Appletree Childcare & Learning Center
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Email: childcarepa@comcast.net
Website: www.appletreechildcare.net

Family Handbook
Calendar Year 2026

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The **Family Handbook** is written to provide information about programs, policies, and procedures at Appletree Childcare & Learning Center. Families play a critical role in preparing their children for school readiness. Appletree Childcare & Learning Center provides a comprehensive program in safe, nurturing, and secure learning environments. Children are engaged in activities that help them grow mentally, socially, emotionally, and physically. We rely on families to work with us to positively influence your child's learning and development.

Please keep this handbook in a convenient location so that you can refer to it as needed. Please note that the Handbook is continually updated with information; check with us for the latest version. We want to hear from families. Please contact our staff with any questions or concerns. Appletree Childcare & Learning Center is licensed by the Department of Human Services, Philadelphia, PA.

Management Staff
Kelly Bryan
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Appletree Childcare & Learning Center is a certified Keystone STAR-4 preschool.

INDEX

Welcome: Our Philosophy and Goals
Admissions and Inclusion Policy
Dismissal of a Child from our Program Compliance
Service Referral Policy
Visiting Appletree Childcare & Learning Center
Video Surveillance
Code of Conduct
Enrollment of Your Child
Confidential Information
Photography
Child Vaccinations
Tuition
Tuition Payments & Online Portal
Infant Room: What to Bring
Toddler & Preschool Classrooms: What to Bring
Toys from Home
Jewelry
Mandated Reporters
Language Policy (EC 3.4.4)
Limited English Proficiency LEP
Filing a Complaint
Full-Time & Part-Time Programs
Parking & Pedestrian Safety
Arrival and Departure
Preparing Your Child for Arrival
Smoke-Free
Drop-Off & Pick-Up
Late Pick-Up Policy
Family's Right of Access
Court Orders
Child Illness
Meals & Snacks Food Service
School Schedule
Holiday Closures
Supervision of Children
Inclement Weather
Withdrawal of a Child by a Family
Transition Policies (FC 2.2)
Transition to Another Classroom
Health Assessments
Illness
Caring for Our Children
Care Plan for Special Medical Needs
Medications
Children with Severe Allergies
Lice (Pediculosis)
IFSP & IEP (FC 2.1)
Continuity of Care (FC 3.4.3)
Children's Rest Time
Clothing
Potty Training Policies
Toys & Other Personal Items
Family-Teacher Conferences (FC 2.3)
Family Feedback Group (PTA) (FC 3.4.4)

Family Workshops (FC 3.4.5)
Developmental Screening Tool (EC 2.3)
Suspension and Expulsion (EC 2.5)
Appletree Suspension/Expulsion Policy
Communications
Incident Reports
Disciplinary Procedures
Field Trips
Fire Drills
Emergency Response & Evacuation of the Building
Safety, First Aid
PHLpreK
Before & After School Program (B&A)
Curriculum Statement: Philosophy and Goals (EC 3.4.2)
Observation-Based Assessment (EC 3.4.2)
Individualized lesson planning (EC 3.4.3)
Shared Service Agreement (LM 3.4.11)
Firearms
Additional Services

Appendix I: Community Resource Materials
Appendix II: ELWIN Referral Form
Appendix III Community Services
Family Signature Page

Welcome: Our Philosophy and Goals

Appletree Childcare & Learning Center is guided by our mission and core values to help preschool children reach their full potential. We offer safe, clean, exciting, and creative high-quality classrooms with loving, engaged staff who encourage learning through play and discovery in a supportive, nurturing environment. We use The Creative Curriculum®, the #1 preschool curriculum, which provides instruction, promotes language and literacy, nurtures math skills, and more, in all our classrooms, including those for Infants, Young Toddlers, Older Toddlers, Preschoolers, and Pre-K children.

Appletree Childcare & Learning Center is a high-quality, Keystone STAR-4-certified early childhood preschool. Consistent with Keystone STAR learning standards, teachers create opportunities throughout the day to help children build foundations in social, emotional, language, literacy, cognitive, gross motor, and creative arts development. Instruction and guidance are designed to support children's development based on their unique needs and individual learning styles, helping them achieve developmental success.

Keystone Stars initiatives have been a defining moment in our evolution as a high-quality educational center, helping us create exciting learning environments and foster staff engagement in care.

Admissions and Inclusion Policy

Appletree Childcare & Learning Center maintains an open admissions policy. Admissions, the provision of services, and client referrals shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex, and in compliance with the Americans with Disabilities Act (ADA).

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

Our belief is grounded in the values that all young children with disabilities should have access to inclusive, high-quality early childhood programs that provide individualized, appropriate support to meet high expectations, achieve learning gains, and build stronger social-emotional skills, regardless of their ability to participate in a broad range of activities and contexts, and within our regular classes without separation.

This policy is consistent with the legal foundation of the Americans with Disabilities Act.

Dismissal of a Child from our Program & Compliance

We at Appletree Childcare & Learning Center understand the importance of a high-quality preschool experience for young children. Our teachers and Director make every effort to help young children transition into their classrooms, and we use classroom management strategies that emphasize safety and encouragement. Teachers may set goals for improvement that address the child's behavioral, physical, language, and/or learning needs. Observational documentation may be provided to the family, and a family conference may be scheduled. If none of our strategies are successful and safety issues persist, Appletree Childcare & Learning Center reserves the right to dismiss the child from our program. If the center *can no longer accommodate* your child and dismissal becomes necessary, we require families to leave in a calm and respectful manner.

A child may also be dismissed if the family's language or actions are aggressive or abusive toward their child or any staff member. Once dismissed, the family will no longer have any rights to be on our premises and will not be charged tuition from the date of dismissal.

Compliance
Appletree Childcare & Learning Center meets and exceeds the regulations and guidance established by the Philadelphia Department of Human Services and the Philadelphia Department of Public Health for the safe operation of a childcare center.

Teachers provide children with a safe, friendly, and secure classroom environment. Our rooms are busy, engaging, activity-centered spaces where children enjoy learning through play and exploration.

We at Appletree Childcare & Learning Center believe that children learn best when they are given opportunities to participate in activities and play that involve physical and social experiences. We carefully balance activities that develop cognitive skills with painting, block play, and dramatic play to enhance social and emotional development. The staff of caregivers and facilitators carefully structure the classrooms and plan learning experiences to guide children's development.

Service Referral Policy
Apple Child Care will assist in referring a child to social, educational, medical, and community services. Examples of such agencies include ELWIN and the Philadelphia Department of Human Services. Local agencies include Frankford Family Support and the Philadelphia County Assistance Office. For more information, contact the director or consult our community resource handbook.

Visiting Appletree Childcare & Learning Center
All families (including families, custodial families, and legal guardians) with children enrolled in our programs may visit their child's classroom. For prospective *new* enrollments, families must call our school office before arriving to schedule a tour.

Video Surveillance
Automated video surveillance is used at Apple Child Care to monitor and record activity in all classrooms, hallways, and outdoor areas around our building. Our professional-grade system is designed to enhance the security and safety of children and staff. Cameras capture live video footage, which can be viewed in real time and recorded on our NVR. For privacy and safety reasons, video images are not provided to families. Viewing and assessment of video footage are conducted by our Director and School Office administration to ensure the privacy and safety of all children. In addition, our image data is not made available on the Internet. Families with any concerns should speak with our Director.

