any **special feeding instructions** to ensure consistency and care.

Diaper Changing Procedure:

Diapers are checked **every two hours or sooner** and are changed **whenever necessary** to ensure your child's comfort and hygiene. After each diaper change:

- The **diaper-changing area is sanitized**
- Both the **provider's and child's hands are washed**

Parents are responsible for supplying **diapers, wipes, and any diapering products**, such as ointments. Please inform Our Little People Child Care Center LLC of any **special instructions** regarding the use of these products.

If the center provides diapers, wipes and/or pull-ups for your child, a fee of **\$2.00 per diaper/pull-up** will be added to your **next tuition payment**.

Toilet Training:

Our Little People Child Care Center LLC is happy to support your child with **toilet training**. However, we ask that **parents initiate the process at home first** to ensure consistency and readiness.

Once toilet training has begun, parents are required to supply the following items:

- **Extra clothing**
- **Training pants, pull-ups, and/or underwear**

Consistency between home and childcare is key to a successful toilet training experience. We appreciate your partnership during this important developmental milestone.

Naps and Rest Periods:

Naptime is scheduled from **12:00 p.m. to 2:30 p.m.** To minimize disruptions and help maintain a restful environment, we kindly ask parents to avoid drop-offs and pick-ups during this period whenever possible.

Each child should bring a **clean blanket and sheet** every Monday for use during nap time. Blankets and sheets will be sent home every Friday for washing and should be returned the following Monday.

Supplies

The parent is responsible for providing the following items to Our Little People Child Care Center LLC for the benefit of the child whenever reasonably requested by Our Little People Child Care Center LLC: diapers, wipes, special diet foods/drinks, formula, bottles, cups, change of clothing and blankets. All requests will be sent through Bright Wheel. If

supplies are not provided by the parent, OLPGCC will provide the requested items and the parent will be charged an additional fee. All fees must be paid by 5:00pm Friday.

Medical Care Information

To ensure the health and safety of all children in our care, please review and follow the guidelines below:

- **Medical Records & History:**

Parents must provide **updated medical information** for their child prior to the first day of care at *Our Little People Child Care Center LLC*. This includes:

- Any medical conditions or concerns
- Immunization records
- Allergies (including food, medication, or environmental)
- Regular medications
- Physical disabilities or activity restrictions
- History of contagious diseases such as measles, mumps, chickenpox, or whooping cough

- **When a Child Becomes Ill:**

If your child becomes sick while in our care:

- We will attempt to contact you immediately.
- If we are unable to reach you within **15 minutes**, we will contact your designated **emergency contact** and/or your child's **physician** as needed.

- **Medical Emergencies:**

In the event of a serious medical emergency, *Our Little People Child Care Center LLC* will take appropriate action to ensure your child receives the necessary emergency medical care. This may include calling 911 or arranging **transportation to the nearest emergency facility**.

Please Note: Parents are responsible for **all medical expenses**, including the cost of emergency transportation or treatment.

Sick Child Policy

Our Little People Child Care Center LLC (OLPCCC) is committed to maintaining a healthy environment for all children and caregivers. To help prevent the spread of illness, please carefully review and follow the guidelines below:

When to Keep Your Child Home

Children exhibiting any of the following symptoms must be kept at home and may only return to the center when they are **symptom-free for at least 24 hours without medication, or with a doctor's written statement confirming the child is not contagious:**

- Fever of **100.4°F or higher**
- Vomiting
- Diarrhea (**two or more times**)
- Earache or draining ears with pain
- **Pink Eye (Conjunctivitis)** – until treated and with **a doctor's written permission or prescription**
- **Impetigo** – until treated with **a doctor's written permission**
- **Ringworm** – until treated with **a doctor's written permission**
- **Pinworms** – until treated with **a doctor's written permission**
- **Head Lice** – after treatment
- **Scabies** – until treated with **a doctor's written permission**
- **Influenza (Flu)** – with **a doctor's written permission**
- **Chickenpox** – may return **6 days after rash appears** or when **all scabs are crusted and dry**
- **Active Tuberculosis (TB)** – requires **State Health Department clearance**
- **Unexplained Rash** – with **a doctor's written permission**
- **Measles** – may return **6 days after rash appears** and with **a doctor's written permission**
- **Cold Sores** – when healed (a small, dry scab is acceptable)
- **Strep Throat** – may return **24 hours after starting antibiotic treatment**
- **Scarlet Fever** – with **a doctor's written permission**

