

# Parent/ Guardian Handbook



# GreenTrees

Early Learning Center, Inc.

**STRONG ROOTS IN EDUCATION**

102 County Rd 2001, Milford, PA, 18337

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Monday - Friday 6:30am- 6:00pm

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*All policies listed in this handbook are subject to change. Please consult the online version of this handbook on the GTELC website to be certain that you have the most up-to-date information.*

## **1. Organization Background**

### **A. History**

Green Trees was founded in 1985 under the name "The Good Shepherd Child Care Center" as a ministry of The Church of the Good Shepherd and St. John the Evangelist. In 2013 Green Trees separately incorporated as a Pennsylvania non-profit corporation. In 2017 the name changed to "Green Trees Early Learning Center".

We are tax exempt under IRS 501(c)3, and our tax ID number is 46-3476142. Green Trees is licensed by the Commonwealth of Pennsylvania.

### **B. Mission Statement**

Our mission is to serve children of all backgrounds, to cultivate strong roots in education and to open doors to the wonders of the world around us.

### **C. Staff Information**

Our Director holds a Bachelor's degree and all staff have college degrees or professional training. Green Trees strongly encourages staff to pursue higher education, and provides tuition assistance to those who do so. Staff members attend annual training in fire safety, water safety, food safety, emergency planning and developmentally appropriate practices. All staff complete a minimum of 12 hours per year of continuing professional education.

### **D. Keystone Stars**

Keystone STARS is Pennsylvania's Office of Child Development and Early Learning (OCDEL) initiative that recognizes quality improvement efforts of early learning programs. Green Trees is awarded a Star Four out of Four rating. Early learning centers voluntarily participate and earn stars based on staff education, the learning environment, leadership and family and community involvement. Pennsylvania's Department of Human Services website [dhs.pa.gov](http://dhs.pa.gov) has additional information available for parents and staff.

## **2. Early Learning Programs**

Children attend Green Trees programs based on age and development. The groups are:

Infant	6 weeks – 12 months
Young Toddler	13 months - 24 months
Older Toddler	2 years – 3 Years
Preschool	3 years – 4 years
Preschool/Pre-K	4 years – 5 years
Elementary School Age	5 years – 12 years

We follow the mandatory staff to child ratios outlined by our State Licensing Board

Infant	1:4
Young Toddler	1:5
Older Toddler	1:6
Pre-school	1:10
School Age	1:12

Appropriate student placement and advancement is determined by the Director.

Children remain in the infant program until they are 12 months old and able to walk with confidence. Children ages one to three years will be placed in the young toddler or older toddler program based on age and development. No toddler may move to the preschool program until completely toilet trained. A child must be four years old and eligible for Kindergarten in the following school year in order to qualify for the Pre-K program. According to Keystone Star guidelines, children younger than school age may not stay in the same class for longer than two years. Our school age program is coordinated with the three Delaware Valley School District elementary schools.

Green Trees operates three sessions a year: mid-August through December and January-mid-June, with dates corresponding to the Delaware Valley School District sessions; and a separate summer session mid-June-mid-August which is structured as a day camp with weekly themed programs. Tuition rates are the same for all classes in the fall and spring sessions, but are different for certain classes in the summer session.

**A. Curriculum**

Each teacher is responsible for creating a monthly lesson plan in accordance with the PA learning standards and curriculum. Green Trees utilizes Funshine Express: Buttercups, Fireflies and School Age Enrichment, approved by Keystone Stars and the Department of Human Services (DHS). Lesson plans are posted in each class, along with a daily schedule of activities.

**B. Observation and Assessment**

When a child begins at Green Trees, the Director observes each child before making a placement decision. Teachers periodically observe and assess the children using established scales and report findings to parents. Within 45 days of enrollment, teachers complete a full assessment using the Ages and Stages Questionnaire developed by a team of experts in early childhood development. Staff then meet with parents to discuss the assessment outcomes. Green Trees also completes state-mandated DHS Child Service reports in October and May of each year. Parent/ teacher conferences are scheduled twice a year in November and June. Additional conferences may be scheduled upon request. When a child is ready to transition to the next class, parents have an opportunity to meet with the new teachers and take a tour of the class.

