



ROCK SOLID CARE

915 North Fifth Street

Stroudsburg, PA 18360

570-872-9778 (Rock Solid Care)

[www.rocksolidcare.com](http://www.rocksolidcare.com)

Dear Parents and Guardians,

We are enclosing a packet of information for your review about Rock Solid Care. It is our goal to provide your child with an exciting time of fellowship and learning to enhance their cognitive, spiritual, social, physical and emotional growth. Understanding that each parent/guardian wants to feel comfortable with their child's attendance in a child care center, we value the fact that you are entrusting your child to our loving care. Our staff is well trained and has the attributes of Christian character that you seek for your child's well-being.

Our program will consist of children entering Kindergarten through 6<sup>th</sup> grade. We want to provide a wide variety of experiences for them to enjoy, which will include a planned curriculum with an emphasis on building their Christian faith, daily devotionals, time of prayer, fellowship and forming relationships among their peers.

The way you view your child's experience at our center has a direct effect on how they feel. Always speak in a positive way about the center and encourage your child's efforts to learn and to become independent. We want to be your partners in providing excellent care for your child.

Thank you so much for considering our center. We hope to meet you and your family soon and to be a blessing in your child's life.

Sincerely,

Alisha Kallatch

Program Manager

## **Program Guidelines**

This handbook contains important information regarding our policies and procedures for our childcare center. These policies are in place to assure continued service and quality as well as keeping the safety of your child at its highest level. Please take time to read this handbook and keep it handy throughout the year. After reading it, please sign the registration agreement stating that you have received, read and understand this information and pledge your support. This agreement must be obtained at the time of enrollment and will be kept in your child's file.

Rock Solid Care is a before and after school care program designed for children entering Kindergarten through the 6<sup>th</sup> grade. We are open Monday through Friday 6:30 a.m. – 9:00 a.m. and 3:30 p.m. – 6:30 p.m. We will follow the Stroudsburg School District Calendar and will be open due to early dismissals, for teacher in-service days and/or Act 80 Days/Professional Development (based on number of students signed up).

### **Sign-In/Sign-Out Procedures**

Each child must be signed in and out by an adult on a daily basis. Children are not allowed to sign themselves in and out. This is a safety precaution put in place to make sure we know when your child has arrived and gone to school and/or home. The sign-in/sign-out sheets for the students are located in the welcome area of Rock Solid Care.

As a courtesy, if your child is scheduled to arrive at Rock Solid Care after school but is picked up at school due to illness, please contact our office to let us know that he/she will not be arriving by bus. This will help ensure that your child is safe.

***If there are any legal custodial agreements in place, please provide Rock Solid Care with a copy of the agreement to be kept on file.***

### **Drop Off Policy**

Our doors open at 6:30a.m. Please do not drop off your child prior to the doors opening.

### **Bus Schedule To/From School**

It is the parent/guardian's responsibility to contact the school bus transportation services to arrange pick up and drop off at our facility. Please ensure that your child arrives at the facility promptly to be picked up. Any late drop offs where the bus has already picked up the children will be the parent's/guardian's responsibility to take the child to school. If your child is at our facility on a part-time basis with drop off after school, please ensure your child is aware of the arrangements.

### **Late Pick Up Policy**

As a courtesy, please call the office should there be an unforeseen circumstance that you are unable to pick up your child by 6:30p.m. Parents/guardians who fail to pick up their children by 6:30 p.m. will be charged a late fee of \$5.00 per ten minutes per child (no sibling discount) and will be added to your monthly bill. If a parent/guardian is late, staff will attempt to contact the parent/guardian and emergency contacts to secure pick up of the child by 7:00p.m. If contact cannot be made to authorized people for pick up, or the parent/guardian has not called to inform of their late arrival, staff will contact child services, police or emergency services. In a situation where a person appears incapable of adequately caring for your child, the child will not be released.

### **Adjustment Period**

Starting at a new center for the first time often causes anxiety for children. We recommend that you visit the center before the first day of enrollment with your child, allowing him/her to meet some of the staff and see the other children participate in the program. We will work with you and your child to make this adjustment period a positive experience. We recommend that you give your child at least one month to adjust to the program.

### **Objects from Home**

Although we will allow the children to bring a favorite stuffed animal, blanket and pillow however the child is responsible for that item while at Rock Solid and to ensure that it makes it back home with them.

### **Snow Days**

When severe weather conditions exist, please listen to 93.5 WSBG or television stations WBRE (NBC), WNEP (ABC) and Channel 13, or visit their website. You may also check our Facebook Page. In the event of a delayed opening or early closing, please listen, watch or check online at the listed sites for specific information about Rock Solid Care. We will be open for care, unless it is specifically announced otherwise. Rock Solid Care follows the SASD for snow closings. We will be closed if the district is closed due to inclement weather.