- **Hand Foot and Mouth Disease-** may return **7 to 10 days after rash and blisters are dried and with a doctor's written permission.**

If Your Child Becomes Ill while at the Center

- You will be **notified immediately** if your child shows signs of any symptoms listed above.
- Your child may be **isolated from others** until pickup.
- You are expected to **arrive within 45 minutes** of being contacted.

Contagious Disease Notification

- If your child is **exposed to a contagious illness** at OLPCCC, we will notify you as soon as possible.
- Parents must also inform OLPCCC of any **illness or health issue** that could affect other children.

Medication Policy

OLPCCC will administer **prescription medications** only under the following conditions:

- A **Medication Consent Form** must be completed by the parent, indicating:
 - Name of medication
 - Dosage
 - Time(s) to be administered
 - Any known side effects or special instructions
- Medication must be in its **original labeled container**, clearly showing:
 - Child's full name and date of birth
 - Prescription and expiration dates
 - Dosage and usage instructions

Important Notes

- Parents are responsible for arranging **alternate care** if their child is sick or unable to attend.
- **Tuition or child care fees will not be adjusted or refunded** for missed days due to illness.

Emergency Procedures & Minor Injury Policy:

At Our Little People Child Care Center LLC, the safety and well-being of every child is our top priority. The following procedures are in place to ensure swift and effective responses in case of emergencies or minor incidents:

Emergency Preparedness

- Emergency telephone numbers (fire, police, poison control, etc.) are posted near every phone throughout the facility.
- Emergency evacuation plans are clearly posted at each exit.
- Children and staff participate in regular evacuation and fire drills to ensure familiarity and readiness in the event of an actual emergency.

Emergency Contact Protocol

In the event of an emergency:

1. We will make every effort to contact the parent/guardian immediately.
2. If the parent/guardian cannot be reached, we will contact the designated emergency contact(s) listed in the Day Care Contract.

Minor Injuries

We understand that children are active and that scratches, scrapes, and bumps are a normal part of play. In the case of minor injuries:

- Staff will treat the injury with basic first aid, such as cleaning with soap and water and applying a bandage if needed.
- Parents will be notified of the incident and informed of the treatment provided at pick-up or via communication during the day.

For more serious injuries or concerns, we will follow our emergency contact protocol and, if necessary, seek immediate medical attention.

Discipline Methods

When a child understands the rules but chooses not to follow them, we use the following **age-appropriate discipline techniques**:

1. **Redirection:**
We will guide the child's attention away from inappropriate behavior and toward a more positive activity.

2. **Thinking Time:**
If redirection is not effective, the child may be given a short period of time to calm down and reflect on their behavior in a safe, quiet space.
3. **Parent Communication:**
If challenging behavior continues, we will speak with the parent to **develop a collaborative action plan** tailored to the child's needs and situation.
4. **Further Support (if needed):**
If behavior issues persist, we may discuss **additional strategies or resources** with the parent, which could include professional support or behavior intervention planning.

Pickup of a Child Policy

To maintain a safe and secure environment for all children, Our Little People Child Care Center LLC has established the following **pickup procedures**:

Parking Safety

- All **unoccupied vehicles must be turned off and parked** in an available parking space during both drop-off and pickup.
- Do **not leave any child unattended** in a vehicle at any time while on the premises.

Authorized Pickup

- Children will only be released to:
 - A **parent/guardian**, or An **individual listed as an authorized pickup contact** on the child's enrollment form.

