

Appletree Childcare & Learning Center

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Family Handbook

Calendar Year 2025

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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.

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Appletree Childcare & Learning Center is a certified Keystone STAR-4 preschool.

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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 encouraging 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 the learning standards of Keystone Stars, teachers create opportunities throughout the day that guide children in building foundations for social, emotional, language, literacy, cognitive, gross motor, and creative arts development. Instruction and guidance are designed to allow children to develop 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 staff engagement in care.

Admissions

Appletree Childcare & Learning Center has an open admissions policy. Admissions, the provisions of services, and referrals of clients 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).

Inclusion Policy

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 where they are provided with individualized and appropriate support in meeting high expectations to make learning and achievement 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 in meeting the legal foundation of the Americans with Disabilities Act.

Dismissal of a Child from our Program

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 classroom, and we use many classroom management strategies based on safety and encouragement. The teachers may set goals for improvement that refer to the child's behavioral, physical, language, and/or learning issues. Documentation based on observations may be provided to the family, and a family conference may be scheduled. If none of our strategies are successful, and if there are continuing safety issues, then 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, then 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 to their child or to any staff member. Once dismissed, the family will no longer have any rights to be on our premises and will also not be charged tuition from the date of the discharge.

Compliance

Appletree Childcare & Learning Center meets and exceeds the regulations and guidance set 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, interesting, activity-centered places 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 structures the classrooms and plans learning experiences to guide children in their 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 the Frankford Family Support and the Philadelphia County Assistance Office. For more information, contact the director or view our community resource handbook.

Visiting Appletree Childcare & Learning Center

All families (families, custodial families, legal guardians) with children enrolled in our programs can visit their child's classroom. For prospective new enrollments, families must call our school office before arrival 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 outside areas around our building. Our professional-quality system is designed to enhance the security and safety of children and staff through monitoring. Cameras capture live video footage, which can be viewed in real-time and recorded on our NVR. For privacy and safety reasons, viewing video images is not provided to families. The viewing and assessment of video are done 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 who have 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 families to respect their right to privacy. Behavior that disregards this policy, either physical or verbal, that is threatening, aggressive, or disrespectful, can result in exclusion from our center. Teachers and office staff are also covered under a policy code of conduct, and if a family experiences a violation, they should report the incident and their grievance to our Director or school office.

Enrollment of Your Child

There are a number of forms that need to be completed for your enrollment. Our school office will assist families with these forms. Included are 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, and this helps us manage our administrative costs. Families will be asked to periodically update their forms, and at such time our office will advise you.

Once children are enrolled, they are assigned to a specific classroom based on their age and development. Appletree Childcare & Learning Center provides programs and separate classrooms for Infants, Young Toddlers, Older Toddlers, Preschool, Pre-K, and PHLpreK age groups. 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 runs its programs for 52 weeks each year in our Infant, Young Toddler, older toddler, Preschool, and pre-K classrooms. The exception is the PHLpreK program, which runs consistently with the Philadelphia District calendar year. An optional summer camp program is available for these students at Apple Child Care. Please contact our school office for more information.

Confidential Information

Sensitive information that our center maintains on individual children under our care and their families is treated with strict confidentiality and shared internally on a need-to-know basis. Examples are (but not limited to) the Emergency Contact form, Health Assessment, Meal application, and other documentation that is 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 for families to be mindful of the privacy of other children 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 about how much they appreciate receiving these photos from the teachers. Photos help prompt families with talking points about your 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. So, we may at times 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 a child who is not vaccinated. There are no exemptions from immunization for religious belief or 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 reasons of medical need 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 regarding admission into 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 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 [MyProcure](#) online portal for payments by credit card, debit card, or ACH, and to display your account's tuition and payments. Our school office staff will help families get 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, an emergency closure, or adverse weather. Your payment guarantees your child a spot in their classroom. Non-payment of tuition is grounds for immediate dismissal of your child from their program. There is no multiple-child discount.

A returned check from the bank is assessed with a \$35.00 processing fee billed to the family. If two or more checks are returned from the bank uncollected, Appletree Childcare & Learning Center may require tuition payments by cash, debit/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 advising us of your situation. The family is responsible for any tuition costs incurred.

Infant Room: What to Bring

Families that wish to enroll in our infant room should note that the very minimum age of the child must be 6 weeks. If a child was born prematurely, we may set the enrollment at 3 months or greater. We encourage families to discuss this with our director or school office. There is a no-shoe policy in our infant room. Families can remove shoes just outside the infant room door and enter with their socks, or families can put on "booties" that we provide over their shoes. The booties are 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 that 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), bug spray, and your child's classroom teacher can help with other 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 would be 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, this isn'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 under this law 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 the matter 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 all children's welfare and best interests. As mandated reporters, the staff are not liable for reports made to Child Protective Services, which 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 to help provide our staff with the understanding to incorporate diverse languages.

