



## **Parent Handbook 2025**

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*Mount Pocono, PA 18366*

*Phone Number: 570-243-9688*

*Email Address: [angiesabcs@gmail.com](mailto:angiesabcs@gmail.com)*

A message to the new members in our family tree...

Dear Parents/Guardians:

We would like to welcome you and your child/children to our center.

Our mission at Ms. Angie's ABC's Childcare and Learning Center is to provide a quality childcare and educational facility that meets the requirements of the community that we serve. We want to fulfill the needs of parents and children alike through ambitious teachings and guidance. It will be our goal to ensure the children of the community are provided with the opportunity to learn and build at a young age.

We at Ms. Angie's ABC's will try our best to provide the following:

1. Ensure families have access to affordable, high quality early care and education.
2. To provide an atmosphere that is nurturing, caring, friendly and relaxing for children and staff.
3. To provide a safe and fun learning environment for young children.
4. To adhere to the needs of the families within the community.

We hope that you and your child/children will have a wonderful experience in our program as we try to improve and grow every day alongside your children.

## Hours of Operation

Ms. Angie's ABC's Childcare and Learning Center has the hours of operation of Monday to Friday, 7:00 a.m. to 6:00 p.m.

## Admission

Our center is open to children from 6 weeks to 5 years of age. Ms. Angie's ABC's Childcare and Learning center does not and shall not discriminate based on disability, race, age, sex, nationality, or any other factors. At Ms. Angie's ABC's, Children on the facility premises and on facility excursions off the premises shall be supervised by a staff person at all times.

## Enrollment

The enrollment process must be completed online. The following forms must be completed and within 7 days or less of the child/children first day:

- Enrollment Application submitted on Procare
- Non-Refundable Application Fee: \$35.00
- Emergency Contact Form (Update required every 6 months)
- Signed Contractual Agreement Form
- First weeks Tuition
- Photo Release Form
- Authorization for Release of Information
- Birth Certificate of Child
- Child's Health Assessment Record completed by a licensed physician
- Proof of Physical Address
- Copy of State ID or Driver's License of Parent/Guardian
- Food Program Application & Income Eligibility Form

For Infants:

- Food and water consent
- Infant Routine Schedule

\*\*\* If your information changes during your time of being enrolled, (place of employment, phone numbers, home address, emergency contacts, or authorized pick-up person) **you must notify the center within 48 hours or update information through the Procare Software.** \*\*\*

## **Registration and Billing**

- When you register your child/children, there is a non-refundable application fee of \$35.00 per child.
- We require a one-week tuition deposit prior to the child's first day of school.
- Tuition will be due on a weekly basis and expected to be paid in full, regardless of attendance, on Monday of each week before care.
- If payments are not made on time, there will be a late payment fee of \$7.00 per child each day.
- Returned ACH payments will be charged at \$35.00 per child.

## **Past due Tuition Collections Policy**

If tuition becomes two or more weeks delinquent, it will be placed with a collection agency or the local magistrate of which you will be responsible for all legal fees associated with the collection of the outstanding balance. Please make the necessary arrangements to have your account paid on time.

## **Child Care Subsidy**

In addition to your co-pay amount designated to you by your caseworker at ELRC, Ms. Angie's ABC's Childcare and Learning Center L.L.C. reserves the right to require additional tuition for childcare services.

\*\*\* ELRC Clients are only allowed to utilize up to (9) nine hours per day. If you exceed the nine hours per day additional charges of \$5 will be applied for every 15 minutes thereafter. Services provided after 6:30 p.m. additional charges will be applied. Please note that you signed an authorization for release of information and we must release any information that they request (i.e., sign in/out records and/or your emergency contact form.)

## **Sign In and Out Policy Drop off procedure:**

Parents/Guardians are required to sign in for drop off every day on the sign in/out sheet. When dropping your child/children off you must bring your child/children into the facility, place their belongings into their respective areas, and personally release him/her in the care of a staff member.