**C. IEP/ISP**

If your child has special needs and has an individualized education plan or individualized support plan, it is your responsibility to provide it to the Director prior to enrollment. You must also indicate the existence of the IEP or ISP on your parent handbook acceptance statement. IEP and special care plan meetings are conducted prior to first enrollment, during two annual parent teacher conference meetings and at any time during the year that there are noted changes to a child's plan. Teachers are highly encouraged to be present during the meetings with parents, support staff and administration.

**D. Enrollment**

Green Trees does not discriminate based on race, religion, national origin, disability, sexual orientation, marital status or gender identity of parents or children. All admissions are at the discretion of Green Trees Director. All children must be enrolled for a minimum of two days during the week and some classes require higher attendance. Green Trees does not offer rotating schedules. Green Trees accepts applications for children ages six weeks to 12 years. If there is no availability in the desired class a child may be placed on a waiting list. Returning students must re-enroll by the deadlines issued by the Center to secure a spot for the subsequent session and any future sessions.

**E. Withdrawal**

Parents must provide one week written notice of withdrawal using the form provided on the Green Trees website. If a week's notice of withdrawal is not given, parents are responsible for payment of tuition before any records will be forwarded.

**F. Registration**

Green Trees operates three sessions per year. A non-refundable registration fee of \$100.00 is due with each new student application. A non-refundable \$100.00 re-enrollment fee is due for each subsequent session. A security deposit equal to one week's tuition is due at the time of registration for each session (and may be carried over from a previous session). The security deposit will be applied towards any late payments. All balances must be paid in full before a re-enrollment application will be accepted.

**G. Head Start**

Students enrolled at Green Trees through the Head Start program follow the Head Start and DVSD calendar for all purposes, including inclement weather closings. A student who is enrolled in the part-time Head Start program may be placed on a "will call" list for the full day preschool class for an additional fee.

**H. Tuition**

2021-2022 rates are:

Full Time Daily Rates (up to 10hrs of care):

- \$53/day Infants
- \$43/day Toddlers
- \$39/day Preschool/ Pre-K
- \$150/week School Age Full Coverage (morning and afternoon including holidays)

- \$180/ week School Age Summer

Part Time Daily Rates (up to 5hrs of care):

- \$39/day Preschool/ Pre-K

For families with more than one child enrolled in a full-time five day a week program, GTELC offers a discount of 10 percent for all younger siblings, except that, owing to the very high-staff ratio required for infant care, no discounts are offered for children enrolled in the infant program.

Weekly bills are sent through email to each family. Tuition is billed and payable on Fridays for the following week and is due regardless of attendance. All balances must be paid in full every week. Cash and check payments may be submitted in the drop box at the front entrance or credit card payments in the office. Online payment can be made through our child care software brightwheel.

Annual statements for purposes of claiming child care credits on tax returns, will be issued by January 31st.

Green Trees maintains and pays a full staff throughout the year, and to facilitate bookkeeping divides its tuition charges evenly among the weeks of each session, so that the fee for each week is identical regardless of whether a holiday closing falls during that week. Tuition is due and payable in full for each week that a child is enrolled, whether or not the child actually attends GTELC that week. There are no reductions in fees for illness, early pickup or any other reason for absence; the sole exception to this rule is the one week per year of vacation which each family may arrange in advance as set forth in Section 3.C. below.

Families receiving federal/state assistance with child care costs from Child Care Information Services (CCIS) are responsible for timely payment of the copay portion of their tuition costs in accordance with this policy. GTELC notifies CCIS if a child's copayments are three weeks in arrears. CCIS regulations provide that a family's failure to make co-pays on time may be grounds for losing a CCIS subsidy.

Prompt payment is essential for the smooth functioning of GTELC and payment policies are strictly enforced. A \$25 per week late fee is assessed for each week that tuition is late or unpaid. After three weeks, a child whose tuition has not been paid may be dismissed from GTELC unless payment arrangements have been made with the Director. Please note that GTELC maintains a scholarship fund for cases of true economic hardship; parents may apply for scholarship assistance at any time, but, in order to be considered, applicants must provide proof of need, generally in the form of a tax return.

