



PEDIATRIC STARS PPECC, LLC

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Parent Handbook



**PEDIATRIC STARS
PPECC, LLC**

Parent Handbook Policies and Procedures

WELCOME

Welcome to Pediatric Stars PPECC, LLC. To facilitate greater understanding between us, we have created this handbook. It covers the childcare philosophies, business policies, and expectations. In order to make our relationship as enjoyable as possible, the following pages contain mutually beneficial requirements, which are necessary to ensure that there are no misunderstandings between either party. Please read this handbook carefully, and feel free to discuss with me any questions that you may have.

MISSION STATEMENT

Pediatric Stars PPECC's, LLC mission is to provide a safe, fun and nurturing environment to special needs children; to provide families/caregivers a stress and worry free environment for their children. Our goal is to provide skilled nursing services and support to the children with special needs in the Northampton County and the surrounding areas; to give the families in need an alternative solution to help care for their child. By having this solution, families can be at ease while their child is being well taken care of and receive all the nursing interventions and therapies that have been ordered. The children also benefit from being with other children and learning while receiving the care they need.

INCLUSION STATEMENT –Nondiscrimination in services policy statement

In compliance with state and federal regulations, services and employment are provided in a nondiscriminatory manner, without regard to race, color, national origin, creed, religion, gender, disability, or handicap. Pediatric Stars PPECC, LLC will maintain and conduct all practices relating to employment, enrollment, discipline, and all other terms and benefits of childcare services provided in a manner that does not discriminate against any child, parent or family based on race, color, religion, national origin, sex, or handicap. We will always strive to maintain a barrier free physical environment to enhance the educational experience of all children in our program.

Policies are disseminated to clients/residents/parents/guardians, the general public and employees of the facility by employee/client orientation, postings and announcements, interpreter services, and sign language.

Pediatrics Stars, PPECC LLC serve English speaking and Non-English speaking clients by using the method of interpreters and sign language if necessary.

HOW TO FILE FOR COMPLAINTS OF DISCRIMINATION

Any complaints of discrimination may be filed with the Office of Equal Opportunity, Pennsylvania Department of Health, and/or the Pennsylvania Human Relations Commission.

Commonwealth of Pennsylvania Department of Human Services
Bureau of Equal Opportunity
Room 225, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105

U.S. Department of Health and Human Services Office for Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

Equal Employment Opportunity Commission
Philadelphia District Office
801 Market Street, Suite 100
Philadelphia, PA 19107-3126

Regional PA Human Relations Commission Office
333 Market Street, 8th Floor
Harrisburg, PA 17101-2210
717-787-9780
717-787-7279 TTY users only

LICENSING STANDARDS AND COMPLIANCE

Pediatric Stars PPECC, LLC is licensed by the State of Pennsylvania Department of Health and is periodically inspected to ensure full compliance will State rules and regulations governing in childcare centers. Many of the forms completed at the time of enrollment are required for this licensing. Enrollment forms are reviewed on a regular basis to ensure your child's file is complete and meets PA Department of Health licensing requirements.

REQUIREMENT FOR ADMITTANCE

Pediatric Stars PPECC, LLC will accept special needs children from birth to 6 years old with a letter of medical necessity provided by the child's referring physician.

COMMUNICATION

Communication is very important to us. When we accept a new family into Pediatric Stars PPECC, LLC, we like to be sure that we can share openly any concerns or question that may arise. It is important that there is a similar childcare philosophy between us. Parent communication is important for the development of your child. Please keep us informed of any problems you may be having at home that could affect how your child acts or behaves. We will keep you informed of any issues as well. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child (ren). Be active in all the processes of child's special education As a parent you will find yourself one of a team of people all working together to plan and provide the most appropriate educational program for your child. Be prepared. Ask questions about anything you do not understand. Your participation is needed in a variety of ways.

Consent: By law your consent is required before your child can be tested or receive any special education services.

Information: As part of the assessment process and the IEP planning you will be asked to provide needed information concerning your child. Your cooperation will help in planning the best program for your child.