Language policies for early childhood education programs can vary based on the languages spoken by the population. Here are some 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 to read to and talk to their children in their home language. When possible, incorporate the children's home language into the classroom.
- **Create a language-rich environment**
Use strategies like 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, share grammatically correct language, and introduce vocabulary.
- **Be a good role model**
Adults can model good language use.

Language development in early childhood is essential because it helps children develop 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 with adults and peers.

Limited English Proficiency LEP

Our enrollment policy regarding Limited English Proficiency (LEP) ensures that the staff makes every effort to promote communication and understanding for those 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 interpretive services, Appletree Childcare & Learning Center will assign a staff person who may speak their language to assist and/or reach out to other members of the family or a community representative to assist with translation services.

Filing a Complaint

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

Margie Soifer, Director
Appletree Childcare & Learning 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 that the child attends may be either on a fixed or 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 schedule needed for the child and the availability in the classroom.

Families requiring a flexible schedule will be asked to provide a weekly schedule each Monday of the days they will need care for. 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 are allowed to be made up are days missed due to school closure for holidays that land 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 and acceptance will be pending based upon 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 parking lot, which is located on our property on East Crown Avenue. There is additional parking on East Crown Avenue and on adjacent streets. We ask that vehicles slowly enter and leave 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 and will 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 give any messages to the child's teacher.

Upon arrival, we kindly request 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 can bring food for their child if it meets high-quality U.S.D.A. meal standards (reference: USDA MyPlate food groups, proportions, and healthy choices).

Preparing Your Child for Arrival

When arriving, your child's name must be placed on all items that you bring to Appletree Childcare & Learning Center for your child, including the bag or backpack. We encourage children not to bring their own personal toys to Appletree Childcare & Learning Center. If your child does bring 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 departing Appletree Childcare & Learning Center, should you have any questions or wish to discuss a concern, please call us. Sometimes we are so very busy with the children that we do not get to every incoming phone call; so, if your call goes to voicemail, please leave a message, or try us back a short time later. 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 communication platform specifically used in education between 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 sight of children in our care.

Drop-Off

Drop-offs must happen by or before 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 then become disruptive and even unsafe. Please call before 9:00 AM if you know your child is going to be late to school so that we may effectively 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 (drop-off: 6:30 am-8:00 am) and Aftercare (pickup: 2:30 pm-6:00 pm) program at additional cost, and schedules are on a fixed basis. Please ask about this option and rates should 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 is to help us track contagious illness and respond accordingly.

Pick-Up

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 check the child's daily sheet to gain a sense of their day. Also, check any bedding or clothing being sent home as they may be soiled thus needing 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**.

The center maintains an **Emergency Contact/Parental Consent** form. Persons (in addition to the families) that you authorize to pick up your child must be listed on this form. At the end of the day, a child will not be permitted to leave the center with anyone who has not been previously given authorization by the family.

This form can be updated at any time you wish by completing a new form, providing it to our school office, and by signing and dating the form.

If it becomes necessary for someone else to pick up your child and they are not on the Emergency Contact/Parental Consent Form, then written advance authorization must be provided by the family. 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 the staff suspects that this 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 his/her age and weight. If a family is restricted from picking up their child due to a court order, then a copy of the court order must be provided to Appletree Childcare & Learning Center, which will be placed into the child's confidential file.

Late Pick-Up Policy

Appletree Childcare & Learning Center closes at 6:00 PM. Our staff appreciates that the children are picked up prior to closing. For each late pickup, a fee of **\$1.00** is charged to the family for every **1-minute** interval or time thereafter 6 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 and ask them to pick up the child, and the late fee will be added to your account. Late pickup charges may then apply.

Family's Right of Access

A family 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 there is a court order limiting their visit, which must be on file at Appletree.

Court Orders

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

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 the access of a one family by request of the other family, regardless of the reason. If a situation presents itself where 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 who is showing signs of illness or is overmedicated to hide the symptoms to Appletree Childcare is NOT permitted. Children should be kept at home until symptoms subside. If your child is at Appletree and is showing signs of an illness, then 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 discretion of the director.

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

your child can resume preschool.

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

Meals & Snacks Food Service

Appletree Childcare & Learning Center offers a free, high-nutrition 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. Dept of Agriculture for young children. As an example, lunch includes are 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, which is submitted 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 from 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 are on their own individual schedules and are fed when hungry.