Each family's contract with GTELC specifies the hours each child will attend GTELC. In case of a family emergency, GTELC will try to accommodate an early drop-off or late pickup (never before 630 am or after 6 pm) SO LONG AS ARRANGEMENTS ARE MADE IN ADVANCE. However, late pickups and early drop-offs cause GTELC to incur additional costs for staff overtime. Accordingly, GTELC imposes a mandatory early drop-off/late pickup fee of \$1 per minute outside of contracted enrollment times. More than three early drop-offs/late pickups without prior notification to GTELC is grounds for dismissal of a child from GTELC.

If the Delaware Valley School District opens late, closes early, or cancels school, and GTELC is able to operate, GTELC, as a service, will always accommodate school age children who are enrolled in the "full coverage program" (before and after school) for a full day. Families of children in the part time program (before or after school care only) wishing to take advantage of this service MUST call the center and ask about availability for that class. We cannot guarantee full day care for a school age child only enrolled in before or after school care and not in the "full coverage program". Children enrolled in the before or after school care program who are accommodated for a full day will be billed an additional \$21 per day. Please note that, in order to make room for school aged children in need of care, the GTELC Part Time Preschool Program WILL NOT operate on days when the Delaware Valley School District is closed. Bills for Part Time Preschool families will be adjusted so that no charge is made for days when the class is canceled owing to school closures and holidays.

#### **I. Dismissal Policy**

GTELC will make every effort to assist every child who enrolls to succeed. However, if in the sole judgment of GTELC the continued enrollment of any child or family is not in the best interest of the organization, its staff and/or the other students enrolled at the Center, GTELC reserves the right to dismiss a child permanently. In the case of such a dismissal, GTELC will provide a full refund of any unused tuition.

Families agree that in the event of a disagreement with or complaint about GTELC or its staff, they will attempt to resolve the issue directly with the staff, management, parent liaison, or Board of GTELC, and will not air complaints or make any malicious or disparaging comments about GTELC or any member of the GTELC community on social media. Threats to staff members, inappropriate behavior or language in front of children will not be tolerated and will result in immediate

dismissal from the center. Nothing in this policy is intended to inhibit appropriate reporting to law enforcement or state authorities.

### **3. Operational Policies**

#### **A. Arrival/Departure**

Parent parking is in the rear of the building. A parent, guardian or designated adult **MUST** escort each child to his or her class and **MUST** sign each child in and out and acknowledge to the teacher the student's arrival and departure. Infants and toddlers may not be brought into the upstairs classrooms during arrival and departure. Parents are responsible to assist each child to place belongings in the child's cubby space. Please check brightwheel, message boards and your child's cubby daily for up-to-date information regarding center and child issues. Daily communications sheets are provided for infant and toddler programs. They are available upon request for all other age groups. Parents/guardians may choose a maximum amount of 10hours/day of care for a child in a full day class program. Drop off time and pick up time must remain consistent as we staff according to ratios and scheduled of children in each class. We ask that all drop offs occur prior to 11am as to not disrupt instruction and children preparing for lunch and rest time. Green Trees may be able to accommodate a change in drop off or pick up time. Parents must contact the office to make any changes to their child's schedule.

A child will not be released to anyone other than parents, guardians or designated adults in the registration contract. If an adult not on the child's contract has to pick up the child, a written statement from the parent is needed. The adult must present photo identification to staff. **STAFF WILL NOT RELEASE A CHILD TO ANYONE WITHOUT PRIOR AUTHORIZATION.** It is normal for some children to have difficulty separating from parents in the morning. Please keep goodbyes brief. The longer a departure is prolonged, the harder it may be for a child to adjust. Staff are extremely busy at drop off and pick up, so if you need to discuss an issue with a teacher please schedule a parent-teacher conference at a different time.

#### **B. Attendance**

A parent or guardian **MUST** call when a child is to be absent and inform Green Trees of the nature of the absence and projected date of return. For school age students the parents must inform Green Trees if the child will not be on the afternoon bus. If a child is absent without notice for 3 days, Green Trees will attempt to contact the family regarding the reason for the absence. After 2 weeks, the child will be considered as withdrawn and his/her spot may be offered to another child. Any belongings left past this time will be disposed of.