Review: Your child's IEP and early intervention will be reviewed once a year, or as needed. Your input is needed during this time, so it is very important you are part of this process. Remember the IEP and early intervention is the heart of your child's progress and your participation in the process is vital.

Attendance: Attend all IEP meetings and parent conferences concerning your child. Also, you may have the opportunity to attend parent education programs to learn more about special education activities.

Accommodations: Any Non-English Speaking, Limited English proficient, Speech, Visually Impaired, or Hearing Impaired persons will be accommodated as needed and/or based off of the child's need and IEP requirements. Some of those methods may require an interpreter, learning a few polite expressions, avoid slang terms, speak in full sentences, be culturally sensitive, make eye contact, pay attention to body language, and use body language such as nodding, hand gestures, facial expressions, touch, and eye gazing.

CONFIDENTIALITY

Pediatric Stars PPECC, LLC maintains all personal information in strict confidence. We understand that in the course of caring for your child, you may share confidential and private information with us. We respect the privacy of all of the children and families we serve. We take this responsibility seriously. The use or disclosure of all information pertaining to families shall be restricted to authorized personnel strictly on a need-to-know basis.

ENROLLMENT POLICY

There are several forms that we must have completed in our possession before we can assume the responsibility of caring for your child. The types of forms that are needed are listed on the following page. This is to ensure that your child will get the very best care possible from Pediatric Stars PPECC, LLC.

The Forms are as follows:

- Enrollment Form
- Child History Form
- Care plan for children (completed by physician)
- Signature of Acknowledgement of Policies and Contract
- Medical Permission Slip
- Immunization Health Record
- Permission to Administer Medication
- Social Media/Video/Website Permission Form
- Child's Birth Certificate
- Emergency Information Form

You are required to keep me informed of any change in address, telephone numbers, and other pertinent information listed on any/all the above forms. If you have any questions regarding the completion of these forms, please feel free to ask.

HOURS OF OPERATION

Normal hours of operation are Monday-Friday from 6:00 a.m.-6:00 p.m. Your specific hours will be outlined in your Contract and Fee Agreement and is based on the approval of the insurance company. At this time self pay will not be an option.

ABOUT OUR STAFF

Each staff member is highly qualified to be in his or her position. With continuing annual education training courses, our staff has the up to date knowledge for assisting young children with their needs and to help them reach goals. They will support and challenge children to explore and learn new things. All of the staff have their criminal history; FBI fingerprinting and child abuse background checks. They also are trained in CPR, First Aid, and Fire Safety. The staff here at Pediatric Stars PPECC, LLC are here to work with families as a team to provide the best care possible for your child.

SIGNING IN & OUT

Pediatric Stars PPECC, LLC is required to have all parents sign in and out for pick-ups and drop-offs. Before releasing your child to anyone, we will require a valid driver's license or a state ID, and the person MUST be on the designated child pick up authorization form. No exceptions will be allowed per state guidelines. Pediatric Stars PPECC, LLC has an open door policy.

DIVORCE RECORDS/ CUSTODY AGREEMENTS

Divorced parents are required to provide a copy of custody papers to be kept in the child's file. Without custody papers, we have no legal way of preventing the child's non-custodial parent from removing them from the childcare home. If we do have copies of papers, we can call the police if the non-custodial parent shows up and tries to take the child.

GUIDELINES FOR RELEASING CHILDREN

Pediatric Stars PPECC, LLC will release your child only to those that are listed on the child pick-up authorization form:

- (1) parents with legal and/or physical custody or to child's legal guardian.
- (2) Or welfare workers with proper authorization.

Anyone picking up the child that Pediatric Stars PPECC, LLC staff does not recognize will be required to provide their driver's license/ID card. No one may remove the child from the childcare without first notifying Pediatric Stars PPECC, LLC staff.

TERMINATION POLICY

After the probationary period, this agreement may be terminated by either parent/guardian or myself, with a 2-week's written notice if the child/children are to be permanently withdrawn from childcare.