Changes to Pickup Arrangements

- If someone **not listed** on the authorized pickup list needs to pick up your child:
 - You must provide **written consent, call the director or teacher**, and
 - The information **must be documented** in the child's file.
- If prior authorization is **not provided**, we will **not release the child** until the parent can be contacted for verification.

Your child's safety is our top priority. Thank you for helping us maintain secure and responsible pickup procedures.

Parent Participation Policy

At *Our Little People Child Care Center LLC*, we value and encourage parent involvement as an essential part of providing high-quality child care. Your engagement helps strengthen the connection between home and our center and supports your child's growth and development.

Volunteering Opportunities

Parents who wish to volunteer are warmly welcomed! To ensure the safety of all children, the following **clearances and documentation** are required before participating in any volunteer activities:

- **Pennsylvania Criminal Background Check**
- **Pennsylvania Child Abuse Clearance**
- **FBI Fingerprinting Clearance**

Please see the Center Director for more information on how to begin the volunteer clearance process.

Parent-Provider Communication

We believe open, respectful communication between families and staff is essential to your child's success. We encourage parents to:

- Share questions, concerns, or suggestions at any time
- Participate in discussions about your child's daily experiences
- Keep us informed of any changes at home that may affect your child

Parent-Teacher Conferences

Twice each year, we will schedule **parent-teacher conferences** to:

- Review your child's developmental progress
- Discuss goals and any areas of concern

Equal Opportunity:

At *Our Little People Child Care Center LLC*, we are committed to providing a welcoming, inclusive, and respectful environment for all families and staff.

We **do not discriminate** on the basis of:

- Race
- Color
- Religion
- National origin
- Sex
- Disability
- Age
- Sexual orientation
- Gender identity
- Marital status

We proudly operate as an **Equal Opportunity Employer** and strive to ensure that all individuals have equal access to our programs, services, and employment opportunities. Any individuals, who believes they have been discriminated against, may file a complaint of discrimination with:

Commonwealth of Pennsylvania	PA Human Relations Commission
Department of Human Services	Harrisburg Regional Office
Bureau of Equal Opportunity	333 Market Street, 8th Floor
Room 225, Health & Welfare Building	Harrisburg, PA 17101
P.O. Box 2675	
Harrisburg, PA 17105	

U.S. Department of Health and Human Services

Office for Civil Rights

Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

Confidentiality Policy

At *Our Little People Child Care Center LLC*, we are committed to maintaining the confidentiality and privacy of all families we serve. This commitment applies to **all verbal and written information** related to:

- Potential enrollees
- Currently enrolled children and their families
- Previously enrolled children and their families

Staff Responsibilities

All staff members are:

- **Briefed on confidentiality policies** during orientation and regularly thereafter
- Expected to uphold the **highest standards of privacy and professionalism**
- Required to handle all sensitive information respectfully and responsibly

Records and Information Security

- All **written records** are stored in a **secure, locked location**
- Access is strictly limited to the **Center Director** and the **child's assigned teacher**
- Digital records, if applicable, are protected with secure passwords and encryption

Release of Information

No child or family information will be shared or transferred to another program, school, or individual **without the written consent** of the parent or legal guardian.

Exceptions include:

- Situations where staff are **mandated reporters** of suspected child abuse or neglect, as required by **Pennsylvania law**
- When records or information are **subpoenaed by a court of law**

Maintaining your family's privacy is a responsibility we take very seriously. Please reach out to the Center Director with any questions regarding how your information is protected.

Video Surveillance Policy

To ensure the safety and security of all children, staff, families, and visitors, *Our Little People Child Care Center LLC* is equipped with a **24-hour video surveillance system**. Security cameras are strategically placed throughout the facility to promote a safe, secure, and transparent environment.