Code of Conduct
Families and other family members of enrolled children are expected to be respectful and courteous to all our staff, other families, and their children. There are many children and their families at our center, and we ask that families respect their right to privacy. Behavior that disregards this policy, whether physical or verbal, and that is threatening, aggressive, or disrespectful, may result in exclusion from our center. Teachers and office staff are also covered by a code of conduct. If a family experiences a violation, they should report the incident and their grievance to our Director or the school office.

Enrollment of Your Child

Several forms are required for your enrollment. Our school office will assist families with these forms. These include an Enrollment Agreement, a Health Assessment to be completed by your child's pediatrician, an Emergency Contact Form, a meal program form, and other documents. There is an initial registration fee at the time of registration, which helps us manage our administrative costs. Families will be asked to periodically update their forms, and at that time our office will advise you.

Once children are enrolled, they are assigned to a classroom based on age and developmental level. Appletree Childcare & Learning Center offers programs and separate classrooms for Infants, Young Toddlers, Older Toddlers, Preschool, Pre-K, and PHLpreK. Each classroom has a maximum number of children and a specific child-to-staff ratio that we maintain at all times.

Appletree Childcare & Learning Center operates its programs year-round, with 52 weeks of programming each year across our Infant, Young Toddler, Older Toddler, Preschool, and Pre-K classrooms. The exception is the PHLpreK program, which follows the Philadelphia District calendar year. An optional summer camp is available for these students at Apple Child Care. Please contact our school office for more information.

Confidential Information
Sensitive information our center maintains about individual children in our care and their families is treated with strict confidentiality and shared internally only on a need-to-know basis. Examples include the Emergency Contact form, Health Assessment, Meal application, and other documentation maintained in your child's file. The Dept. of Human Services (DHS) and other authorized governmental agencies have the right to inspect confidential files. Photos and videos of your child are encouraged, but families are asked to be mindful of other children's privacy in any photos or videos.

Photography
In our classrooms, photos are an essential communication tool for teachers, families, and staff throughout the school year. We regularly hear from families how much they appreciate receiving these photos from teachers. Photos provide families with talking points about their children's experiences, which is important because many students (especially the very young) do not always articulate what they did at school or what they are learning. At times, we may share photos with you using the **ClassDojo App**. Our staff can help you get set up with the app.

Child Vaccinations
Apple Child Care mandates vaccinations for enrolled children, and we reserve the right to refuse admission to a child who is not vaccinated. There are no exemptions from immunization for religious belief or for strong personal objection equated to a religious belief. The child's health assessment from their pediatrician will be kept in the child's record. Exemption from immunization for medical reasons must be documented by a written, signed, and dated statement from the child's physician or physician's assistant and will be reviewed by the Director for admission to our program.

Tuition
Appletree Childcare & Learning Center accepts state tuition subsidies through Child Care Works (CCW or ELRC) and for our PHLpreK programs, as well as private pay. Our school office staff and/or Director can refer you to the appropriate agencies that offer tuition subsidies. Families are responsible for any co-pays identified by the state subsidy provider in your subsidy agreement. Private-pay fees at Appletree Childcare & Learning Center are very competitive with those of other childcare programs in the area. Families are also responsible for paying tuition regardless of absences due to illness, vacation, holidays, staff in-service days, or weather.

Tuition Payments & Online Portal
Tuition is paid weekly. We offer the MyProcare online portal for credit or debit card payments and ACH, and to view your account's tuition and payments. Our school office staff will help families set up in this system. Additionally, families can pay at the school office, where we accept cash, credit cards, debit cards, personal checks, and money orders. Receipts are also available upon request.

No credit is given for vacation time, holiday closures, a child's illness, emergency closures, or adverse weather. Your payment guarantees your child a spot in their classroom. Nonpayment of tuition is grounds for immediate dismissal from their program. There is no discount for multiple children.

A returned check from the bank incurs a $35.00 processing fee billed to the family. If two or more checks are returned uncollected, Appletree Childcare & Learning Center may require tuition payments by cash, debit or credit cards, or money orders.

If a family that receives a tuition subsidy loses that subsidy, the family is responsible for contacting our school office and informing us of their situation. The family is responsible for any tuition costs incurred.

Infant Room: What to Bring
Families who wish to enroll in our infant room should note that the minimum age for enrollment is 6 weeks. If a child was born prematurely, we may set the enrollment age at 3 months or older. We encourage families to discuss this with our director or school office. There is a no-shoe policy in our infant room. Families may remove their shoes just outside the infant room door and enter with their socks, or they may put on "booties" that we provide over their shoes. Booties are available just outside the infant room door. Upon enrollment, our office staff will advise families of what to bring for their infants, including formula, bottles, diapers, diaper creams, sheets, bibs, and other items.

Toddler & Preschool Classrooms: What to Bring
There are general guidelines for these rooms. Bring a child's bag or backpack with the items your child may need, such as a sheet for nap time, a small blanket, extra clothes to change into, a plastic bag for soiled clothing, extra warm clothes during cold weather, extra shoes/sneakers, sunscreen (summer months), and bug spray. Your child's classroom teacher can also offer additional suggestions. All items must be marked with your child's name, including the bag or backpack.

Toys from Home
We request that children generally refrain from bringing a personal toy from home. The exception is for Show & Tell days, and the toy must remain in your child's cubby or with the teacher until it is time for the activity.

Jewelry
We suggest that children not arrive at school wearing jewelry, hair beads, or other fashion accessories for safety reasons. In addition, if lost, these items aren't very pleasant for your child. Appletree does not take responsibility for lost personal items.

Mandated Reporters
Under the Child Protective Services Act (23 Pa. C.S. Chapter 63), all Appletree staff are mandated reporters. They must report any suspicion of abuse or neglect to the appropriate authorities (55 Pa. Code § 3490.11). Employees are not required to discuss their suspicions with families before reporting to the appropriate authorities, nor must they investigate the cause of suspicious marks, behavior, or conditions before making a

report. We take this responsibility very seriously and will make all warranted reports to Childline at 800-932-0313. The Child Protective Services Act is designed to protect children's welfare and best interests. As mandated reporters, staff are not liable for reports made to Child Protective Services that are determined to be unfounded, provided the report was made in “good faith.”

Language Policy (EC 3.4.4)
Appletree actively supports children’s home languages. We encourage families to use their native tongues with their children and will help provide staff with the understanding needed to incorporate diverse languages.

Language policies for early childhood education programs can vary depending on the languages spoken by the population. Here are strategies to support language development in our early childhood education programs at Appletree Childcare & Learning Center.

- **Google Translator** is a useful tool for helping students with language transitions communicate in your classroom.

- **Encourage home language**
  Encourage parents to continue reading to and talking with their children in their home language. When possible, incorporate the children's home language into the classroom.

- **Create a language-rich environment**
  Use strategies such as reading, singing, and playing games to create a language-rich environment.

- **Use small groups and one-on-one interactions**
  This allows adults to focus on what children are saying and thinking. Adults can also model taking turns, use grammatically correct language, and introduce vocabulary.

- **Be a good role model**
  Adults can model effective language use.

Language development in early childhood is essential because it helps children build a strong foundation for social and academic skills later in life. Children who develop language early are usually better able to communicate their thoughts and emotions to adults and peers.

Limited English Proficiency LEP
Our enrollment policy regarding Limited English Proficiency (LEP) ensures that staff make every effort to promote communication and understanding for children and their immediate families who are identified as having LEP. Once enrolled, our staff will integrate that child into the classroom. Once a child or family has been identified as needing translation or interpretation services, Appletree Childcare & Learning Center will assign a staff member who may speak their language to assist and/or reach out to other family members or a community representative to provide translation services.