If a student's contracted schedule needs to be changed for a compelling reason, such as a change in a parent's work schedule, a new enrollment agreement will be required. Requests for changes in the terms or times of enrollment are subject to availability of spots in the class desired. If a family requests a change in schedule and Green Trees agrees in writing to the new schedule, then any vacancy in a class created by the change may be filled immediately. Any further changes, including a change back to an earlier schedule, will be subject to availability.

#### **C. Inclement Weather/ Emergency Closures**

Green Trees rarely closes because of bad weather, however, in truly extreme weather or other emergencies, we may decide in advance to close entirely, or we may close early for safety reasons. On days the DVSD announces a weather closure GTELC will delay opening until 8:30am. On those days GTELC will not operate its Part-Time Preschool program in order to accommodate school age children for a full day beginning at 8:30am.

Announcements of delays or closings will be made as early as possible. Families will be notified through email and text using the brightwheel childcare software, as well as on our Facebook page and website. If Green Trees must close early, all families with children on site will be contacted by telephone and children will be cared for until they can be picked up.

**D. Holidays/ Vacation Closures**

GREEN TREES is **closed** for the following holidays:

New Years Day	Thanksgiving Day
President' Day	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Last two business days before DVSD opening day	New Year's Eve (early dismissal)
Labor Day	

When a holiday falls on a Saturday, Green Trees will close the preceding Friday. When a holiday falls on a Sunday, Green Trees is closed on the following Monday. Green Trees is also closed to students for the last two business days before the beginning of the Delaware Valley School District's school year opening in August, for building repairs, maintenance, and staff development workshops.

Each family with a child enrolled for three sessions in the year may skip one week of tuition payment per year for vacation provided that two week's written notice is given. This one-week tuition exemption must be taken all at once.

**E. Facility Rules**

Our rules help to ensure the health and safety of our children: they also help to develop a child's sense of self control. We teach respect for people and property at all times through compassion and consistency.

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|---|--|
| <ol style="list-style-type: none"> <li>1. We use our walking feet inside.</li> <li>2. We use our inside voices.</li> <li>3. We keep our hands and feet to ourselves.</li> <li>4. No climbing or standing on furniture.</li> <li>5. No toys from home. School age electronics may not be shared and may only be used during designated times at the teacher's discretion.</li> <li>6. NO GUM or CANDY.</li> <li>7. No open toed shoes, flip flops or dress up shoes.</li> <li>8. No jewelry and hair accessories in the infant and toddler classes due to choking hazards.</li> <li>9. We clean up after ourselves... this includes materials, toys and food/garbage.</li> <li>10. No mistreatment of toys or equipment. Parents may be financially responsible for intentional damage to Green Trees property.</li> </ol> | <ol style="list-style-type: none"> <li>11. We remain seated while eating or drinking.</li> <li>12. Children must accompany an adult when leaving Green Trees property... do not allow your child to run ahead or enter your vehicle without your presence.</li> <li>13. Only adults may operate doors and safety gates.</li> <li>14. Use good manners... say excuse me, please and thank you. No foul language.</li> <li>15. Listen to directions given by providers.</li> <li>16. No roughhousing, wrestling or bullying.</li> <li>17. No games that imitate weapons of any kind.</li> <li>18. Children are not permitted in the kitchen area.</li> <li>19. Children must share all Green Trees materials, toys and equipment.</li> </ol> |
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**F. Clothing**

Please provide an extra set of seasonally appropriate "dressed to play" clothing for your child including socks, shoes and underwear. If a child soils clothes, they will be put in a bag and sent home for laundering. Please be sure to re-stock your child's clothing supply accordingly. Always dress your child suitably for the day's weather. Staff members are REQUIRED to take students outdoors every day, weather permitting. Be sure to provide snow gear if appropriate. Infants and toddlers use our covered porch. All clothing and nap items must be labeled and in a bag. Green Trees is not responsible for lost or stolen clothing, jewelry or accessories.

