

# FAMILY HANDBOOK

Elwyn Extended Child Care Programs in  
the School District of Haverford Township  
Providing Quality School Age Child Care

7200 Chestnut St., Suite 103  
Upper Darby, PA 19082  
610-924-6062



The official registration and financial information of Elwyn may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement. Elwyn is an Equal Opportunity Employer (EOE), and an Equal Opportunity Care Provider (EOCP)

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# Welcome

Dear Families,

Welcome to Elwyn Extended Child Care Programs. We look forward to getting to know you and your child. This manual will answer many of your questions. Please feel free to call us at the office at 610-924-6062 if you have additional questions.

Have a wonderful year.

Linda Moran  
Division Administrator

## Fair Practices

Elwyn provides equal employment opportunities to all applicants for employment or volunteer status without discrimination because of age, race, creed, sex, sexual orientation, ethnicity, national origin, marital status, political or union affiliation or religion.

Elwyn complies with EOE requirements and expects employees to accord to clients without discrimination.

## Goals of the Extended Day Care Programs

Elwyn Extended Child Care Programs will provide safe, supervised quality programs to children and their families. We will provide a variety of age-appropriate learning and recreational activities for elementary age children in the Haverford School District. Our team will meet the physical, social, emotional and intellectual needs of each child.

## Hours

The sites are in operation from 7:30 a.m. until 6:00 p.m. on the days when school is in session.

### **Haverford School District:**

7:30 a.m. - 8:35 a.m.	Before School Care
3:35 p.m. - 6:00 p.m.	After School Care

## Child Ratios and Group Size

**Department of Human Services (DHS)** mandates the staff to child ratio as follows:

5 to 12 mixed ages	1 staff member to every 12 children
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### **Group Size**

Group size is determined by the size of the room, the number of children allowed in the space, as determined by the parameters of our licensing agent, and by the number of children enrolled.

# Safety

## Arrivals

- **Before School:** Children must be escorted to the assigned space (cafeteria/classroom) and signed in by an adult. Children should not enter the building unescorted.
- **After School:** Children are checked in by the after school teachers.

**If a child is expected to attend a program but is not present, the teacher makes calls to the phone numbers provided to determine the missing child's location.**

## Departures

Staff are not permitted to drive children enrolled in our program to or from school. Children will be released to parents, legal guardians, or designated persons as listed on the Emergency Contact Form.

- Identification is required for any person picking up a child other than the parent or legal guardian. Staff will question anyone unknown to them or whose name is not on the emergency list.
- If you intend for someone who is not on the list to pick up your child, you must notify us with a note or a phone call. Please be sure that person knows to bring identification.
- Without a note, phone call, or proper identification, the child will not be released into that person's custody and the parent will be notified.
- Please notify us by phone or in writing if there is a change in your child's schedule.

## Dismissals

- **Before School Program:** Children are dismissed to their classrooms.
- **After School Program:** Children are signed out to a parent or caregiver listed on the emergency contact form.

Staff cannot veer from the established dismissal plan unless the teacher/lead teacher receives a note or phone call from a parent.

## Late Pick Up

You are expected to pick up your child at your designated time on the registration form. Please inform your child's program if you are running late, so we can let your child know. A late fee will be assessed if you arrive after that designated time. If the time that you chose begins to be a challenge, please call the office, and we can change that for you.

### The fees are as follows for Haverford District:

6:00 p.m. - 6:15 p.m.	<b>\$20.00</b> per child
6:15 p.m. - 6:30 p.m.	<b>\$40.00</b> per child
6:30 p.m. - 6:45 p.m.	<b>\$60.00</b> per child
6:45 p.m. - 7:00 p.m.	<b>\$80.00</b> per child

If we are unable to contact you or an emergency contact by 7:00 p.m., we will call local authorities to assist us in locating the parents.

A parent who is more than four times late in one semester may be asked to find alternative care.

## Emergency Closing Policy

- We follow the same closing policy as Haverford School District.
- If the school district opens one hour late, the Before School Care Programs open at 8:30 a.m.
- If the school district opens two hours late, the Before School Care Programs begin at 9:30 a.m.

**Please watch your local news or check your district's web site if inclement weather is expected.**

**If the district closes early, we will notify you by email, and by phone. Our sites close within a limited time frame after school is dismissed, we appreciate timely pick up of your children. A staff member will remain with your child until they are safely picked up.**

## Emergencies

### Emergency Medical Care Plan:

- If emergency medical care is needed for a child, the parent or guardian will be contacted as soon as possible.
- Staff will call 911 to arrange for transport to a hospital.
- The staff person or director will call Linda Moran, Division Administrator, to alert her to the emergency. Linda will assist in all emergency situations.
- A staff person will accompany the child to the hospital and stay with the child until the parent arrives and assumes responsibility for the child.
- Staff will take all of the child's emergency records including health, insurance numbers, etc. with them to the hospital.
- The director, or person designated by the director, will document the incident and treatment sought. An Incident Report Form from DHS will be completed, the office will call the Regional Daycare Office within 24 hours, a written copy is given to the parent; a copy is placed in child's file, a copy is placed in the facility's accident file, and a copy is mailed to Regional DHS office within 72 hours.