## **Pick up Procedure**

Parents/Guardians are required to sign out for pick up every day on the sign in/out sheet. After your child is released from the facility, it is no longer our responsibility to watch over your child/children. All items left in child/s cubby every Friday must be cleared up when picked up. \*\*\*Note: Blankets

and Pillows must be picked up and sanitized every Friday. It must be brought back every Monday and/or first day of care for the week. \*\*\*

### **Authorized Persons Pick-Up**

- Individuals listed on the Emergency Contact Form or Procare software will be allowed to pick up your child/children. A state issued ID will be required to authorize this pick-up, no exceptions will be made.
- When a parent wants to authorize additional persons to pick up their child/children, they must complete a Pickup release form located in each classroom before dropping off their child/children.
- Parents may also notify the daycare in writing with the name, address, and phone number of the person they would like to authorize for pick up.
- If you contact the daycare by telephone for authorization, you will be required to sign the *"Verbal Request for Release of Child"* form upon your return.
- **\*\*\* Note: Children will not be released to minors \*\*\***

### **Closing and Observed Holidays**

Ms. Angie's ABC's Childcare and Learning Centers top priority is the safety of our children and staff, so the decision to close or delay will be based on potential weather conditions prior to opening. Any closings due to weather/emergencies will be conveyed to parents through the Procare Software.

The facility will be closed on the observed holidays listed below.

- New Year's Day
- Good Friday
- Memorial Day
- Day after Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Friday After Thanksgiving
- Diwali
- Christmas Day
- Day after Christmas
- Day after New Year's

\*\*\* Payment for the holidays listed is expected. \*\*\*

## Standard Tuition Rates

<i>Infant (6 weeks- 12 months)</i>	
<i>Tuition Rate type</i>	<i>Rates</i>
<i>Weekly, up to 9 Hours of Service per day</i>	\$270.00
<i>Saturday Rate (8:00 a.m. – 5:00 p.m.)</i>	\$75.00

<i>Young Toddler (13 months - 24 months)</i>	
<i>Tuition Rate type</i>	<i>Rates</i>
<i>Weekly, up to 9 Hours of Service per day</i>	\$240.00
<i>Saturday Rate (8:00 a.m. – 5:00 p.m.)</i>	\$75.00

<i>Older Toddler (25 months - 36 months)</i>	
<i>Tuition Rate type</i>	<i>Rates</i>
<i>Weekly, up to 9 Hours of Service per day</i>	\$230.00
<i>Saturday Rate (8:00 a.m. – 5:00 p.m.)</i>	\$70.00

<i>Preschool (37 months – 5 years)</i>	
<i>Tuition Rate type</i>	<i>Rates</i>
<i>Weekly, up to 9 Hours of Service per day</i>	\$205.00
<i>Saturday Rate (8:00 a.m. – 5:00 p.m.)</i>	\$70.00

\*\*\*Tuition rates are subject to change and are calculated based on the number of hours that will be utilized after the initial 9 hours. \*\*\*

\*\*\*Tuition Rates from the ages of 6 weeks to 36 months on the agreement do not change

\*\*\*\* In addition to your co-pay amount designated to you by your caseworker at ELRC, Ms. Angie's ABC's Childcare and Learning Center L.L.C. reserves the right to require additional tuition for childcare services not covered through ELRC.

## **Re-Registration**

Ms. Angie's ABC's Childcare and Learning Centers requires all paperwork to be reviewed and filled out, annually. The emergency contact form must be reviewed and updated every six months. Re-Registration Fee is \$35.00 per child.

## **Absences**

There will be no refunds or adjustments made to your childcare tuition for time missed due to illness, holidays, and/or days off.

## **Illness**

If your child/children is/are sick, please do not bring him/her to the daycare center.

If your child/children has/have any of the following symptoms, they will be sent home:

1. Bad cold or cough
2. Fever of 100 degrees or higher
3. Vomiting and/or diarrhea

## **Medication Policy**

Medication prescribed by a physician must have a label on the bottle and/or box. It also must be filled out on a medication log in the child's classroom each day, for as long as the medication is needed. Any over-the-counter medication requires a note from a physician. It also needs to be signed in on the medication log. A medication record maintained on an ongoing basis by staff shall include the following:

- Specific, signed parental consent for the staff to administer medication • Prescription by health care provider
- Medication administration log must be completed
- Information on medication, including possible side effects.

Please inform the staff of the medication the child is receiving and when, who prescribed the medicine, and what the known reactions or side effects may be in case a child has a negative reaction to the medicine. A child's reaction to medication may occasionally be extreme enough to initiate the protocol developed for emergencies. This medication record is especially important if medications are frequently prescribed, or long-term medications are being used.

## **Withdrawal Policy**

If you would like to withdraw your child/children from the program, two weeks' written notice is required. If a two-week advance notice is not given you will be charged in full for two weeks of childcare based on the initial agreement.