Filing a Complaint
Any families or guardians who believe they have been discriminated against may file a complaint of discrimination with any of the following:

Kelly Bryan, Director
Appletree Childcare Center

3675 E Crown Ave
Philadelphia PA 19114
Ph: 215 281-9223
Email: childcarepa@comcast.net

Commonwealth of Pennsylvania
Dept. of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Bldg.
P.O. Box 2675
Harrisburg PA 17105

Commonwealth of Pennsylvania
Dept. of Human Services
Bureau of Equal Opportunity
Southeast Regional Office
801 Market St, Ste. 5034
Philadelphia PA 19107

U.S. Dept. of Health & Human Services
Office of Civil Rights
Ste 372, Public Ledger Bldg.
150 S Independence Mall West
Philadelphia, PA 19106-9111

PA Human Relations Commission
Philadelphia Regional Office
110 N 8th Street, Ste 501
Philadelphia PA 19107

Full-Time & Part-Time Programs
Children who are enrolled full-time attend five days per week, Monday through Friday. Part-time is fewer than 5 days per week. The days the child attends may be on either a fixed or a flexible weekly schedule (availability permitting).

On a fixed schedule, the child attends the same days each week, while a flexible schedule has varying days based on the child's needs and the classroom's availability.

Families requiring a flexible schedule will be asked to provide a weekly schedule each Monday for the days they will need care. Whether the child is on a fixed or flexible schedule, families are not permitted to alternate or make up days missed due to illness, vacation, or closures due to inclement weather. The only days that may be made up are those missed due to school closure for holidays that fall on your child's scheduled day, and only if our classroom ratio permits.

At times, families may want to add an additional day to their child's schedule. These requests should be made to the school director or administrative staff. A request for an additional day must be made at least 24 hours in advance. Acceptance is subject to availability and is not guaranteed. If accepted, the family will be charged the daily tuition rate for the additional day.

Parking & Pedestrian Safety
Appletree Childcare & Learning Center offers a parking lot for families to use for drop-off, pick-up, and special events. Park in our lot, which is accessed from East Crown Avenue. There is additional parking on East Crown Avenue and on adjacent streets.

We ask that vehicles enter and exit slowly around Appletree Childcare & Learning Center and adjacent streets to ensure the safety of all children. We urge families to find a parking space and **not** to double-park on the street for pedestrian safety.

Arrival & Departure

Our front door is locked at all times. Families will need to ring the bell to be let into the building. When you arrive with your child, please store personal items, such as coats, sweaters, or extra clothes, in your child's school bag. Escort your child to the designated drop-off area or classroom, and feel free to leave any messages for your child's teacher.

Upon arrival, we kindly ask that families refrain from bringing inappropriate foods and drinks for their child. Appletree provides free, nutritious meals and snacks, and families are encouraged to participate. Families may bring food for their child if it meets high-quality U.S.D.A. meal standards (see USDA MyPlate food groups, proportions, and healthy choices).

Preparing Your Child for Arrival

When arriving, your child's name must be written on all items you bring to Appletree Childcare & Learning Center for your child, including the bag or backpack. We encourage children not to bring their own toys to Appletree Childcare & Learning Center. If your child brings a preferred toy or an item for Show & Tell, please leave the toy in their school bag and inform your child's classroom teacher of the item.

After dropping off your child and leaving Appletree Childcare & Learning Center, if you have any questions or would like to discuss a concern, please call us. We are sometimes very busy with the children and may not be able to answer every call. If your call goes to voicemail, please leave a message or try us back in a short time. You can also email us at childcarepa@comcast.net or connect directly with your child's teacher on the **ClassDojo App**. The **ClassDojo App** is a messaging platform used in education to connect families and teachers, and our staff can help you set it up on your phone.

Smoke-Free

Appletree Childcare & Learning Center is a smoke-free building. We also request that families not smoke or vape on or near our property or in the presence of children in our care.

Drop-Off Policy

Drop-offs must occur by 9:30 am (except for the PHLpreK program). All classes (aside from PHLpreK) start promptly at 9:30 am. Our front door staff are no longer assigned to answer the door after that time. Late drop-offs are disruptive and even unsafe. Please call before 9:00 AM if you know your child will be late to school so we can accommodate you.

PHLpreK students must be dropped off between 8:00 am and 8:30 am. Pick-up is between 2:30 pm and 3:00 pm (or earlier). Appletree Childcare & Learning Center offers a Before School program (drop-off: 6:30 am-8:00 am) and an Aftercare program (pick-up: 2:30 pm-6:00 pm) at an additional cost. Schedules are fixed. Please ask about this option and rates if you need additional care for your child, and speak to the director of the PHLpreK program or the school office. Space is limited and not guaranteed.

If your child is absent from school due to illness, appointments, vacation, or any other reason, please inform your teacher. They may ask why the child was, is, or will be absent. This helps us track contagious illnesses and respond accordingly.

Pick-Up Policy

Appletree maintains an authorized pickup list of parents or legal guardians provided during the child's enrollment. This information is listed on the EMERGENCY CONTACT/PARENTAL CONSENT FORM, which a parent or legal guardian completes for their child.

This document is kept in our school office, and a copy is with the lead teacher in your child's classroom. If a parent or legal guardian is listed on the EMERGENCY CONTACT/PARENTAL CONSENT FORM, which is signed and dated by one or both parents or legal guardians, those listed on the form are authorized to pick up your child. This form can be amended by completing and submitting a new form, which is available upon request in the school office. At the end of the day, a child will *not* be permitted to leave the center with anyone who has *not* been authorized in advance by the family.

The EMERGENCY CONTACT/PARENTAL CONSENT FORM can be updated at any time you wish by completing a new form, providing it to our school office, and signing and dating it.

Under Pennsylvania law, legal parentage is distinct from biological parentage. For example, if a legal guardian is listed on our EMERGENCY CONTACT form at enrollment and that person's legal guardianship is later challenged, a later-issued birth certificate does not automatically revoke that person's legal status or pickup authorization without a formal court order. Additionally, a valid, active court order signed and dated by a judge, with a court timestamp or seal, must be delivered to Appletree. The judge-signed court order may be a custody order, an interim order, or a protection from abuse order. These differ from a parenting plan, which is not generally legally binding.

When picking up your child at the end of the day, you will be greeted by our staff. We ask that families proceed to their child's classroom. Remember to review the child's daily sheet to get a sense of their day. Also, check any bedding or clothing being sent home, as they may be soiled and need to be replaced for the next school day. If you have any further questions or concerns about your child's day, please feel free to call or email the center or contact your child's teachers directly on the **ClassDojo** App.

If it becomes necessary for someone else to pick up your child and that person is not listed on the Emergency Contact/Parental Consent Form, the family must provide written advance authorization. If you are unable to provide written notification, the family must call the center and speak directly with the school office, the child's teacher, or the director to advise us of your authorized pick-up plans.

A child will not be released to a family/guardian or other authorized person if staff suspect that person may be under the influence of drugs or alcohol. An authorized pickup person must provide the child with a proper seat restraint appropriate for the child's age and weight. If a family is restricted from picking up their child due to a court order, a copy of the court order must be provided to Appletree Childcare & Learning Center and placed in the child's confidential file.

Late Pick-Up Policy

Appletree Childcare & Learning Center closes at 6:00 PM. Our staff appreciates that children are picked up before closing. For each late pickup, a **$1.00** fee is charged to the family for every **1-minute** interval after 6:00 PM. The late fee is paid directly to the staff members.

If you pick up your child late, please call the center to inform the staff of your anticipated arrival time. If we do not hear from you by 6:00 PM, we will contact a person on your child's Emergency Contact list to pick up the child, and a late fee will be added to your account. Late pickup charges may then apply.