PAYMENT PROCEDURES

All payments will be made by insurance companies so it is very important to keep up to date with all medical appointments and notify us of any changes.

NSF CHECKS

If a check is returned to us for non-sufficient funds, a \$35.00 fee will be charged plus an additional \$10.00 late fee for each additional day until payment has been made in full. You will be required to pay all fees that Pediatric Stars PPECC, LLC incur as a result of the returned check and in addition, payments thereafter must be in cash or money order.

TAXES

Pediatric Stars PPECC, LLC will supply you with a year-end summary of all daycare fees paid during the year for tax purposes. This will be given to you in January each year. If you leave prior to the end of the year, it is your responsibility to request a year-end summary and to provide the w-10 for us to fill out.

RATE INCREASE

The provider retains the right to increase rates annually and insurance companies will be notified no less than 30 days in advance for which the new rate will become effective.

OVERTIME FEES

Overtime fees are paid anytime you are late after your contracted pick up time. Overtime fees are \$5.00/minute in cash, until parent arrives, unless prior arrangements have been made. It is very important that your emergency contact information be kept up-to-date, so that when you are unable to be reached a responsible adult can be. All conversations regarding this matter are between provider and parent and will never be discussed with the child. It is important that parents pick up their children on time as we do not offer over time. If you are unable to pick your child up on time, please arrange to have another authorized adult (listed on the emergency card) do so for you. Overtime fees incurred during the week are due immediately. *Any families that are on subsidized pay, you are responsible for any fees that you incur outside of what your subsidy pay covers, including but not limited to late fees.

***Note: There will be NO tuition refunds for a child going home early due to illness or personal matters.**

HOLIDAYS

Parents please respect the holiday schedule. Please make sure you mark your calendars for each day we have scheduled. You are still responsible for payments for the week of a holiday that we are closed. No credit will be given. Parents are responsible for back up care. Pediatric Stars PPECC, LLC will be closed all major holidays:

- Thanksgiving
- Day after Thanksgiving
- Christmas
- Day after Christmas
- Memorial Day
- Independence Day
- Labor Day
- New Year's Day
- Good Friday
- President's Day

Parents who might have objections to recognition of religious or other holidays, such as Christmas, Thanksgiving, Easter, or Valentine's Day should discuss this with us so that other arrangements can be made to respect you and your child's wishes.

PROVIDER VACATIONS

Pediatric Stars PPECC, LLC will take vacation every year. You will be given at least a 30 day notice for these days.

PERSONAL CLOSINGS

A notice will be given ahead of time to the parents. **Parents are required to have back-up care in case of holidays, child illnesses, or any other circumstances in which back up care is necessary.**

EMERGENCY DECLARATIONS, PUBLIC HEALTH, AND NATURAL DISASTERS

Should a situation occur such as a pandemic, natural disaster, or emergency declaration, Pediatric Stars PPECC, LLC will remain open to essential and non-essential workers and tuition will still be required. Direction and guidance from the Pennsylvania Department of Human Services, the Federal Centers for Disease Control and Prevention (CDC), the Department of Public Health (DPH), and local health department, will be followed. Because pandemics and emergencies are out of our control, should a situation occur that would require closure, payments will NOT be required, unless otherwise stated.

Any actions, operational, or policy changes that need to be made by Pediatric Stars PPECC, LLC in the case of emergency declarations, public health emergencies, or natural disaster will be communicated by the director and will be updated as needed. While closed, we will continue to clean and sanitize the childcare center for when families are allowed to return.

SUPPLIES

Pediatric Stars PPECC, LLC will provide cots, blankets, and sheets. Parents, you are responsible to supply special equipment, wipes, diapers, pull ups, formula, food for your infant, powders, ointments, medications, bottles, water bottles, and 2 sets of spare clothing. Also, keep in mind that if you send your child in nice clothes, there is no guarantee they will stay clean. Children will need a warm jacket and rain boots for wintertime, and lightweight jacket or sweater for spring and fall.