## **Release of records**

Upon parent's request, children's records shall be copied and released to another educational facility at a charge of \$25.00. A 24-hour written request must be made to release copies of the child's records to another educational facility. The original records will be kept by Ms. Angie's ABC's Childcare and Learning Center LLC.

## **Complaints/Concern Policy**

Ms. Angie's ABC's Childcare and Learning Center welcomes any suggestions, recommendations, comments or complaints made by children or their parents in relation to our childcare service. Any complaints made about the service will be dealt with in an open and impartial manner.

The following procedures will be followed:

1. Complaints should be made to the Head teacher/Team leader.
2. Every attempt is made to resolve the matter as amicably as possible and to the parents' satisfaction.
3. If agreement cannot be reached the parents may make a formal complaint in writing to the director.
4. The complaint is recorded.
5. If the complaint is made against a member of staff, the staff member must/will be informed that a formal complaint has been made and be given full details.
6. If a complaint against a member of staff involves a child protection concern a second separate reporting procedure will be followed in line with our child protection procedures.

## **Disciplinary Policy**

At Ms. Angie's ABC's Childcare and Learning Center, our goal is to maintain a safe and orderly environment in which your child can learn. We prioritize encouraging appropriate behavior of children to help them develop self-control, confidence, and discipline. An effort is made to help children understand why some behavior is not acceptable, and suggestions for more desirable behaviors are offered. The rules are posted in the classroom, which are reviewed and applied often with children throughout the day.

Classroom rules children are expected to follow are:

1. Be safe by keeping your hands, feet, and objects to yourself
2. Be respectful and kind to others
3. Be responsible for yourself and your play area
4. Be a good listener, especially to your teacher
5. Follow directions.

To ensure the safety of all participants and staff, children involved in our program are expected to follow the rules and direction of the preschool staff.

The following are guidelines used when disciplinary action becomes necessary due to unacceptable behavior. Severe behavior will be addressed by the Preschool Director.



Parents/Guardians will be notified pertaining to each incident through the Procure messaging board.

1. Positive redirection
2. Verbal warning for specific unacceptable behavior.
3. Separation from group with a warning of future consequences for repeated behavior.
4. Separation from group with a call to parent or guardian and write-up.
5. Parent/Guardian conference to discuss corrective action plans and consequences for future incidents.
6. Suspension - 1 to 2 days from the program and/or remainder of the day.
7. Repeated aggressive/inappropriate behavior with 1-3 suspensions will result in removal from the program with approval from the Preschool Lead Teacher and Director.

Ms. Angie's ABC's Childcare and Learning Center reserves the right to withdraw a participant from the program if all discipline options have been exhausted and/or demonstration of extreme behavior that may put other students and staff in danger.

### **Parent Meetings**

Ms. Angie's ABC's Childcare and Learning Center requires an annual meeting with parents to update files i.e., emergency contact information. We will take this time to discuss your child's development and evaluations.

### **Food Program**

- A balanced diet is provided with fresh, nutritious food.
- Candy, chewing gum and nuts are discouraged
- Special dietary needs of children will be met
- An adult always sits with the children at mealtimes to encourage good eating habits, stimulate conversation and enhance the quality of the interaction.

### **Food Allergies**

- If your child/children has/have any food allergies or preferences, it needs to be presented to us in writing by the parent upon child's registration.
- Milk and dairy products are required by the State of Pennsylvania nutritional guidelines. If your child does not drink milk or is allergic, please present a note in writing indicating such.
- Any food or drinks brought in with your child must be within the nutritional guidelines of the CACFP Food Program.

\*\*\*IF any food or drinks provided by the parents are not within the guidelines of CACFP food program it will be disposed of. No Exceptions! \*\*\*

### **Personal Items**

All personal items must be labeled with the child/children's name by the parent/guardian. If personal items are not labeled, Ms. Angie's ABC's Childcare and Learning Center is not responsible

for any lost/missing items. Please dress your child/children appropriately for the daycare and the weather.

Items required:

- Change of clothes (2 Pairs required)
- Cups/bottles etc.
- Pillows and blankets
- Diapers or Pull-ups and wipes

\*\*\*Personal Items not Permitted: Jewelry, Toys, and Electronics\*\*\*

**Ms. Angie's ABC's Childcare and Learning Center is not responsible for any lost/missing items.**

### **Diaper Changing Policy**

Ms. Angie's ABC's Childcare and Learning Center L.L.C. understands the importance of good hygiene. The diaper changing procedure we have adopted is to ensure every child has a safe and clean environment. A staff person shall check and change a child's diaper at least every 2 hours and whenever the child indicates discomfort or exhibits behavior that suggests a soiled diaper. A staff person shall change a child's diaper when the diaper is soiled.