Family's Right of Access
A family member of a child in care shall be permitted free access, without prior notice, throughout the child care space whenever children are in care, unless a court of competent jurisdiction has limited the parental right of access to the child and a copy of the order is on file at the facility. Reference: 55 Pa. Code § 3290.20. In addition, all families/guardians of enrolled children are entitled to participate in their child's classroom activities unless a court order limiting their visit is on file at Appletree.

Court Orders
In cases where the child is the subject of a court order, such as a Custody Order, Restraining Order, or Protection from Abuse Order, a family or guardian must provide Appletree Childcare & Learning Center with a Certified Copy of the most recent order and all amendments thereto. The court's orders will be strictly followed unless the custodial family(ies) request a more liberal interpretation in writing. If both families are granted shared or joint custody by order of the court, both families must sign the request for a more liberal interpretation of the order. Any changes to the court order must be provided to Appletree Childcare & Learning Center to ensure your child's safety.

In the absence of a court order on file with Appletree Childcare & Learning Center, both families shall be afforded equal access to their child as stipulated by law. Appletree Childcare & Learning Center cannot, without a court order, limit one family's access at the request of the other family, regardless of the reason. If a situation arises in which one family does not want the other family to have access to their child, we suggest that the family keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other family's right to immediate access. Appletree Childcare & Learning Center staff will contact the local police should a conflict arise. We urge families not to involve their classroom teachers in personal disputes over custody, visitation schedules, child support, and other related issues.

Child Illness
Sending your child to Appletree Childcare who is showing signs of illness or is overmedicated to hide symptoms is NOT permitted. Children should be kept at home until symptoms subside. If your child is at Appletree and shows signs of illness, the family will be called to pick up within one hour of the call. The parent may request an additional 30 minutes for pickup, at the director's discretion.

Failure to pick up a child on time increases the risk of spreading illness to other children at the center. If your child has been ill, see their pediatrician and provide us with a note stating that your child can resume preschool.

A doctor's note is required upon return to class if your child is absent due to illness for 3 or more days. Children who are sent home due to an illness that presents at Appletree may return to school at the Director's discretion.

Meals & Snacks Food Service
Appletree Childcare & Learning Center offers a free, nutritionally balanced meal program for all enrolled children, and we participate in the USDA Child and Adult Care Food Program (CACFP). We serve breakfast, lunch, and afternoon snacks, and meet standards established by the U.S. Department of Agriculture for young children. For example, lunch includes a protein, fruit, vegetable, grain, and milk.

No pork is served in any of our foods. Children with food allergies, religious dietary restrictions, or special needs will be accommodated with meal substitutions. Infants are provided with iron-fortified formula, cereals, and other foods. The school office will provide each family with an application to submit to a program administrator. Families that do *not* wish to participate in the free meal program can pack meals for their children. Appletree Childcare & Learning Center provides bowls, plates, napkins, and utensils.

Breakfast is served 8:00-8:30 AM; lunch is served 11:30 AM-12:00 noon; and afternoon snack is 3:00 PM (2:00 PM for PHLpreK class). This meal schedule does *not* apply to children in the Infant Room. Infants follow individual schedules and are fed when hungry.

If families provide lunch, it should be sent to school in the child's lunchbox. Lunchboxes are then stored in our refrigerators. Put your child's name on all their items.

School Schedule
Appletree Childcare & Learning Center is open Monday through Friday, 6:30 AM to 6:00 PM, 12 months a year. The center is closed on the days listed in the Enrollment Agreement or announced by the school office.

PHLpreK has a slightly different schedule than the rest of Appletree. As a result, this program follows the Philadelphia School District calendar for days off. Therefore, PHLpreK children can be added to our extended care on these holidays, on an as-needed basis and at additional cost. Families should discuss this with the Director or the school office.

Holiday Closures
Appletree Childcare & Learning Center is closed on certain federal holidays. Families will be notified in advance of any changes to the closure schedule. You can also review these dates by a) the Enrollment Agreement, b) asking at the school office or the Director, or c) contacting teachers via the ClassDojo App.

Supervision of Children
Children at Appletree Childcare & Learning Center are supervised at all times when in a teacher's care. Within the center, staff members are assigned to supervise specific children in their classroom based on age group. In addition, all teachers must maintain specific child-to-staff ratios during supervision. It is our policy to use gentle and encouraging language with all children in our care.

When families arrive at or depart from Appletree Childcare & Learning Center with their child, the child is under the family member's direct care during those moments and, therefore, not under the supervision of Appletree Childcare & Learning Center staff.

Appletree Childcare & Learning Center meets and exceeds the standards set by the Commonwealth of Pennsylvania for staff employment. All our teachers must be at least 18 years of age. They must also have at least 2 years of prior experience working with children, provide verifiable references, pass multiple security clearances (including the PA Child Abuse clearances, National Child Abuse clearance, Pennsylvania State and FBI clearances), complete a physical health assessment (including the Mantoux screen) from a qualified health care provider, submit their high school and college diplomas and transcripts, undergo training in Fire Safety, Mandated Reporting, and CPR/First Aid, and take additional training and coursework in early childhood education on an ongoing basis.

In addition, all staff must be passionate and engaging when working with children. We hire teachers who are able and willing to work cohesively with their team, children, and families while creating an age- and developmentally appropriate environment. Teachers

must meet the standards of conduct outlined in their employee handbook and in accordance with Keystone Stars certification standards.

Inclement Weather
We understand that childcare is essential and that our families depend on this care. Therefore, every effort will be made to keep the center open. However, there will be times when severe weather makes getting to Appletree Childcare & Learning Center difficult and even unsafe for families and staff. Under such adverse conditions, it may be necessary to open the center later than 6:30 AM or close it earlier in the day.

If the Philadelphia School District closes due to adverse weather or the anticipation of adverse weather, Appletree Childcare & Learning Center will also close. If the Philadelphia School District opens late due to adverse weather, Appletree may open late as well.

To keep families informed about the status of the center's closures, please feel free to check in with your child's teacher on the **ClassDojo App**, email the center, call and leave a message, or check our Facebook page for updates at:

https://www.facebook.com/p/Appletree-Childcare-and-Learning-Center-100054249801130/

Withdrawal of a Child by a Family
If a family voluntarily withdraws their child, we request, if possible, two weeks' advance written notice to the Director of Appletree Childcare & Learning Center. A minimum of two weeks' tuition will be charged from the date the written notice is given.

Seasonal Withdrawal: Occasionally, a family will request to withdraw their child from Appletree Childcare & Learning Center for the summer months only and return in the fall. The only way to guarantee a spot for your child in September is to keep them enrolled and continue paying tuition through the summer. This includes PHLpreK. If you withdraw your child for the summer, you must reapply to the center for September (or the desired start day) and may be added to the waitlist. Appletree runs its programs 52 weeks each year.

The PHLpreK program operates 180 days per year. Families of PHLpreK children may enroll their child in the Appletree Summer Camp program at an additional cost, which may be covered by a subsidy (if the family qualifies) or paid privately. Contact the Director for information on costs and enrollment.

Transition Policies (FC 2.2)
As you transition to another educational center, Appletree Childcare & Learning Center will support you and your child in preparing for kindergarten. Children who will be 5 years old on or before September 1st are eligible for kindergarten, and families should register their child at a neighborhood elementary, charter, or private school.