If families provide lunch, it should be sent to school in the child's lunchbox. Lunchboxes then get 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 until 6:00 PM, 12 months per year. The center is closed on the days listed in the Enrollment Agreement or provided by the school office.

PHLpreK has a slightly different schedule than the rest of Appletree, due to 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 school office.

Holiday Closures

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

Supervision of Children

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

When families arrive or depart 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 the employment of staff. All our teachers must be at

a minimum of 18 years of age. They must also have at least 2 years prior experience working with children and 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, submit transcripts, undergo training for 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 able and willing to work cohesively with their team, children, and families while creating an age and developmentally appropriate environment. Teachers must meet standards of conduct as described in their employee handbook and consistent with Keystone Stars certification standards.

Inclement Weather

We understand that childcare is a necessity, and our families depend on this care. Thus, every effort will be made to keep the center open. However, there will be times when the weather is severe enough to make 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 the center earlier in the day.

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

To keep families informed on 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, a two-week advance written notice to the Director of Appletree Childcare & Learning Center. A minimum of two weeks' tuition will be charged from the day that the written notice is given.

Seasonal Withdrawal: Occasionally, a family will express a desire to withdraw their child from Appletree Childcare & Learning Center during 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 to pay tuition through the summer. This includes PHLpreK. If you find it necessary to 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 runs 180 days per year. Families of PHLpreK children have the option of enrolling their child in the Appletree Summer Camp program at an additional cost, which may be covered by subsidy (if the family qualifies) or private pay. Contact the Director for information on costs and enrollment.

Transition Policies (FC 2.2)

In the transition to another educational center, Appletree Childcare & Learning Center will assist you and your child in transitioning to 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 to begin the transition. Transitions typically take one week. In the beginning, the child will spend short periods in his/her new classroom, such as during circle time. By the middle of the week, they will stay in the classroom until lunchtime. By the end of the week, it is our goal that the child will be comfortable spending the entire day in their 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 must be completed by your pediatrician. If your child's Health Assessment is not received within 30 days, or if their yearly updated Health Assessment is not received within 30 days of the expiration date, then Appletree reserves the right to withdraw the child.

Each child must have a physical examination, and a health appraisal updated annually or more frequently as recommended by the American Academy of Pediatrics or The Center 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 due to a religious belief, then a statement to that effect must be provided to Appletree Childcare & Learning Center in writing by the physician and by the family. A child who is not immunized can be excluded from enrollment in our programs at the discretion of the Director.

We also urge families to regularly schedule a checkup 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 greater care than staff can provide without compromising the health and safety of the other children.

At the discretion of the Director or school office, families may be asked to pick up their child who develops vomiting, diarrhea, and/or an auxiliary fever of 100 degrees, either alone or in combination with other symptoms, including sore throat, while at Appletree Childcare & Learning Center. Should the child continue to manifest 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, then a physician must verify the child's diagnosis and begin an appropriate treatment. Written documentation must be provided to Appletree Childcare & Learning Center from the child's physician concerning the condition of the child prior to returning to the center, and noting 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 change depending upon the illness or symptoms. DO NOT send sick children to school on fever-suppressant medications. These only temporarily relieve the child of their symptoms and don't offer them the necessary rest and recovery that they deserve. Fever-reducing medication also does not suppress 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 advise the staff that your child will not be coming, what the symptoms are, and 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 offers guidelines for staff at 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 individual plan 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 a relevant medical history, allergies/sensitivities, diagnoses, and current medication and their proper administration. Should medical equipment be 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 open communication with families to discuss concerns and updates and, if applicable, communicate with the child's healthcare provider to coordinate care. An individual emergency response plan will also be created according to the child 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 fill out a medication waiver in order for their child to receive prescription medication during school hours.

PA Code 3270.133 A prescription or nonprescription medication may be accepted only in an 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 medicine. Instructions for administration contained 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 ointment, 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 meds that a family may want us to use.

A staff member should never administer unauthorized medications, and verbal authorization is not acceptable.

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

Children with Severe Allergies

For the safety of your child, a family must provide a list of all allergies as relates to food, environmental allergies, or other, and sign / date the notification. Also include the child's pediatrician or other doctor that may be treating your child, the doctor's orders, and procedural guidelines regarding prevention and treatment.

Lice (Pediculosis)

Children with active lice or nits may not enter the Center. Families must monitor their children for a minimum of 10 days following any lice infestation in their child's head and advise Appletree Childcare & Learning Center staff if any nits or crawlers have been 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 a daycare center, which includes:

- **Cleaning:** Carpets are thoroughly and repeatedly vacuumed. The vacuum cleaner is removed to the outside of 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 back hairlines, working up towards the sides and top of the head.
- **Isolation:** If activity on the scalp is found, the child is separated from the group, the clothes and bedding are placed into a plastic bag, and the family is called. Our childcare center is re-cleaned using the steps above.