Steps to safe and clean diapering:

1. Sanitize diaper area and gather diapering supplies

Before you bring the infant/child to the diaper changing area, wash your hands, gather, and bring what you need to the diaper changing table:

- Clean disposable diaper or pull-up
  - Diaper wipes, fragrance-free
  - Non-latex disposable gloves
2. Bring infant/child to the sanitized diaper changing station.
  3. Remove soiled diaper/pull up.
    - Fold the soiled surface of the diaper inward and fasten with existing tabs if possible. Immediately place the soiled diaper in the hands-free diaper receptacle. If infant/child is wearing a pull-up, tear away at both sides to remove.
    - Place any soiled clothes in plastic bag (sealed) for the parents to take home. Do not rinse any soiled clothing.
  4. Clean infant's/child's diaper area
    - Use disposable wipes to clean infant's/child's diaper area. Wipe diaper area from front to back and use a fresh wipe each time. Lift infant's/child's legs as needed, to clean under infant's/child's buttocks if infant/child is lying down
    - Put soiled wipes directly into the diaper receptacle.
    - Remove disposable gloves and clean hands with a diaper wipe then clean infant/child's hands with a fresh diaper wipe.
  5. Put clean diaper or pull-up and clothing on the infant/child.

- a) Slide a fresh diaper under the infant/child if lying down or place a fresh diaper on the child standing up. If child uses pull-ups, slide pull-up to infant's/child's waist.
  - b) Fasten the diaper using the side tabs. When dressing the infant/child place shoes and socks back on last.
6. Wash the child's hands and return the child back to the supervised area.
7. Clean and sanitize the diaper changing surface.  
Clean and disinfect the following:
  - a) Diapering Area, including the floor
  - b) All equipment or supplies that were touched
  - c) Soiled crib or cot, if needed
8. Wash hands and record on Procure Software for parents.
  - Note urine or stool in diaper/pull-up.
  - Record any problems noted such as loose watery, or mucous in stool, constipation or hard stool, unusual odor, red discharge in the diaper/pull-up or any skin irritation/rashes.

## **Curriculum**

Ms. Angie's ABC's Childcare and Learning Center believes that every child deserves the opportunity to learn at their own pace. We believe that when a child is encouraged to take their time and explore it helps them feel confident in what they're doing which in return gives them a motivated and positive outlook on the learning experiences. Thinking outside the box is part of the learning experience. We encourage children to use their imaginations and create using their minds, words, and hands. We at Angie's ABC's offer an innovative way to build knowledge through creativity. We are committed to developing a curriculum that creates a child-centered, play based environment which empowers young children to actively pursue their own learning. This process will be facilitated by adults who will provide appropriate, timely, balanced intervention as well as support, continuity and progression to encourage positive attitudes towards learning.

Guidelines staff follow for our curriculum:

- Open to new approaches and ideas on how to promote and meet the growing need of children.
- Recognizes that children are learning all the time, and that children learn best when they are actively involved and interested.
- Includes a variety of activities that provide for the physical development of the children.
- Includes stimulating sensory experiences appropriate to the child's level of development.
- Encourages children to think for themselves, helping them to make their own decisions and find their own answers to questions.
- Provides an atmosphere that offers the children suitable challenges and stimulates problem-solving.
- Encourages feelings of safety, trust and emotional security to the children in our care.
- Helps children to develop self-esteem by giving them the opportunity to be actively involved in their own learning.

- Always encourages sociability, friendship, and co-operation with others, through the provision of co-operative play and the opportunity for children to mix with siblings, same-age peers, younger and older children.
- Aims to match all tasks with each child's level of ability and attention span.

Our Curriculum includes a variety of activities that promote each area of a child's development. These activities include:

- Imaginative/Dramatic play
- Reading and Musical Activities
- Creative play
- Sensory, Sand and Water Play
- Arts and Craft
- Play dough
- Puzzles and Jigsaws
- Constructive activities
- Outdoor play
- Physical Activities

### **Shaken Baby Syndrome and Abusive Head Trauma**

This policy is designed to prevent, recognize, respond to, and report instances of Shaken Baby Syndrome, or Abusive Head Trauma.