## Fire Drills

### During a scheduled fire drill:

- The staff and children go immediately to the nearest exit away from the fire.
- The lead teacher or assigned staff checks bathrooms and hallway to ensure that all children exit the building safely.
- Staff lead the children to the area designated by the school.
- The lead teacher brings the attendance and emergency contact records to the meeting area.
- When all children and staff have gathered, two staff members check attendance to account for each child.
- Staff distribute themselves between the children to instill a sense of calm.
- Children are expected to be quiet, and to walk single file in an orderly manner. When they arrive in the designated area, they are to be quiet, listening for their names as roll is called.
- This is done quickly and efficiently to allow staff to notify the fire department that all children are safely out of the building.
- The lead teacher or another staff member will call 911 to notify the fire department in the event of a real emergency.
- If the building cannot be reentered, parents are notified to come and pick up their child.
- The lead teacher completes the evacuation log at the end of each fire drill.

## Administration of Medication

Staff are not permitted to dispense medication. If your child needs medication, arrangements need to be made with the school nurse.

## Communicable Diseases

Children will not be permitted to attend the program with a communicable disease. This includes any illness that can be spread to other children, such as: an upper respiratory infection, chicken pox, measles, GI illness, and conjunctivitis.

Per school district policy, children may return to the program when they are symptom free for 24 hours.

A doctor note will be requested in accordance with all district health policies before a child may return to school.

If a child is found to have lice, parents will be notified to pick up their child immediately. After treatment has been completed, children will be re-examined by the nurse before they are admitted back into the program.

## If Your Child is Sick at School

If a child is not feeling well, a parent will be notified and asked to pick up the child as soon as possible. If the nurse is available, the child may be sent to the nurse for a recommendation.

If the child is diagnosed with a potentially communicable disease, please refer to the above section.

## Supervising Children

We are a state licensed childcare facility, required to maintain a 12:1 student to teacher ratio. Therefore, children are supervised at all times. Each staff person is assigned the supervision of specific children at all times. The staff person will know the name and the whereabouts of each child in his/her supervision at all times.

All sites use two-way radios or telephones to ensure the safety of the children. Teachers stationed outside or in rooms other than the designated site area can communicate with other Elwyn Extended Child Care Programs staff.

## Child Guidance

Elwyn Extended Child Care Programs respects the dignity of all children. Everyone in the community is expected to respect themselves and each other.

Every effort will be made to resolve a problem with the help of the child’s family. If a child continues to have a problem that the teachers and the child’s family are unable to resolve, the associate director and/or the director of after school programs may be asked to assist.

With the family’s permission, we may ask the school principal, guidance counselor, and/or IST team to help resolve a problem. A student release of information form must be completed.

A child may be asked to leave the program if a behavior is dangerous to other children, staff members, or themselves.

For all student behavior issues please refer to “STUDENT’S RIGHTS AND RESPONSIBILITIES”. Every parent is required to sign this form acknowledging they are aware of our policies. This is available on our website.

## Administering First Aid

Staff employed by Elwyn Extended Child Care Programs are required to have pediatric CPR/first aid training every two years.

## Toxic Materials

All cleaning and potentially toxic materials are kept out of reach of and away from children. In the unlikely event of a toxic substance emergency, poison control will be called and the protocol for a medical emergency will be followed.

FOR MORE INFORMATION CALL  
**610.924.6062**



# Communication

## Family Orientation

Registration forms are available in the classroom and the principal's office each spring. Families are invited to attend an informal orientation and to visit the site at the beginning of the school year. In addition to these visits, each family receives an orientation email at the time of registration. Including the following documents:

- Welcome letter from the director of each program
- Health form
- Emergency contact form
- Parent permission form
- Agreement form
- Parent check list
- A copy of this handbook

All forms, as well as this parent manual are also available on the our web site [www.elwyn.org](http://www.elwyn.org).

## Parent Participation

All parents with children enrolled in our program are encouraged to participate in our programs. Please contact your child's lead teacher to discuss your interest. Parents are notified of any special events through notes, letters, and newsletters. Please check your child's schoolbag and/or the sign-out table each day for information.

Communication between home and school is crucial to a successful program. Please make sure all of your contact information is current and correct. Let us know about important events in your child's life such as a change in family status, special trips, vacations, or visits to the doctor. This information will allow us to be responsive to your child's needs.

If you would like to schedule a meeting, please contact the lead teacher to set up a time that is convenient.

## Program Information

Calendars of activities are sent home or are available for pick-up at the sign-out tables.