**G. Rest Time**

Infants nap at their own schedule, in individual cribs, while toddler aged children rest on soft cots. Enter and exit the infant area quietly to avoid disrupting sleeping infants. Full day preschool and toddler children have a nap or rest period from 1-3pm. Children enrolled for a half day must be picked up by 1:00 pm to avoid interference with rest time. You must let staff know at the beginning of the day if you need to pick up your child during nap time. Parents/guardians need to provide a blanket and crib sheet. All nap time items are sent home weekly for laundering.

**H. Inclusion Policy**

Green Trees welcomes and accepts children of all abilities. Our program is designed to be child centered and each lesson plan and activity is designed with each individual child in mind. We support the full inclusion of children who require additional supports due to a physical, cognitive, social or emotional need. We partner with the Center for Developmental Disabilities to provide outside services for children of all abilities.

Indoor and outdoor areas are arranged so all children can move freely. Center play is designed so children can make choices based on their abilities, interests and needs.

Opportunities in the class are given for all children to participate in set routines as well as free play. Green Trees provides age appropriate activities for all children. Green Trees recognizes the importance of social and emotional development in Early Childhood Education. We make every effort to encourage socialization between children and their peers. All class environments are created to promote growth in all areas of each child's development and the individual needs of his or her family.

We believe that it takes a great partnership between the Center, the teachers and the parents for each child's success. We value input from parents and guardians. Each teacher and the Center Director meet with families throughout the year to discuss each family's goals and desires for its child. We support families by providing resources for early intervention professionals. We work alongside early intervention professionals, who have knowledge and expertise, to help each child succeed.

Each educator at Green Trees receives extensive professional development annually in various elements of Early Childhood Education. Green Trees is committed to learning more about various abilities. Full inclusion of students is discussed and a part of our annual training plan.

**I. Discipline Policy**

Green Tree's philosophy is to support and encourage positive behavior. The use of striking or verbal abuse is not permitted at any time. Green Trees will take the following steps for children with challenging behavior:

1. Reward systems are incorporated into classrooms to reinforce positive behavior.
2. If a problem arises, a child is counseled regarding the unacceptable behavior s/he is engaging in and reminded of the consequences for unacceptable behavior.
3. If unacceptable behavior continues, the child will go to a "safe space" in the classroom to calm down, and parents will be notified.
4. A phone call, disciplinary note, or parent/teacher conference request may be issued to parents. For excessive disruptive and/or aggressive behaviors a parent may be asked to pick up a child.

**J. Aggressive Behavior Policy**

Children behave aggressively for many reasons. Aggressive behavior includes, but is not limited to, biting, hitting, scratching, and hair pulling. Green Trees understands such behavior may represent normal childhood development in younger children. However, in the best interest of all children at Green Trees, we set limits regarding aggressive behavior.

If a child displays aggressive behavior regularly, Green Trees and parents will work together to correct the behavior. A meeting will be scheduled with the child's parents, the teachers and the Director to discuss aggressive behavior and develop a plan to assist the child and the family. Green Trees may utilize behavioral therapists and therapeutic staff support with permission from the parents, to assist in managing aggressive behavior. Green Trees employees are trained and educated annually on appropriate positive reinforcement strategies for children of all ages. If the aggressive behavior is not corrected within 2-6 weeks, Green Trees reserves the right to dismiss the child. If a child's aggressive behavior is unsafe for him/herself or others, the child will be dismissed from the program immediately.

Green Trees does not tolerate any acts of severe aggression or violence from a school aged child. Depending on the severity and frequency of aggression Green Trees will determine whether a child can continue enrollment at Green Trees.



## 4. Health & Wellness

### A. Nutrition: Meals and Snacks

Green Trees participates in the federally funded Child and Adult Care Food Program (\*CACFP). Monthly menus are posted in classrooms and are available on our website. Families must enroll in CACFP to receive meals and snacks at no additional cost. Information on the CACFP enrollment forms is kept confidential. Parents of children who choose to not enroll in the CACFP must supply daily meals/snacks in accordance with the CACFP Guidelines on the Green Trees website. You may send in food for special occasions (i.e. birthday or holiday) provided you send enough for the entire class. Food must be labeled with ingredient information regarding allergens.

Infants may participate in the food program. However, CACFP formula selections vary and many parents prefer to supply their own formula. Parents must supply infant bottles and spoons, toddler sippy cups, and any other special item that may be needed for meals (i.e. adaptive silverware, lipped plates, etc.)