Transition to Another Classroom
When it is time for a child to transition to another classroom, a letter will be sent to the family indicating a potential start date for the transition. Transitions typically take one week. In the beginning, the child will spend short periods in the new classroom, such as during circle time. By the middle of the week, the child will stay in the classroom until lunchtime. By the end of the week, our goal is that the child will be comfortable spending the entire day in the new classroom. Teachers from the child's original classroom will share notes and be involved in the process to make the child as comfortable as possible. Families will be informed of any new materials that may be required in the new classroom. As always, family input and communication will be paramount.

Health Assessments
Pennsylvania law requires each child to be examined by a licensed physician. A completed child Health Assessment, signed and dated by the pediatrician, must be provided to the center no later than 30 days after the child's enrollment date. Appletree provides the form that your pediatrician must complete. If your child's Health Assessment is not received within 30 days, or if the yearly updated Health Assessment is not received within 30 days of the expiration date, Appletree reserves the right to withdraw the child.

Each child must have a physical examination, and a health appraisal must be updated annually or more frequently as recommended by the American Academy of Pediatrics or the Centers for Disease Control. The health appraisal from the pediatrician must include:

- A review of the previous health history
- A physical examination
- Growth assessments
- Review and update of the child's immunization status.
- Any recommendations pertaining to the physician's assessments of a disability or health problem, and any recommendations for treatment.

If a child does **not** receive an immunization due to a medical reason, a family's strong personal objection, or a religious belief, a statement to that effect must be provided to Appletree Childcare & Learning Center in writing by the physician and the family. A child who is *not* immunized may be excluded from enrollment in our programs at the discretion of the Director.

We also urge families to schedule regular checkups for their child with a pediatric dentist.

Illness
Children need not be excluded from Appletree Childcare & Learning Center for a *minor* illness, such as a slight cold, as long as they can participate comfortably in program activities and do not require more care than staff can provide without compromising the health and safety of other children.

At the discretion of the Director or the school office, families may be asked to pick up their child if the child develops vomiting, diarrhea, and/or an auxiliary fever of 100 degrees, either alone or in combination with other symptoms, including a sore throat, while at Appletree Childcare & Learning Center. If the child continues to show these symptoms at home, the child cannot be brought to Appletree Childcare & Learning Center unless the Director provides specific authorization.

If a child shows symptoms of a potentially communicable disease, such as a suspicious rash, sores, or purulent eye discharge, a physician must verify the child's diagnosis and begin appropriate treatment. Written documentation from the child's physician must be provided to Appletree Childcare & Learning Center regarding the child's condition prior to returning to the center, including when the child can return.

A sick child may not return to the center until at least 24 hours after the signs and symptoms have subsided, the fever is gone, and treatment has begun. However, the length of time a child is asked to stay home to recover and/or prevent the further spread of contagious illnesses can vary depending on the illness or symptoms. DO NOT send sick children to school while on fever-suppressant medications. These only temporarily relieve symptoms and don't provide the necessary rest and recovery that they deserve.

Fever-reducing medication also does not reduce the contagiousness of the child's illness. As always, our priority is the safety of all the children in our classrooms.

Whatever the nature of your child's illness, please call the center to inform the staff that your child will not be coming, to report the symptoms, and to indicate when your child may be well enough to return.

Caring for Our Children
To maintain health and safety standards, we reference the book *Caring for Our Children*, which provides guidelines for staff in early health care and education programs to maintain safe environments and care plans.

Care Plan for Special Medical Needs
Apple will ensure a safe and supportive environment for a child with special needs, including detailed room requirements and guidelines for interactions with other children. Every child's specific medical needs, required medications, communication methods, dietary restrictions, and emergency needs will be considered when creating an individual care plan for that child. Care plans will also include relevant medical history, allergies/sensitivities, diagnoses, and current medications and their proper administration. If medical equipment is required, a plan will be devised to use it properly. Designated staff members will be trained in specialized care for the child and will be regularly updated on the child's progress and needs. As part of our care plan, we will maintain open communication with families to discuss concerns and updates, and, if applicable, coordinate with the child's healthcare provider. An individual emergency response plan will also be created according to the child's care needs.

Medications
Contact the Director with any questions about the safe storage and use of medications. A designated teacher will administer medications. Families must complete a medication waiver for their child to receive prescription medication during school hours.

PA Code 3270.133 A prescription or nonprescription medication may be accepted only in its original container. The medication must remain in the container in which it was received. A staff person shall administer a prescription medication only if written instructions are provided by the individual who prescribed the medication. Instructions for administration on a prescription label are acceptable.
Medications must be in their original containers and administered only to the child whose name is on the label. The label of a medication container must identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the container.

Medication must be stored in a designated ***locked*** cabinet, closet, or container, well out of reach of children.

No non-prescription medications will be administered. An exception is diaper cream or other topical ointments, but a medication release form must be completed by the family. This is a very important issue, and we encourage you to speak with the Director regarding any non-prescription medications a family may want us to use.

A staff member should never administer unauthorized medications, and verbal authorization is unacceptable.

Please give any medication to a staff member so it can be safely stored until it is administered. Please do not put any medication in your child's lunch box or in your child's cubby.

Children with Severe Allergies
For your child's safety, a family must provide a list of all allergies, including food, environmental, and other allergies, and sign and date the notification. Also include the child's pediatrician or other doctor who may be treating your child, the doctor's orders, and procedural guidelines for prevention and treatment.

Lice (Pediculosis)
Children with active lice or nits may not enter the Center. Families must monitor their children for at least 10 days after any head lice infestation and notify Appletree Childcare & Learning Center staff if any nits or crawlers are found. Additionally, Appletree Childcare & Learning Center staff reserve the right to check children's heads periodically and at random. If lice are found, Appletree Childcare & Learning Center follows the procedures recommended by the American Academy of Pediatrics for daycare centers, which include:

- Cleaning: Carpets are thoroughly and repeatedly vacuumed. The vacuum cleaner is taken outside the building, and the waste is emptied. Hard surfaces, including countertops, tables, floors, and toys, are wiped down with a diluted bleach solution.
- Inspection: Teachers put on gloves and check the children's hairlines at the backs of their heads, working up toward the sides and top of the head.
- Isolation: If activity on the scalp is detected, the child is separated from the group, the clothes and bedding are placed in a plastic bag, and the family is notified. Our childcare center is re-cleaned using the steps above.

IFSP & IEP (FC 2.1)
For children with an Individualized Family Service Plan (IFSP) assessment or an Individualized Education Program (IEP) assessment, we request a copy of the report, which will be kept in the child's confidential file in the office. If a family wants a representative of Appletree to be included in an IFSP or IEP team meeting to document progress or set individual goals, that request should be discussed with the classroom teacher, the school office, and the Director.

Continuity of Care (FC 3.4.3)
Continuity of Care in early childhood education (ECE) supports long-term (0–3 years) relationships between a child and their primary caregiver. It also refers to maintaining consistent relationships between children and their caregivers over an extended period, usually during the first few years of life, to promote positive developmental outcomes by providing stability and a secure attachment through consistent routines and interactions with familiar adults.

Children's Rest Time
Shortly after lunch, the children have a rest period. Each child has a rest mat labeled with the child's name. Each infant has a crib. Families are asked to provide a crib sheet and a child-sized blanket or quilt. The sheet and the blanket should be labeled with the child's name. Sheets and blankets are sent home on Friday to be laundered and are to be returned on Monday.

Clothing
There ***must always*** be a complete change of clothing, including socks, in your child's cubby. These articles should be labeled with your child's name and checked periodically

to ensure the clothes still fit and are appropriate for the season. If it is necessary for staff to use the extra clothes in the box, please replace the items the following day.