Purpose of Video Surveillance

Our video surveillance system is intended to:

- Enhance the **safety and protection** of children and staff
- Deter unauthorized access or inappropriate behavior
- Provide a record in the event of an incident or emergency
- Maintain the **security of the facility and its occupants**

Privacy & Confidentiality

- Cameras are installed only in **appropriate and common areas** of the center (e.g., classrooms, hallways, entrances, and playgrounds). No cameras are placed in bathrooms or other private areas.
- **Live camera access and recorded footage** are strictly limited to **authorized staff members**.
- Video footage is used for **internal purposes only** and is stored securely.

Parent Access to Footage

- Parents/guardians may **request to view video footage** involving their child only.
- Any viewing will be **supervised by the Center Director** and limited to relevant footage, even if other children appear in the same recording.
- Parents will not receive copies of video footage unless **required by law** or with **written consent** from all involved parties.

Release of Video Footage

We are committed to protecting your child's privacy. Video footage will **not be released** to anyone outside the center unless:

- **Required by law**, including requests from:
 - Child care licensing authorities
 - Law enforcement

- Child protective services
- Public health officials
- Or with **written authorization** from the child's parent or legal guardian.

Only selected members of the *Our Little People Child Care Center LLC* administrative team have access to live or recorded surveillance footage. If you have any questions about our surveillance practices or privacy protections, please contact the Center Director.

Child Abuse and Neglect Policy

At *Our Little People Child Care Center LLC*, the health, safety, and well-being of every child in our care is our top priority. In accordance with **Pennsylvania state law**, all child care staff are **mandated reporters** of suspected child abuse and neglect.

Mandated Reporting Requirements

- All staff members are legally required to **report any signs or suspicions of child abuse or neglect**—this includes physical, emotional, sexual abuse, or neglect.
- Reports are made directly to **ChildLine**, the Pennsylvania child abuse reporting hotline.

Training and Responsibilities

- All staff members must complete **Mandated Reporter Training before they work with children**, and receive ongoing training as required by state regulations.
- Parents and guardians are **strongly encouraged** to take this training as well, to help protect all children in our community.

Internal Reporting Protocol

- While staff are required to report suspicions directly to ChildLine, they are also expected to **notify the Center Director and Owners** at the time of filing a report.
- This internal step ensures that proper procedures are followed while respecting the privacy and seriousness of each situation.

We are committed to maintaining a **safe, supportive, and vigilant environment** where children can thrive. If you have any concerns or questions about our reporting responsibilities or how we protect children, please speak with the Center Director. **Call ChildLine for all reporting at 1-800-932-0313 or report online at <https://www.compass.state.pa.us/cwis/public/home>.**

Child Care Regulations: Our Little People Child Care Center LLC operates in full compliance with all Pennsylvania state and local child care regulations. **To view the PA Child Care regulations please visit:** <http://www.dhs.pa.gov/provider/earlylearning/childcareregulations/index.htm>

COVID-19 Policies

(These policies override regular procedures during a health pandemic or outbreak.)

Illness Related to COVID-19

Children exhibiting **COVID-19 symptoms** will be **excluded from care** until they:

- Provide a **negative COVID-19 test**, **OR**
- Complete a **14-day quarantine** if no test is provided.

Note: No tuition discounts or adjustments will be made during exclusion or quarantine.

If OLPCCC must temporarily close due to COVID-19 exposure or mandates:

- Parents are responsible for **50% tuition** during the closure.
- If a child must quarantine due to **exposure or a positive case**, **full tuition** is still required.

Symptoms Requiring Exclusion

Children showing **at least one** of the following:

- New or persistent cough
- Shortness of breath
- Loss of taste or smell

OR two or more of the following:

- Fever over 100.4°F
- Chills
- Muscle pain
- Headache
- Sore throat
- Nausea or vomiting
- Diarrhea
- Fatigue

- Sneezing or runny nose/congestion

Response Requirement:

- Parents must **respond within 15 minutes** of being contacted and **pick up within 45 minutes**.
- Children 2+ must have **two clean masks** in their cubby.
- If OLPCCC provides a mask, a **\$2 fee per mask** will apply.