If your child has a food allergy, you must provide us with a written statement from your physician indicating the nature of the allergy and recommended substitutions. Meals for children with allergies are plated separately in the kitchen and labeled with that child's name. See the Director for the CACFP allergy form that is to be completed and kept on record. Green Trees does not serve peanuts, tree nuts, or nut butters. No child may bring any food or drinks containing tree nuts, peanuts or nut butters into the center.

*"All meals served to children under the Child and Adult Care Food Program are served at no separate charge regardless of race, color, national origin, sex, age, or disability. There is no discrimination in admission policy, meal services, or the use of the facilities. Any complaints of discrimination should be submitted in writing within 180 days of incident to the USDA Director, Office of Civil Rights, Washington, D.C. 20250."*

### B. Hand Washing

Frequent hand washing helps reduce the spread of infection. Students wash hands upon entering the class, before and after meals and snacks, after using the toilet, when coming in from playing outside, or any other time as deemed necessary.

### C. Health Assessments, Illness and Medications

The Child Health Report form included in your enrollment packet must be completed and signed by a licensed physician within 20 days of admission. Children are required to submit an updated health assessment annually. Children under two years of age must submit a health assessment every six months. Green Trees enforces the following health attendance policy, failure to comply will be grounds for dismissal.

A child with a fever of 100.0 or higher, diarrhea two or more times, vomiting, ear or eye discharge or pain, or development of unknown rashes will be sent home and may only return when h/she is symptom free for 24 hours without medication or with a physician's note.

Please keep your child home if s/he shows any of the following symptoms:

- Vomiting
- Flu-like symptoms
- Fever of 100.0 or higher
- Diarrhea
- Ear/eye discharge or pain
- Rash

If your child is diagnosed by a physician with any of the following conditions along with any other contagious conditions, we require written confirmation from the physician that a child has recovered completely.

- |                |                               |
|----------------|-------------------------------|
| • Strep throat | • Scarlet fever               |
| • Flu          | • Coxsackie virus             |
| • Severe rash  | • Croup                       |
| • Ring worm    | • RSV                         |
| • Pin worm     | • Pneumonia                   |
| • Bronchitis   | • Chicken pox, mumps, measles |
| • Pink eye     | • Novel Covid-19              |

Medications can only be dispensed with a prescription/instruction from a physician. The medication, including topical cream, MUST be packaged in its original container with a label indicating the child's name. Medications must also include medication type, expiration date, and dosage instructions indicating the length of time the child is to receive it. Parents must sign the medication log and bring the medication to the center. A new prescription or physician's instruction must be obtained for any additional administration. Parents of Green Trees Early Learning Center must sign the consent form in the registration packet for application of these products. No diaper powder is allowed.

Parents/guardians must sign consent to emergency medical treatment, CPR and First Aid and Sunscreen application.

#### **D. Diapers & Toilet Training**

The parent/guardian is responsible for providing diapers, wipes, and cream if needed. Staff may notify parents if supply is running low but it is ultimately the parent's responsibility to make sure enough supplies are on hand for proper diaper care. If a parent does not provide diapers and wipes, a child may not be permitted to attend Green Trees until they are provided. Staff are not responsible for initiating toilet training, or attempting to train any child unless the parents are working on this skill at home as well. Toilet training will only take place in the older toddler class. Young toddlers will only take part in toilet training if they are vocalizing when they need to use the bathroom.

A child must be toilet trained and in underwear to enter our preschool program. If a child is age appropriate for the preschool program but is not toilet trained, the child must remain in the older toddler class (as long as it is developmentally appropriate) until proficiency in this skill is established. Note that a child may not stay in one class for longer than two years time.

### **5. Child Safety**

#### **A. Child Abuse Reporting**

State law requires all Green Trees staff to report any suspected incident of child abuse. All Green Trees staff are mandated child abuse reporters.

#### **B. Brightwheel Childcare Software**

Green Trees utilizes Brightwheel for digital parent communications. All new families are registered by GTELC upon enrollment and will receive a unique identifying code per child. Once a child is enrolled at Green Trees, a parent/guardian will be added to the notification system to receive important updates and announcements. We utilize one cell phone number and one email address per child for the notifications. It is very important to update your account with your most up to date email and cell number. Green Trees staff cannot change or update information. Parents may download the app or use the web based system at [www.brightwheel.com](http://www.brightwheel.com).