Children should come to school wearing comfortable, practical clothing that is appropriate for the season and allows for easy, safe movement and full participation in active and messy play. Clothing should be free of complicated fasteners. Belts, suspenders, and one-piece rompers are difficult for staff when changing diapers and for children when using the bathroom. Since children are often involved in creative activities that include the use of paints and glue, their clothing should be sturdy and washable so that the child does not have to worry about getting dirty.

The children go outside to play every day unless the weather is rainy, extremely cold, or extremely hot. Please make sure your child wears shoes suitable for running and climbing - no clogs, sandals, or flip-flops that can easily slip off. Also, please be sure your child wears a heavy jacket, hat, and mittens when the weather turns cold.

Potty Training Policies
Children must be potty trained before entering a preschool/PreK classroom program (ages 3 to 5).

Appletree Childcare & Learning Center adheres to strict standards for changing and disposing of wet or soiled diapers and pull-ups. However, our preschool/PreK (ages 3-5) classrooms are not equipped with a changing table or a diapering sink, so we cannot accommodate a child who is not potty trained in these classrooms. In addition, when a teacher is busy changing a child's soiled clothing, it takes away from learning time for all other students and removes one adult from direct supervision and interaction with the rest of the class.

Appletree teachers will compassionately and encouragingly assist your child with potty training in our older toddler (2-year-old) classrooms.

When families and teachers agree that the time is right, we embark on a collaborative journey to achieve the best possible outcome. Your teachers may suggest transitioning from diapers to underwear, and we encourage you to continue reinforcing potty training at home.

Then, your child must be potty-trained to move on to a preschool/PreK classroom.

If your child is in an older toddler classroom and reaches 3 years and 6 months of age without being fully potty trained, your child will no longer be eligible for our older toddler classrooms and will also remain ineligible for preschool/PreK classrooms. At that time, your child can be removed from our care at the Director's discretion, as appropriate for your child's social, emotional, and cognitive development for their age.

We understand that even toilet-trained children will occasionally have accidents. By definition, "accidents" are unusual incidents that should happen infrequently. In these instances, a child must be able to change their clothes and clean themselves under the supervision of their teacher. The teacher will provide verbal encouragement and assistance as needed.

A toilet-trained child is a child who can do the following:
Communicate to the teachers that he/she needs to go to the restroom before they need to go ● Alert him/herself to stop what he/she is doing to go use the bathroom ● Pull down his/her clothes and get them back up without assistance ● Wipe him/herself after using the toilet (with minimal assistance for 3-year-olds) ● Get on/off the toilet by him/herself ● Properly wash and dry hands ● Postpone going if they must wait for

someone who is in the bathroom or if we are away from the classroom ● Wake up during nap time if they need to use the bathroom.

Our teachers will ask your child many times throughout the day, including before nap time, whether they need to use the bathroom. A teacher will assist children as needed, but children should be able to complete toileting activities independently. This is an issue that protects everyone involved.

We ask that families dress their child in clothing that the child can easily manage independently. Please send a complete change of clothes appropriate for the season. These will be kept at school in case of accidents and returned at the end of the school year. Families will be notified if a child has a toileting accident.

Our policy is not intended to shame or punish a child or inconvenience our caregivers. Rather, it is designed to ensure the safety and happiness of children and staff. We understand that accidents happen, but cleaning them in the preschool setting is time-consuming, and teachers are not spending time interacting with children or safely facilitating our curriculum. We thank you for your cooperation and understanding in this matter, which is crucial to maintaining a safe and conducive learning environment for all.

Toys & Other Personal Items
Our policy at Appletree Childcare & Learning Center is to strongly discourage children from bringing toys or small objects from home unless a special "Show & Tell" day has been announced. For Show & Tell, the toy should be left in the cubby upon arrival and remain there until the teacher needs it. Do not bring small objects that can be put in the mouth and pose a choking hazard, especially for infants and toddlers who find tiny items fascinating.

Appletree Childcare & Learning Center is ***not*** responsible for personal items, including laptops, tablets, etc., that are brought from home if they are broken or lost.

When a child brings a toy from home, other children in the group want to play with it too. Sharing often becomes a problem in this situation. It is very upsetting for the owner if the toy is lost or broken. Therefore, please keep your child's toys, money, action figures, small plastic figurines, and jewelry at home.

Family-Teacher Conferences (FC 2.3)
It is important to maintain ongoing, open communication between families and teachers. When a family is actively involved in their child's progress, there is greater success.

Family-teacher conferences are held ***twice a year,*** in October and again in May. Family-teacher conferences may also be requested at any time.

Family Feedback Group (PTA) (FC 3.4.4)
Appletree has an open-door policy, and families are welcome at all times. We invite families to come in to read to the children and participate in special events. In addition, we have created a family feedback group. Please see our Family Board for information about meetings and events. Appletree will always strive to include families in our programs.

Family Workshops (FC 3.4.5)
At least once per year, Appletree will offer a family workshop. Flyers will be sent to all families and posted on our family board. Families are invited to suggest ideas and areas of interest to the director regarding topics they wish to discuss or be involved in. When

applicable, a trainer or leader from an outside organization will be brought in to lead the group discussion.

Developmental Screening Tool (EC 2.3)
Ages & Stages are prepared for the required age milestones and discussed at these meetings.

Ages & Stages should be completed at least 45 days after initial enrollment. One copy of the developmental record is kept in the office files, and another is given to the family. Special care should be taken when preparing the developmental records, as they are often the first indication of a child's adjustment to school life. Conferences should be scheduled throughout the week. Each conference should last no more than 15 to 20 minutes per family. A written record of the conference should be signed, dated, and added to the child's office file.

Family-teacher conferences can be held in person, by phone, or on Zoom. Keystone Stars requires two family-teacher conferences annually. Appletree requires either family-signed meeting notes for the conference or a family-signed refusal to attend. The forms are available in the school office.

Many families are sensitive about their children and anxious about conferences. Your professional opinion is taken seriously, so be tactful and diplomatic in your comments. Negative comments should be discussed with the Director before being made.

Suspension and Expulsion (EC 2.5)
We are continuously developing fair and appropriate policies and practices to significantly reduce suspensions and expulsions of young children for challenging behaviors in our early childhood programs. This ongoing assessment is crucial for addressing individual student needs and strengthening our policies. Teachers receive technical support through numerous trainings and work with families to support their children by setting goals and documenting achievements.

Appletree Suspension/Expulsion Policy
Appletree Childcare & Learning Center is committed to ensuring that all children have a safe, warm, and nurturing environment. Unfortunately, there are times when we must dismiss a child from our program to protect the safety of the children and uphold standards of care.

Reasons we may expel a child from our school:
- Child causes serious injury to themselves, and/or other children, and/or staff
- Child continues to verbally abuse children and/or staff
- Child has uncontrollable, consistent tantrums that do not allow the teachers to conduct their lessons properly

Procedure prior to expulsion:
- Behavior will be documented by teachers, when possible three written warnings will be given prior to possible expulsion
- Teachers will fill out the appropriate Ages & Stages Assessment
- Teachers will request a Parent-Teacher Conference where behaviors and goals are discussed and create an action plan to promote improvement in the child's behavior
- Request a second Parent-Teacher Conference to talk about goals that have been achieved and other areas that still need improvement
- If necessary or requested by the parent, teachers will talk about seeking Mental Health Consultation from Keystone Stars

If behaviors persist and little or no improvement has been observed, Appletree will begin using the written warning procedure. A written warning can be issued only if the Director signs off.