Center Closures

- If the center closes **for cleaning (2–3 days)**, **no tuition adjustments** will be made.
- During full closure, **50% tuition** is due.
- During a child's quarantine, **full tuition** is due.

Face Mask

- Children **2 years and older** are required to have **2 cloth face masks daily**.
- Masks should be:
 - Washed daily.
 - Removed by touching ear loops only.
 - Never worn during sleep or strenuous play.

Drop-Off & Pick-Up Procedures

- Same parent/designated adult must handle drop-off and pickup daily.
- Adults must wear face masks and must **not** be under quarantine, COVID-positive, or exposed.
- Avoid elderly/high-risk individuals as designated pickup persons.

Drop-Off Protocol:

- Temperature check and health screening required.
- If child or adult has a fever ($\geq 100^{\circ}\text{F}$), entry is denied for 24 hours and a doctor's note is required for re-entry.
- Drop-off deadline: **9:30 a.m.**

- Only **one family inside at a time**; others must wait outside **6 ft apart**.

Pick-Up Protocol:

- Parents wait at the door.
- A staff member will bring the child to you.
- One adult at a time in the entryway.

Daily Health Screenings

- Children and accompanying adults are screened upon arrival.
- Questions asked include:
 - Travel history
 - Any symptoms (sore throat, cough, diarrhea, shortness of breath, etc.)
- Visual inspections for illness (flushed cheeks, fatigue, etc.)
- PPE is used during screenings.
- Thermometers are sanitized between uses.

Illness & Exclusion Criteria

A child must remain home if:

1. Illness prevents participation in activities.
2. Illness requires more care than staff can provide safely.
3. Symptoms include (but are not limited to): fever, runny nose, fatigue, vomiting, diarrhea, etc.

Conditions requiring exclusion and a doctor's note to return include:

- Conjunctivitis (pink eye)
- Impetigo
- Strep throat
- Chickenpox
- Head lice
- Scabies

- Measles
- Tuberculosis
- COVID-19 (or suspected exposure)

Children sent home must stay out for 72 hours after symptoms resolve **and/or** provide a doctor's note.

Medication Policy

- Notify teachers if your child is on medication.
- No medications (cough drops, vitamins, etc.) are given without a **written doctor's note** and **parental consent**.
- COVID-related guidelines recommend **aerosol medications be given at home**. If necessary, use inhalers with spacers.
- Daily authorization form required for any meds administered at the center.

Positive COVID-19 Case Protocol

- Areas used by the sick individual will be **closed off**, ventilated, and cleaned **24 hours later**.
- Disinfection includes all rooms, surfaces, and common areas.
- Routine cleaning continues unless advised otherwise.

Social Distancing & Grouping

- While distancing young children is challenging, efforts will be made to:
 - Limit mixing of groups
 - Keep groups separate during activities
 - Cancel special events and large gatherings
- Staff will wear masks; **no masks for children under 2**.

Naptime Protocol

- Children will be placed **head-to-toe** and spaced apart.
- Bedding is labeled per child and sent home weekly or after illness for washing.

Items from Home

Only the following items are allowed:

- Clean change of clothes
- Indoor shoes/slippers
- Food items in **clear, clean Ziploc bags**
- **No** backpacks, toys, or personal items.

Toy Sanitation

- Shared toys will be sanitized after use or if mouthed.
- Toys that cannot be cleaned will not be used.
- Infant/toddler toys will not be shared between groups.
- Water play is limited and sanitized between uses.
- Playground equipment sanitized between groups.

Child Care Provider Precautions

- Providers wear **face masks, gowns/smocks, and PPE**.
- Clothes and smocks are changed when contaminated.
- Hair is tied up and out of the way.
- Providers have multiple changes of clothes on-site.

Commitment to Health Department Guidance

OLPCCC will follow all guidance from:

- **Local health authorities**
- **State licensing agencies**
- **CDC recommendations**

We appreciate your cooperation and shared responsibility in keeping all children, families, and staff safe and healthy.