#### **C. Emergency Relocation**

In the event of an emergency evacuation Green Tree's designated relocation site is the American Legion Post, located across the street. Parents will be notified of relocation through Brightwheel.

#### **D. Transportation and Field Trips**

All field trips transportation is provided by commercial carrier. Staff are not permitted to transport children at any time. In case of an emergency, emergency transportation to an emergency medical facility will be provided by a professional agency/ EMS.

#### **E. Fire Safety**

Green Trees staff are trained annually by fire safety professionals. Green Trees staff and children participate in monthly fire drills.

#### **F. Non Smoking Facility**

Smoking, including E-cigarettes, is not permitted anywhere on Green Trees premises.

#### **G. Security**

The doors to Green Trees are locked at all times. Each family is assigned a unique code to unlock the front door between 6:30 am and 6:00 pm Monday through Friday. Visitors and occasional designated pick up persons will need to knock or ring the bell to gain entry to the building. Please make sure the doors AND gates are securely closed behind you, and **do not** let

anyone in on your way out. For more information on admittance into the building please refer to the Arrival/Departure section in this handbook.

#### **H. Visitor Policy**

All visitors must sign into the visitor log, located at the front entrance. Visitors must wear a visitor pass at all times while in the facility. All visitors must be approved by the Director. No visitors during nap time, 1pm to 3pm.

#### **I. Transfer of Records**

All student records are confidential and remain on file for a minimum of 1 year after contract termination. All requests for transfer of records must be submitted in writing. Green Trees will transfer records within 15 days of written request, as long as a child's account is in good standing.

#### **J. Health and Safety Policy**

Green Trees Early Learning Center, Inc. is following the CDC health and safety guidelines, Pennsylvania guidelines and all Department of Human Services cleaning and sanitizing routines to prevent and to reduce the spread of infection. You acknowledge risk of possible exposure.

**Green Trees Early Learning Center Inc.  
102 County Rd. 2001  
Milford, PA 18337**

#### **Nondiscrimination Policy Statement**

Green Trees Early Learning Center, Inc. is an independent, non-denominational, nonprofit center for early childhood education. Green Trees does not discriminate based on race, religion, national origin, disability, sexual orientation, marital status or gender identity of parents or children. Policies, procedures and practices are designed to prohibit discrimination on the basis of race, color, religious creed, ancestry, national origin, English Language Proficiency, age, sex, sexual orientation, or gender identity.

Opportunities are provided for applicants with disabilities and reasonable accommodations are made to meet the physical or mental limitations of qualified students.

Any person who believes he/she has been discriminated against may file a complaint of discrimination with any of the following:

**Pa Human Relations Commission**  
Pennsylvania Place, Suite 300  
301 Chestnut Street  
Harrisburg, PA 17101-2702  
Tel. (717) 787-4410  
Fax (717) 787-0420, (717) 772-4340

**Room 521 Health & Welfare Bldg.**  
PO Box 2675  
Harrisburg, PA 17105-2675  
Tel. (717) 787-9695  
Fax (717) 772-4366

**US Dept. Of Health & Human Services**  
Office of Civil Rights  
Suite 372, Public Ledger Bldg.  
150 S. Independence Mall West  
Philadelphia, PA 19106-1911  
Tel. (215)861-4441  
TDD 1-800- 537-7697  
Department of Public Welfare  
Bureau of Equal Opportunity

**DPW Bureau of Equal Opportunity**  
North Field Office  
Rm. 331 Scranton State Office Bldg.  
100 Lackawanna Avenue  
Scranton, PA 18503-1923  
Tel. (570) 963-4342  
Fax (570) 963-3006

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT THE SERVICE DELIVERY AREA (SDA) SERVING YOUR AREA OR YOU MAY  
ALSO WRITE TO THE REGIONAL DIRECTOR, OFFICE OF CIVIL RIGHTS,  
U.S. Department of Labor, Room 14490, 3535 Market Street, Philadelphia, PA 19104