Note: Please make sure there is ALWAYS a supply of diapers, pull-ups, wipes, formula, medications, and back-up equipment for your child.

LABEL THE ITEMS WITH YOUR CHILD'S NAME PLEASE.

DAILY SCHEDULE

A schedule helps the day to flow smoothly; it allows the children to anticipate coming events, and aids in achieving a variety of goals. There will be times when we must adjust the schedule. Certain children will have individual schedules based on medical needs. Schedule will be posted up on the parent bulletin board.

ACTIVITIES

Pediatric Stars PPECC, LLC is a play-based program and occasionally will utilize the Lending Library to provide developmentally appropriate learning opportunities to encourage your child to be confident, successful, life-long learners.

BIRTHDAYS

Each child's birthday is his/her "Special Day." We will make a big celebration monthly for each child's birthday as a whole for that month. You are welcome to bring in snacks for your child's birthday, but please check with us for allergies.

POTTY TRAINING

When your child is 3 years old, (or if they show signs that they are ready prior to 3 years old) we are very happy to help you potty train your child as long as we both agree to be consistent. When it is time for them to wear underwear, please start at home on a weekend, if they are able to stay dry for the weekend please bring in underwear. Children being potty train must bring at least 2 full sets of clothes and pull-ups. We will provide progress updates. It will be at our discretion to discontinue potty training if you feel your child is not ready. It is important for parents to remember that toilet training patterns can differ between home and the childcare. However, we will work closely with parents so the same language and processes parallel during toilet training.

NAP/QUIET TIME

There will be a time in everyday that your child will be required to “rest”. While most children will take a nap during this time, others who do not nap will be required to lie down or read silently. Because it is important for children to rest throughout the day, we ask that parents/guardians avoid picking up or dropping off your children during these times without advance notice.

CLEANLINESS & HYGIENE

Pediatric Stars PPECC, LLC does their best to maintain strict cleanliness and hygiene standards. Children should arrive at childcare dressed, clean, and in a clean dry diaper or pull up if potty training and ready for the day. This includes wearing shoes and socks. Children should be dressed accordingly to the weather. Children’s hands are washed before and after meals and after toileting using Antibacterial soap. Children are supplied with separate cups, plates, bowls and eating utensils that have been washed and dried. If the child requires a special cup, utensil, or plate then parents will need to supply.

PHOTOS/VIDEOS OF CHILDREN

With your consent, we will take photographs of your child doing activities while at Pediatric Stars PPECC, LLC. Please refrain from taking photographs of other children while visiting the childcare center.

LIABILITY

Parent agrees to be responsible for any damages to Pediatrics Stars real/personal property or to the property of another child at the childcare caused by his/her child. Parent agrees to repair or replace said property promptly. It is very important for parents to prepare us ahead of time about any behaviors that your child may exhibit and also to keep your child’s IEP updated for our files.

TRANSPORTATION “pending”

Pediatric Stars PPECC, LLC will be providing transportation to children on an as needed basis. We will fill transportation requests at the time of enrollment into our program depending upon need, location of home, and availability of service.

TRANSPORTATION PROVIDER “pending”

Pediatrics Stars PPECC, LLC contracts with an outside agency for transportation services. The drivers and vehicles meet all State requirements. Monitors are provided on the vehicles to assist children on and off the vehicles, to walk the children to and from their program and to maintain a relaxed atmosphere during the route. Parent/Guardian or approved escort is required to meet the monitor at the time of drop-off at the end of the program day.

CHANGES IN ROUTE “pending”

All requests for route changes must be made three days in advance. Requests will be accommodated whenever possible. Pediatrics Stars PPECC, LLC contracted transportation company will make the determination when and if change requests can be honored. Pediatrics Stars, PPECC, LLC will inform parents/guardians of any changes in scheduling made by the transportation company.