Warning Procedure:

1.) The teacher will describe in detail on paper the child's behavior and the incident that led to the warning. The parent will then meet with the Director after the warning to discuss the observed behavior and develop a plan with the family and teachers to best serve the child.
2.) After three warnings, Appletree will involve PHMC to determine the best course of action, prioritizing the child's best interests.
3.) Appletree will involve PHMC to develop a transition plan that best serves the child and the child's family and to help identify an alternate placement.

Communications

The staff at Appletree Childcare & Learning Center aims to maintain close contact with each child's family. The most effective ways to communicate include the **ClassDojo App**, speaking with your child's teacher, emailing, and calling the center directly.

The teachers maintain age-appropriate learning records for each child in their group. You will be offered the opportunity to discuss your child's progress with his/her teacher a few times during the year. Additionally, staff members are always available for more informal discussions about happenings at school.

We want our families to feel involved in the program; therefore, we hold special events and activities throughout the year and encourage families to attend.

Additional sources of information for our families include daily reports, letters, and announcements placed in cubbies or posted in classrooms. Families also receive monthly calendars that outline the themes children will work on at school.

Incident Reports

We make every effort to keep children safe! However, young children still have accidents. Your child's teacher will complete an incident report and share it with you. Families are encouraged to discuss the incident with their child's teacher.

Disciplinary Procedures

Proper boundaries and appropriate structure enable children to function happily, safely, and successfully in group settings. In all situations, teachers are encouraged to use calm, empathetic, and compassionate interventions when working with children. This approach is also used for escalated behaviors.

At Appletree Childcare & Learning Center, "time-outs" are not used as a disciplinary measure but as a "cool down" to prevent escalation and ensure safety. Teachers consistently implement Social Emotional Learning to promote pro-social behaviors and minimize behavioral challenges.

Field Trips

If consistent with our class curriculum, a field trip may be scheduled. Notification of a field trip will be sent home in advance and will include the destination, date, time, reason for the trip, cost, and mode of transportation. Families are required to provide written permission for their child to attend. Families are encouraged, but not required, to attend with their child.

Fire Drills

To ensure the safety of our children and in keeping with state regulations, Appletree Childcare & Learning Center schedules fire drills regularly. During a fire or emergency drill, families may not sign children in or out of the program. Families must wait until the drill is complete and children have returned to the building before signing their child in or out of the program. Families may wait with the child's class in the designated safe zone outside the building until the drill is complete.

Emergency Response & Evacuation of the Building
All staff are trained in emergency response recognition and procedures each year. If a real fire emergency occurs, staff will evacuate to our remote shelter-in-place location, supervise the children, and families will be notified by telephone of the situation. Families will also be advised of the location of our designated remote shelter-in-place for pickup of their child.

Safety, First Aid
The safety of our children is our absolute priority. Every precaution will be taken to ensure their well-being. Children will always be within line of sight and hearing of their teachers. All teachers are required to complete training and obtain certifications in first aid. Staff members are also encouraged to become certified in infant/child CPR.

PHLpreK
PHLpreK is a free Philadelphia Pre-Kindergarten program funded by the city's beverage tax and offered at over 225 locations throughout the city. Appletree Childcare & Learning Center worked hard to get the PHLpreK program approved for our center, and we now have three (3) dedicated PHLpreK classrooms. Each classroom accommodates 20 children. Classroom hours are Monday-Friday, 8:00 am to 2:30 pm

All children who are 3 or 4 by September 1, 2023, and who reside in Philadelphia County are eligible. For additional information about this program, visit https://www.phlprek.org/ or contact our school office or the Director.

Before & After School Program (B&A)
Appletree offers Before & After School hours for PHLpreK students, and we accept CCW tuition subsidies as well as private pay. For information on enrollment and rates, ask at the school office.

Curriculum Statement: Philosophy and Goals (EC 3.4.1)
Appletree Childcare & Learning Center provides a loving, stimulating, and creative, educationally oriented childcare center. We offer a warm and nurturing environment that allows children to develop based on their unique needs and individual learning styles. Our staff shares a common philosophy that children are our first and foremost priority, and we structure policies to maximize benefits for the children. All teachers and aides will conduct themselves professionally and with dignity and display model behavior as examples for the children. Appletree Childcare & Learning Center will meet or exceed the Department of Human Services standards for childcare facility operation.

Teachers at Appletree Childcare & Learning Center provide children with a warm, friendly, nurturing, and secure environment that positively impacts children by helping them develop good social skills, self-reliance, and self-regulation. Our rooms are engaging, activity-centered places where children discover and enjoy a fun learning environment. Appletree Childcare & Learning Center hires creative and productive employees who contribute to our commitment to distinctive quality of care.

Experiences & Materials: At Appletree Childcare & Learning Center, we believe children learn best when they have opportunities to participate in activities and free play that provide concrete physical and social experiences. Our children develop cognitive skills

through carefully balanced activities, such as painting, block play, and dramatic play, which also enhance social and emotional development. Teachers are highly trained facilitators who can carefully structure the classroom environment into teaming centers. Developmentally appropriate materials are available to children for reading, math, literacy, science, exploration, and other activities, tailored to each age group. Teachers take annual training in lesson planning and the PA Learning Standards. This training enables teachers to use our curriculum (The Creative Curriculum) in conjunction with the Learning Standards to create daily lesson plans based on individual children's needs, classroom assessments, child assessments, observations, and other data.

Observation-Based Assessment (EC 3.4.2)
Teachers will complete checkpoints and observations twice a year in Teaching Strategy Gold, an authentic, observation-based assessment tool.

Individualized lesson planning (EC 3.4.3)
Lesson plans will include individualized ideas and areas of interest informed by observations and assessments.

Shared Service Agreement (LM 3.4.11)
Appletree Childcare & Learning Center, Lori Pompa (Red Cross), Christopher Oswald (John Hancock Elementary School, Vice Principal), Maria (Miracle Love Academy), and Carl Rubin, M.D., have agreed to participate in service sharing as stakeholders. This includes: training, information sharing, Building Bridges, shared learning activities, teamwork, and use of facilities as necessary. A successful childcare center needs a community of support, and we have agreed to share services with the listed organizations.

Firearms
At no time is any individual permitted to enter the building with a firearm, and any violation results in immediate dismissal from the program. The exception is police officers, who are trained and required to carry their weapons at all times.

Additional Services
The staff continuously assesses which programs to offer, and we will advise you of these activities.

Please let us know whenever we can answer any questions or otherwise be of help!

Appletree Childcare & Learning Center
3675 E Crown Ave, Philadelphia PA 19114
215-281-9223 Phone
215-281-9224 Fax
email:
childcarepa@comcast.net
www.appletreechildcare.net

Appendix I

Community Resource Materials & Service Referrals (FC 3.4.1) (FC 3.4.7)
Appletree will strive to connect families with social, educational, medical, and community services. This short handbook will list websites, flyers, and applications that may help you connect with the appropriate resources and agencies.