### **Payment, Fees and Procedures**

There is a \$25 non-refundable registration fee per child or \$50 per family, to secure your placement in our program. The registration fee is due upon enrollment. *Scholarships are available. Please see Alisha or Kristin to discuss further.*

### **Withdrawal**

A 2 week advance notice in writing is requested to withdraw a child from the program. You are responsible for paying those 2 weeks of tuition.

### **Refunds and Credits**

Credit will NOT be given for missed days, illness or closings due to weather.

It is the policy of Rock Solid Care that payment is due on the 1st of every month. We now require a direct withdrawal account be on file. We encourage you to use this payment option. If you chose not to then you are responsible to pay a \$25 a year processing fee for checks and cash payments. Rock Solid Care has the right to make payments using the account that is on file if tuition has not been paid. You will be notified prior to the banking being processed. We now also accept credit cards for all tuition payments. Cash payments need to be dropped off in the office and checks may be dropped in our locked mailbox.

# Medical, Emergency and Health Information

## Illness and Parent/Guardian Consultation

State regulations require daily observation of each child for signs of communicable diseases or other evidence of ill health. A child who is ill upon arrival at the center will not be admitted or will be separated from other children until a parent or guardian can be notified to pick up the child.

When children have been exposed to communicable diseases such as hepatitis, chicken pox, measles, strep infection, COVID etc., all staff members and all parents/guardians of children shall be notified immediately by the center. With an infectious disease, we ask that you seek your physician's advice and always notify us of the disease.

If a child becomes ill prior to the start of school, Rock Solid Care will notify the parent/guardian. The parent/guardian will be responsible to pick up their child as soon as possible. The child will not be sent to school and will be separated from the group until picked up. A sickness report will be filled out and the parent/guardian will be required to sign the report agreeing that the child will not return to school for 24 hours after the illness subsides. This report will be retained in your child's record.

If a child displays any of the following symptoms, he/she must be kept at home or will be sent home.

- Fever (100 degrees or higher)
- Diarrhea – uncontrolled, 2 or more episodes
- Vomiting – 2 or more episodes
- Undetermined rash
- Pink eye (conjunctivitis) until 24 hours after medication started, doctor's excuse needed to return
- Strep throat
- Scabies, head lice or any other infestation
- Impetigo
- Chicken pox, until 6 days after the onset of the rash or until all sores are dry and crushed
- Mumps, until 9 days after the onset or gland swelling
- Pertussis, until 5 days of antibiotic treatment have been completed
- Hepatitis A Virus, until 1 week after the onset or as directed by health authorities
- Rubella and Measles, until 6 days after onset of rash
- COVID - 19

## Medication

Medications (prescription and over-the-counter) are administered if a written request is received from the parent/guardian or physician. The medication must be in the original container and clearly marked with the child's name.

## Allergies

All allergies to medication, food and other substances must be stated on the registration form.

## Accidents

A staff member will complete an accident report if your child sustains an injury at the center. The parent/guardian picking up the child will sign this report. Please notify the staff of any injuries your child may have had before entering the center such as black and blue marks or scratches.

## **Accident Injury**

If an injury occurs at Rock Solid Care, the following procedures will be implemented:

1. The staff will contact emergency personnel.
2. The staff will try to contact you and if you are unavailable, the emergency contact person will be telephoned.
3. If emergency medical attention is necessary, a staff member will accompany your child to the hospital and remain with your child until you or a person designated by you assumes responsibility for your child's care.
4. Accidental injury claims should then be submitted to your primary insurance carrier. Parents/guardians are responsible for all fees charged by attending physicians, by the ER, EMS and/or by the pharmacy for any medications or services prescribed that are not immediately covered by your existing insurance.

## **Head Lice**

It is easy for head lice to make their presence in any home. Therefore, there is no need of shame should they be discovered. We ask that you check your child for head lice or the presence of nits occasionally. We understand lice and nits are not a serious health concern, but do ask that you notify the center when they are discovered. If discovered, quick action is necessary to eradicate them.

### **When Discovered:**

- Child will be removed from the group.
- A call will be made to the parent/guardian for notification of immediate pick up.
- We notify all staff so they can perform head checks.
- A notice to all other parents/guardians will be sent home that day to notify and ask for assistance in check their child at home.
- Before returning to the center, the child must be nit free and checked by the staff.

## **Fire Drills**

Fire drills are held on a regular basis (at least every 60 days) in order to familiarize the children with the proper and safe procedures for emergency exits of the building. In the event of fire, students will be evacuated according to plan. Rock Solid Care is inspected on a regular basis by the Fire Marshal.

## **Child Abuse**

The staff at Rock Solid Care is required by the State of PA to report any suspicion of child abuse.

## **Dress Code**

Rock Solid Care will follow the dress code guidelines of the Stroudsburg School District. The purpose of the dress code is to be obedient to the principles of God's Word and to provide the best possible atmosphere for learning. God's Word says that our dress should be modest and that our attention should be on improving the inner person more than the outer person.