Ms. Angie's ABC's Childcare and Learning Center believes that a major function of our job as childcare providers is to keep children safe, protect their healthy development, provide quality childcare, and educate families. This function is accomplished by having policies such as this in place and practicing them daily.

According to the Mayo clinic, Shaken Baby Syndrome or Abusive Head Trauma (SBS/AHT) is

“a serious brain injury resulting from forcefully shaking an infant or toddler. Shaken Baby Syndrome destroys a child's brain cells and prevents his or her brain from getting enough oxygen. Shaken Baby Syndrome is a form of child abuse that can result in permanent brain damage or death.”

[Reference: <https://www.mayoclinic.org/diseases-conditions/shaken-babysyndrome/symptomscauses/syc-20366619>]

### **Procedure and Practices**

Recognizing Symptoms Children are observed for the following signs and symptoms of SBS/AHT:

- Irritability and/or high-pitched crying
- Seizures
- Bruises on upper arms, rib cage, or head (may be a result from gripping or hitting the head)
- Lack of appetite

- Vomiting
- Poor feeding/sucking
- Lack of smiling or vocalizations
- Difficulty staying awake or altered consciousness
- Difficulty breathing and/or blue color due to lack of oxygen
- Inability to lift the head or rigidity
- Inability to focus the eyes or track movement
- Unequal pupil size

### **Procedure and Practices**

Response If SBS/AHT is suspected, employees will:

- Immediately call 911 upon suspecting SBS/AHT and inform the preschool director
- Call the parents/guardians
- Administer CPR if the child has stopped breathing. Staff trained in pediatric CPR will begin the process until medical professionals arrive and take over. Reporting Instances of suspected SBS/AHT or other maltreatment of a child will be reported to the Pennsylvania Department of Children and Families' Abuse Hotline, using the methods listed below: – Calling the hotline at 1-800-422-0313

SBS/AHT Prevention Strategies to Assist Staff in Coping with a Fussing, Crying or Distraught Child

Staff will first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If all physical needs have been met, staff will attempt one or more of the following strategies:

- Sing or talk to the child in a soothing voice
- Offer a pacifier or try to distract the child with a rattle or toy
- Turn on music
- Take the child for a ride in the stroller
- Gently rub or stroke the child's back, chest, or stomach
- Stand up, hold the child close, and repeatedly bend knees
- Rock or walk with the child

In addition, Ms. Angie's ABC's will:

- Allow staff who feel they may lose control to have a short, but relatively immediate break from the children
- Provide support when parents/guardians are trying to calm a crying child
- Encourage parents to take calming breaks if needed
- Share information with parents concerning successful calming strategies with a particular child

The following behaviors are prohibited include (but are not limited to):

- Shaking or jerking a child.
- Tossing a child into the air or into a crib, chair, or car seat.
- Pushing a child into walls, doors, or furniture.

I, \_\_\_\_\_, acknowledge that I have received a copy of the Parent Handbook for Ms. Angie's ABC's Childcare and Learning Center. I recognize that it is my responsibility to read and understand the policies, provisions, and procedures contained in the Parent Handbook.

In addition, I understand that the contents of the Parent Handbook are subject to change. I acknowledge that the Parent Handbook will be revised in accordance with the rules or regulations of state, federal, and accrediting entities, best practices for childcare service providers, or at the discretion of Ms. Angie's ABC's Childcare and Learning Center. I recognize that any such revisions will supersede, modify, or eliminate the current contents of the Parent Handbook.

I acknowledge that it is my responsibility to stay informed of policy and procedure revisions to the Parent Handbook, which will be posted on the Ms. Angie's ABC's Childcare and Learning Centers web site at <https://www.msangiesabcs.org/forms> . In the event I do not have internet access, I understand that I can obtain a hard copy of the updated Parent Handbook upon request to the Director.

Moreover, I recognize that it is my responsibility to contact the Program Director for any questions I might have about the contents of the Parent Handbook now and in the future.

Childcare regulations are available to all parents online and are found at <https://www.pa.gov/agencies/dhs/resources/for-providers/child-care-for-providers/child-care-regulations.html>

Or

<https://www.pacodeandbulletin.gov/Display/pacode>  
Title 55 Chapter 20

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Guardian Name (Print)

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Guardian Signature

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Date

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Representative Name, Role (Print)

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Representative Signature

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Date