Websites and phone numbers:

DHS (Dept. of Human Services)
If your family needs support, the Dept. of Human Services can help you connect with programs, services, and resources you may need. Services include help with domestic violence, family reunification, a plan of safe care, housing programs, parent education support, and support for incarcerated parents.
https://www.phila.gov/departments/department-of-human-services/

Frankford Family Support
4451 Frankford Ave,
Philadelphia, PA 19124
Contacts of Frankford
Family Support
(215) 535-1093

Philadelphia County Assistance Office
801 Market Street, Philadelphia, PA 19107
215-560-7226

ELWIN
111 Elwyn Road, Elwyn, PA 19063
610-891-2000
https://www.elwyn.org/

SPIN
10501 Drummond Rd,
Philadelphia, PA 19154
844-SPIN-CAN
https://spininc.org/

CCW (Child Care Works)
801 Market Street, Philadelphia, PA 19107
877-472-5437
https://www.pa.gov/agencies/dhs/resources/early-learning-child-care/child-care-works.html

CHIP
1-800-986-KIDS (5437)
https://www.pa.gov/agencies/dhs/resources/chip.html?utm_medium=paid_search&utm_source=googl
e&utm_campaign=chip_2024_25&utm_content=apply&gad_source=1&gclid=EAIaI
QobChMIvc68ip- yigMVDUH_AR1ydhIJEAAYASAAEgJ2DfD_BwE

Low-Income Home Energy Assistance
Program (LIHEAP) 1163 S. Broad Street
Philadelphia, PA 19147
(866) 857-7095
https://www.acf.hhs.gov/ocs/programs/liheap

Appendix II: ELWIN Referral Form

ELWYN
EST. 1852
Early Learning Services

Please **fax** the completed form to Intake at 215-823-5083 or **email** it to 3to5EIReferral@elwyn.org

Referral Date: _____

Child Information
Name_____ Date of Birth_____
Address (street, city, state, zip)_____

Parent/Guardian Information
Name_____ Telephone # _____
Address (if different)_____
Email_____ Primary Language Spoken_____

Foster Parent Information (if applicable)
Name_____ Telephone#_____
Address_____
Email_____ Primary Language Spoken_____

Preschool/Head Start/Childcare/Physician Information
Name_____ Telephone #_____
Address (street, city, state, zip)_____
Email_____

Person Completing the Referral Information_____ Relationship/Title_____

Area(s) of Concern

□ Communication/Language	□ Speech/Articulation	□ Learning & Thinking Skills (Cognitive)
□ Fine and/or Gross Motor	□ Social/Emotional	□ Self-Help/Adaptive
□ Behavior (describe)		
□ Other (describe)		

By signing below, I agree to be contacted to discuss my child's needs and the process for Early Intervention services. I understand that at the time of the call, the evaluation process will be explained and I can determine if I wish to proceed. Furthermore, if I have not completed the referral information myself, I am giving permission to the early childhood program representative to release the completed referral information listed above to the Elwyn Early Learning Services program for the purpose of Early Intervention intake and evaluation. Additionally, I understand that a Permission to Evaluate will be provided to obtain my consent before any assessments are administered.

_____ _____
Signature of Parent/Legal Guardian or Foster Parent Date

_____ _____
Signature of Referring Agency Representative Date

Appendix III: Community Services

CITY OF PHILADELPHIA
DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES

Housing

Office of Homeless Services 215-686-7175
24/7 Emergency Shelter Assistance
Home Repairs 215-448-2160
Phila. Division of Housing and Community Development helps homeowners with basic repairs
Utility Shut-off Assistance 215-972-5170 See if you are eligible for money from the Utility Emergency Services Fund.
Gas Heating Bill 866-857-7095
Call LIHEAP for help with your gas bill.
Low-income Housing Online bit.ly/PHLhousing
Search for apartments in Philadelphia.
Affordable Housing bit.ly/AffordPHL
Search affordable apartments in Philadelphia.
Rental Assistance Programs rentassistance.us

Employment

First Step Staffing 215-333-3349
$12 to $18/per hour same-day jobs, interviews, and rides to job sites. No experience is needed.
Job Coaching and Services 215-560-1900
Call the Phila. Office of Vocational Rehabilitation for help with interviews, finding work, and keeping jobs, or visit 801 Market St., Suite 6034, Phila., PA 19107. Including people with intellectual disabilities.
Job Search 833-750-JOBS (5627)
Call to schedule an appointment with CareerLink.

Healthcare

Philadelphia Crisis Line 988 or 215-685-6440 24/7 Mental Health Crisis and Suicide Prevention
Community Behavioral Health 888-545-2600
Mental health and substance use treatment services for Philadelphians with Medicaid.
Behavioral Health Services 215-599-2150 Learn if you qualify for mental health and addiction services with the Targeted Case Management Unit.
BHSI **Substance Use Treatment** 215-546-1200 Call Behavioral Health Special Initiative for addiction treatment options if you have limited or no insurance.
Free Grief and Loss Support 215-685-7408/7411

Domestic Violence Hotline 866-723-3014
To apply for **Medical Assistance and Insurance,** call Medicaid at 215-560-7226, CBH Member Services at 888-545-2600, or online at compass.state.pa.

City Health Center
phila.gov/services/mental-health/city-health-centers physical-
PHMC **Dental** 215-309-6223
Call the Public Health Management Corp. for virtual telehealth and emergency dental services.
Medical and Dental Services 215-320-6187
Call the Stephen Klein Wellness Center to schedule an appointment.
Children's Resources 215-836-0958
Call or visit Cradles to Crayons at 4700 Wissahickon Ave., Suite 142, Phila., PA 19144

COMMUNITY SERVICES AND RESOURCE GUIDE

Food Assistance

Food Distribution Sites
phila.gov/food/#
Find free groceries and meals near you. No ID is required.

Food pantries 311 or 800-5HUNGRY
Call the Coalition Against Hunger for hot meals and food assistance in your area.

City Health Centers
phila.gov/services/mental-physical-health/city-health-centers

Older Adult Meal Sites 215-765-9040
Call the Phila. Corporation for Aging to reserve 5 to 7 free meals per week.

SNAP Hotline 215-430-0556
Call to apply for food stamps and other benefits.

Free Grocery Delivery
amazon.com/snap-ebt Sign up with your EBT card.

Transportation

Medical Assistance Transportation - Modivcare
877-835-7436
Transportation to appointments for people with Medicaid.

Medical Appointment Transportation 215-580-7145 Get rides to medical appointments or help with costs.

Paratransit Services 888-545-2600
Call SEPTA for the Share-Ride program and Paratransit services information.

Transportation Access Programs lyft.com/lyftup
Get rides to the things you need like groceries, jobs, voting, and vaccines.

Additional Resources

Find Help findhelp.org
Search for food, utilities, transportation, and more.

Where to Turn Guide projecthome.org/where-to-turn Regularly updated list of resources related to health & safety, benefits, and legal assistance, and more.

Internet Access

High-Speed Internet Subsidy 833-511-0311
Call to apply for a monthly internet subsidy, mail-in applications, or visit GetEmergencyBroadband.org.

Computer Training 215-867-9732
Call, email, or visit the Phila. Office of Innovation and Technology online to learn computer skills.

Digital Navigator Helpline 215-426-7049
Internet and Computer Access for Philadelphia Residents.

Online QR Codes

For more online resources, use a cell phone camera to scan the QR code.

Housing
Shelters Utilities Housing

Food Assistance
Food Delivery Hot Meals

Employment
Same-day Coaching

Photo: Steve Weinik

City of Philadelphia

City of Philadelphia
DBHIDS
DEPARTMENT of BEHAVIORAL HEALTH and INTELLECTUAL disABILITY SERVICES

@DBHIDS

Appletree Childcare & Learning Center

Family Signature Page

Please sign and date below to acknowledge that you have received a copy of The Family Handbook (either printed or digital), which was prepared to provide you with a better understanding of our programs and policies. A copy of the Signature Page will be kept with your child's file in our school office. Appletree Childcare & Learning Center reserves the right to change or add provisions in the Handbook periodically to reflect our policies. Please share any concerns or questions regarding policies with our Director or Administrative Staff.

Family/Caregiver/Legal Guardian Signature: _____

Family/Caregiver/Legal Guardian Printed Name: _____

Child's Name: _____

Child's Name _____

Date: _____

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