## Communication with Families

Teachers and parents are encouraged to talk informally during pick-up or drop-off. If there is a need for a formal or more in-depth conversation, lead teachers will arrange a time to meet, or for a phone call. If you would like to meet with your child's lead teacher, please to set up a time to meet at the school, or talk on the phone. Please direct all inquiries or issues to the lead teacher in your child's program.

## Conferences and Meetings

There are no report cards or formal conferences. Meetings are arranged on an as-needed basis.

## Parental Code of Conduct

At all times, we encourage a safe environment for students, parents and staff. We expect that parents will follow the same procedures that we have in place for students.

### **As a parent, we expect:**

1. Staff to be respected at all times.
2. No abusive language, cursing, yelling, or raising of voices.
3. No physical contact with staff.
4. Parents to maintain control of all guests at all times.

We are no longer responsible for your child when you sign them out of the program. It is expected that you leave the building at your scheduled pick up time.

Our staff are mandated reporters. Please be aware of how you discipline your child in our program. We are legally bound to report any misconduct we see.

**If the above expectations are not met, our program staff have the right to enforce any of the following consequences:**

- 1. Suspension of the parent and child from the program for a pre-determined amount of time.**
- 2. Removal of the parent and child from the program.**

The program director has the discretion to enforce the above consequences at any time based on the severity of the incident.

Upon reentry into the program, a meeting with parent and staff will be held to review the expectations of our program. If the problem persists, we have the right to remove the parent and child from the program.

## Homework Policy

The After School Program strives to balance the academic, social and emotional needs of your child.

### **We will:**

- Designate a quiet, supervised space for homework.
- Provide assistance if your child asks for help.
- Encourage children to problem solve and give ideas for sources for answers.
- Alert families if their children continue to have difficulty completing assignments.
- Encourage children to finish their work before they change activities.
- Offer a 45-minute time frame for homework, due to the other activities planned for the children.

### **We cannot:**

- Check each child's assignment book to make sure everything is complete. This is the student's responsibility.

### **Note:**

- We will notify parents if homework is consistently incomplete or too difficult.

## Policy for Enrolling Children with Special Needs and Chronic Health Problems

Elwyn Extended Child Care Programs complies with all laws and regulations of special needs children in our school-age programs in regard to inclusion.

### **IEP**

Elwyn Extended Child Care Programs serve all children served by the township schools. If a township school has determined that it is able to serve a child's needs, that child may then enroll in the program. We ask that you provide a copy of your child's IEP so that we can familiarize ourselves with their needs and can use the suggested strategies to support your child.

### **Support During the School Day**

If the child's township school has determined a child requires assistance or support during the school day, that support must extend throughout the programs. For example, if they have a TSS worker during the day, they must have one in our program. This arrangement is the responsibility of the parents. If a child requires a TSS worker in the program and the TSS worker is unavailable, other arrangements must be made or the child cannot attend.

If a child is in a self-contained special education classroom, arrangements must be made with our staff in order to ensure that support is continued in our programs. A meeting with the lead teacher of the program is encouraged before service begins so that we are able to fully support your child.

## Chronic Health Problems

If your child has a chronic health problem, we ask that you provide information on the issue, as well as any accommodations that are necessary in order for us to provide your child with the proper care.

## Food Service

A space can be provided if your child wishes to have their breakfast when they arrive. We offer a snack in all After School Programs.

If your child has specific food allergies, please be sure to speak with their teachers about what food they are able to eat for snack. Allergy free snacks are recommended.

## Site Phone Numbers and Addresses

### Haverford:

Chatham Park School-Based Programs  
400 Allston Road  
Havertown, PA 19083  
484-469-1906

Chestnutwold School-Based Programs  
630 Loraine Street  
Ardmore, PA 19003  
484-469-1624

Coopertown School-Based Programs  
800 Coopertown Road  
Bryn Mawr, PA 19010  
267-290-6992

Lynnewood School-Based Programs  
1400 Lawrence Road  
Havertown, PA 19083  
484-469-1658

Manoa School-Based Programs  
201 S Manoa Road  
Havertown, PA 19083  
484-469-1580

## Billing

Teachers are not involved in billing. Please do not send checks to the sites.

### All payments should be sent to:

Elwyn  
Attention: Billing Department  
111 Elwyn Road  
Suite 117C  
Media, PA 19063

### All questions regarding billing should be directed to:

Stephanie Jones  
Revenue Cycle Specialist  
610-891-2439  
fss-childcarebilling@elwyn.org

## Administrative Staff

Stacie Johnson  
610-352-7610

Linda Moran  
610-924-6062



Elwyn Extended Child Care Programs  
7200 Chestnut St., Suite 103  
Upper Darby, PA 19082

FOR MORE  
INFORMATION CALL : 610.924.6062



Since 1852, Elwyn has helped people with autism, intellectual, developmental, and behavioral challenges lead meaningful lives. As an internationally recognized nonprofit human services organization, we have always been on the forefront of innovation.

To learn more, visit [elwyn.org](http://elwyn.org).