IFSP & IEP (FC 2.1)

For children that have 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, for documenting progress or setting individual goals, then that request should be discussed with the classroom teacher, school office, and 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. Continuity of Care also refers to the practice of 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 his/her own rest mat that is labeled with the child's name. Each infant has his/her own 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 should be checked periodically to ensure that the clothes still fit and that they are appropriate for the season. If it is necessary for staff to use the extra clothes that were in the box, please make sure

to 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 and safe movement as well as full participation in active and messy play. Clothes should be free of complicated fastening. Belts, suspenders, and one-piece rompers are difficult for staff when changing diapers and difficult for children when going to the bathroom. Since the 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 that are suitable for running and climbing - no clogs, sandals, or flip-flops that can easily slip off. Also, please be sure that your child wears a heavy jacket, hat, and mittens once the weather turns cold.

Potty Training Policies

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

Appletree Childcare & Learning Center follows 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 in Potty Training in our older toddler (2-year-old) classrooms.

When families and teachers mutually 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 progress to a preschool/PreK classroom.

If your child is in an older toddler classroom and reaches the age of 3 years and 6 months and is not yet fully potty trained, then 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 discretion of the Director, 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 have the ability to change their clothes and clean themselves under the supervision of their teacher. The teacher will verbally encourage and assist the child 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 and 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 should they need to use the bathroom.

Our teachers will ask your child many times throughout the day and before nap time if 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 all concerned.

We ask that families dress their child in clothing that he/she can easily manage independently. Please send a complete change of clothes appropriate for the season. These will be left 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 in place to shame or punish a child or inconvenience our caregivers. Rather, it is a measure 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 and facilitating our curriculum safely. We thank you for your cooperation and understanding in this matter, which is crucial for 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 and Tell, the toy should be left in the cubby at arrival and until needed by the teacher. Do not bring small objects that can be put into the mouth and present a choking hazard, especially to 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, should they be broken or lost.

When a child brings a toy from home, other children in the group want to play with that toy too. Quite often sharing becomes a problem when this situation occurs. It is very upsetting for the owner if the toy should get 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 good, ongoing communication between families and teachers. When a family is actively involved in their child's progress, there is greater success.

Family-teacher conferences are scheduled **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 and read to the children and to be a part of 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 go out to all families and will be posted on our family board. Families are invited to suggest ideas and areas of interest to the director about 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 at the required age milestones and discussed at these meetings.

Ages & Stages are to be completed at or after 45 days of the initial enrollment. One copy of the developmental record is kept in the office files, and one is given to the family. Special care should be taken in the preparation of the developmental records, as these are often the first indications of a child's adjustment to school life. Conferences should be scheduled over the course of the week. The length of conferences should be 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 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 conference. 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 any comments you make. Negative comments should first be discussed with the Director.

Suspension and Expulsion (EC 2.5)

We are continuously developing fair and appropriate policies and practices to significantly limit the suspension and expulsion of young children due to challenging behaviors in our early childhood programs. This ongoing assessment is crucial to addressing individual student needs and strengthening our policies. Teachers receive technical support through numerous trainings and work through communication with families to support their children by setting goals and documenting achievements.

Appletree Childcare Suspension/Expulsion Policy

Appletree Childcare & Learning Center wants to ensure all children have a safe, warm, and nurturing environment. Unfortunately, there are times when we must dismiss a child from our program for the safety of the children and to 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 made, Appletree will begin to utilize the written warning procedure. A written warning can only be issued if the Director signs off.

Warning Procedure:

- 1.) The teacher will in detail describe on paper the child's behavior and incident that caused the warning to be written. The parent will then have a meeting with the Director after the warning to discuss the behavior observed and develop a plan with the family and teachers to best serve the child
- 2.) After three warnings Appletree will involve PHMC in determining the best course of action, prioritizing the child's best interest
- 3.) Appletree will involve PHMC to develop a transition plan that works best for the child and the child's family, while also helping to identify an alternate placement.

Communications

It is the desire of the staff at Appletree Childcare & Learning Center to remain in close contact with the families of each child. The most effective forms of communication include

the **ClassDojo App**, talking to 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 concerning happenings at school.

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

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

Incident Report

We make every effort to keep children safe! However, young children have accidents. Your child's teacher will complete an incident report and provide it to 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 a group situation. In all events, teachers are encouraged to use calm, empathetic, and compassionate interventions when working with the children. This process is also used with 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 to ensure safety. Teachers implement Social Emotional Learning consistently to promote pro-social behaviors and to minimize behavioral challenges.