## **Snacks**

An afternoon snack will be provided for your child every day. You may send a snack with your child if you wish. Snacks sent must be PEANUT & NUT FREE. If there are allergies, please ensure that it is indicated on the registration form.

# **Behavior and Discipline Policies**

## **Staff Behavior Policy**

Staff is held to high standards in the best interests of your children. We offer parents/guardians an opportunity to put their children in an atmosphere of Christian love, where they will be instructed by Godly workers, following Biblical principles in their teaching and care. The following is the policy that all staff must adhere to:

Staff shall not abuse children including:

- physical abuse – strike, spank, shake, slap
- verbal abuse - humiliate, degrade, threaten
- sexual abuse – inappropriate touch or verbal exchange
- mental abuse – shaming, withholding love, cruelty
- neglect – withholding food, water, basic care, etc.

A child should not be deprived of food, isolated or subjected to corporal punishment or physical exercise as a means of punishment either by staff or by another student. Any type of abuse will not be tolerated and may be cause for immediate dismissal. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only if necessary to protect the child or other children.

## **Staff/Student Supervision Policy**

In order to protect students and Rock Solid Care staff, a staff person may not be alone at any time with a single child where they cannot be observed by others. All children must be supervised at all times. This policy allows protection for the children and protection for the staff (not being alone with a child).

## **Student Behavior Policy**

Students are expected to exhibit appropriate behavior at all times. Inappropriate behavior will be discussed with the child when it occurs. The first step in dealing with inappropriate behavior is to view the situation as a learning opportunity for all involved. Negative behavior affects more than just the student involved in the misconduct; it affects all those around them. Each student's situation is different and therefore, each situation of inappropriate behavior must be weighed against the positive and negative benefits that your child will attain from staff interventions. All children and staff can grow together in a positive and safe environment where natural consequences are allowed to occur. Parents/guardians will be notified any time that your child is involved in negative behavior, whether initiating or receiving and your input will be vital in our decisions. Our goal is to assist you in the growth of your children through positive reinforcement and natural consequences.

## **Discipline**

When inappropriate behavior occurs, the staff will redirect behavior by discussing the problem with the child to determine causes and help the child find ways of resolving it and redirecting behavior. At times, it may be necessary to separate a child from the group for 3-5 minutes allowing him/her time out to think about the situation. The child may rejoin the group when he/she is prepared to cooperate with others. If a child's behavior consistently disrupts the flow of the program or harms other children, the behavior will be handled in the section titled "Aggressive or Violent Behavior".

## **Aggressive or Violent Behavior Policy**

There are some types of behavior which contribute to an unsafe or unhealthy environment to the children or staff at Rock Solid Care. Acts of violence or aggressive acts will not be tolerated by our center. The following behaviors will be considered as a detriment to the well-being of other children attending our center:

- Excessive biting
- Failure of a child to follow supervision guidelines set down by the PA Department of Welfare. Example, running away from the staff while outdoors.
- Scratching that results in marks left on another child.
- Temper tantrums that include kicking, hitting or biting another child or a staff member.
- Successive injuries imposed on a child by another child.
- Verbal threats of violence toward another child or a staff member.
- Any behavior which produces an unsafe or unhealthy environment for the rest of the children in the center.

Any legal or medical condition that requires intervention and special services and may be a contributing factor to a child's aggressive behavior will be taken into consideration. However, the parents or guardians must provide documentation by a doctor or medical provider with full details on any special needs of the child at the time of enrollment or upon first knowledge of the special needs. At that time, we will decide if Rock Solid Care is able to make reasonable accommodations within an acceptable level of care for your child. The first priority will always be to maintain a safe environment for all of the children and employees of Rock Solid Care.

Should an act of violence or aggression require that your child be segregated from others for safety reasons, a fee of \$15 per hour or partial hour will be assessed to your child care bill until the parent or guardian arrives to assume responsibility for the child.

Rock Solid Care reserves the right to terminate child care services based on the occurrence of certain events such as the lack of cooperation by the child and/or parents/guardians with established policies or rules. The procedure for termination of services due to unacceptable behavior is:

1. Parents/guardians will be notified in writing that policies have not been followed and/or that a parent's/guardian's or child's behavior is unacceptable. Written documentation of the behavior will be accompanied with the letter.
2. Parents/guardians will be required to attend a parent/guardian/teacher/director conference. At the conference, we will discuss the child's unacceptable behavior and consequences for the behavior.
3. Parents/guardians will be informed of a 3-day suspension or expulsion from the center after a review by the center director.

\*\*\*Rock Solid Care reserves the right to suspend or terminate child care services at any point for aggressive behavior, even at the time of the first offense at the discretion of the center director.\*\*\*