Field Trips

If consistent with our class curriculum, then a field trip may be scheduled. Notification of a field trip will be sent home in advance of the trip, and 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 the state regulations, Appletree Childcare & Learning Center schedules fires drills regularly. During a fire/emergency drill, families may not sign children into or out of the program. Families must wait until the drill is complete and children have returned to the building to sign their child in or out of the program. Families may feel free to wait with the child's class in the designated safe zone outside of 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 situation presents, 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 as to where our designated remote shelter-in-place is located for pickup of their child.

Safety, First Aid

The safety of our children is our absolute priority. Every precaution will be taken to insure their well-being. Children will always be within line of sight and sound of their teachers. All teachers are required to receive training and pass certifications in first aid. Staff persons are also encouraged to become certified in infant/child CPR.

PHLpreK is a free Philadelphia Pre-Kindergarten program funded through the city's beverage tax, that is offered to 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 reside in Philadelphia County are eligible. For additional information about this program visit <https://www.phlprek.org/> or contact our school office or Director.

Before & After School Program (B&A)

Appletree offers Before & After School hours for PHLpreK students, and we accept CCW tuition subsidy as well as private pay. Ask at the school office for information on enrollment and rates.

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 in a common philosophy that children are our first and foremost priority, and we structure policies to maximize the benefits to the children. All teachers and aides will conduct themselves professionally and dignifiedly and display model behavior as examples to 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 makes a positive impact on children by helping them develop good social skills, self-reliance, and to learn self-regulation. Our rooms are interesting, activity-centered places where children discover and enjoy a fun learning environment. Appletree Childcare & Learning Center hires creative and productive employees who can contribute to our commitment to the distinctive quality of care.

Experiences & Materials: We at Appletree Childcare & Learning Center believe that children learn best when they are given opportunities to participate in activities and free play that involve 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 facilitators who are highly trained and can carefully structure the classroom environment into teaming centers. Based on each age group, developmentally appropriate materials are available to the children for reading, math, literacy, science, exploration, and other activities. Teachers will take annual training in lesson planning and the PA Learning Standards. This will enable 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, etc.

Observation-Based Assessment (EC 3.4.2)

Teachers will complete checkpoints and observations two times per year in Teaching Strategy Gold as an authentic observation-based assessment tool.

Individualized lesson planning (EC 3.4.3)

Lesson plans will include individualized ideas and areas of interest based on observations and assessments.

Shared Service Agreement (LM 3.4.11)

Appletree Childcare & Learning Center, Appletree Childcare & Learning Center, Lori Pompa (Red Cross), Christopher Oswald (John Hancock Elementary School, Vice Principal), Maria (Miracle Love Academy), Carl Rubin, M.D, have agreed to participate in the sharing of services as stakeholders. This includes: trainings, sharing of information, 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 allowed into the building with a firearm, and any violation is an immediate dismissal from the program. The exception would be police officers, who are trained and also required to carry their weapons at all times.

Additional Services

The staff continuously assesses 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 proper 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, reunification of a family, plan of safe care, housing programs, parent education support, and support for incarcerated parents.

<https://www.phila.gov/departments/departments-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)

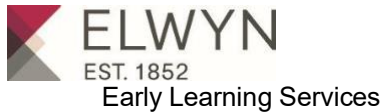
https://www.pa.gov/agencies/dhs/resources/chip.html?utm_medium=paid_search&utm_source=google&utm_campaign=chip_2024_25&utm_content=apply&gad_source=1&gclid=EAlaIQobChMlvc68ip-yigMVDUH_AR1ydhIJEAAYASAAEgJ2DfD_BwE

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



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

<input type="checkbox"/> Communication/Language	<input type="checkbox"/> Speech/Articulation	<input type="checkbox"/> Learning & Thinking Skills (Cognitive)
<input type="checkbox"/> Fine and/or Gross Motor	<input type="checkbox"/> Social/Emotional	<input type="checkbox"/> Self-Help/Adaptive
<input type="checkbox"/> Behavior (describe)		
<input type="checkbox"/> 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

Appendix III

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



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.gov.



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.

City Health Center

phila.gov/services/mental-physical-health/city-health-centers

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-](http://projecthome.org/where-to-turn)

[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

SheltersUtilities

Housing



Food Assistance

Food

Meals



Delivery

Hot

Employment

Same-day Coaching



City of
Philadelphia

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

@DBHIDS



Appletree Childcare & Learning Center**Family Handbook version 08.03.2025****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: _____