FIELD TRIPS

At the time of intake, Parents are asked to sign a permission slip for neighborhood walks. All other trips will be pre-planned. In order for children to participate in other field trips, parents will be notified of the upcoming event. Due to certain circumstances, we would like to include all children in field trips so we will make arrangements for companies to come out to Pediatric Stars PPECC, LLC.

MEALS

All foods must be provided by each parent for their child to prevent allergies and cross contamination. Foods are served at the below times, unless the child has a specific schedule.

Meal Schedule	
Breakfast:	8:00 a.m.
Lunch:	12:00 p.m.
Snacks:	3:00 p.m.

Parents will provide formula or breast milk for children up to the age of 12 months.

Children that have a special diet will need a doctor's statement, NO EXCEPTIONS!

Children with dairy or milk allergies must have a note stating they are allergic to dairy or milk products.

CHILD NEGLECT AND ABUSE

Under the Pennsylvania Child Protective Services Law, Pediatrics Stars PPECC, LLC is considered mandated reporters. We have a responsibility by law to recognize and report any evidence of child abuse—physical or emotional or neglect. This is strictly for the benefit of your child. Pennsylvania State law requires that any person living in the state are required to report immediately to the Division of Youth and Family Services any suspected child abuse or neglected. We are not required to inform parents/guardians of this report.

RESPONSIBILITIES OF THE PARENT

To help insure a positive environment for your child, we ask you to:

1. Check your child's cubbies.
2. Check your child's diapers and baby wipe supply.
3. Check the parent board for important information each day.
4. Follow the check-in and check-out procedures.
5. Ensure medical insurance is up-to-date.
6. If you are called to pick up your child, make arrangements to pick up within 30 minutes if your child is sick or injured.
7. Update your child's file (phone numbers, addresses, and paperwork if applicable)

DISCIPLINE AND GUIDANCE POLICY

Pediatric Stars PPECC, LLC helps to guide children through love, consistency, and redirection. Any form of corporal punishment is prohibited. We use developmentally appropriate guidance techniques.

The following methods of discipline will be used:

- Positive Reinforcement
- "When... Then" Statements
- Intervention and discussion
- Re-direction to another play area
- Take a break (quiet time)
- Quiet Time/Moment of Peace
- Give positive expression that shows self-control, self-direction, and self-esteem.

Parent involvement will be needed if the above actions do not work. If we feel there is a chronic behavior issue that needs attention, we will let you know so that we are handling it in the same way and your child has continuity in discipline between home and childcare.

PROVIDER TERMINATING SERVICES

Provider has the right to terminate without notice for the following reasons:

1. Child's behavior is uncontrollable and is a risk to the other children.
2. Child is not adjusting to the environment and it is too traumatizing to attend.
3. Fees were not paid and are overdue.
4. Breach of contract.
5. Parent is a risk to the provider or other children in care.
6. Parent arrives at childcare drunk/under the influence of drugs.
7. Provider makes a judgment call and feels immediate termination is needed.
8. Failure to complete the required forms.
9. Lack of parental cooperation.
10. Serious Illness of child.
11. False information given by parent either verbally or in writing.

IMMUNIZATIONS

All children who undergo immunizations must have their immunizations completely up to date before entering day care. Parents are responsible for keeping these immunizations up to date at all times. Parents are required to bring a xerox copy of the child's immunizations records upon entry to Pediatric Stars PPECC, LLC. Parent will provide an up to date copy each time the child receives immunizations. Child must not come to care for the 1st 24 hours after immunizations or flu shots in case of adverse reactions. This is non-negotiable.

ILLNESS POLICY

Your child can not be admitted for care if they have one or more of these symptoms: a fever of 100.0°F acute diarrhea and or vomiting, severe cold, red eyes with discharge, severe pain or discomfort, skin rashes that last more than one day (excluding diaper rash), sore throat or severe coughing, difficult or rapid breathing, visibly enlarged lymph nodes, blood in urine, nits or head lice. Parents are responsible for supplying children's medication. (If you cannot be reached, your emergency contact will be called) Your child will be readmitted after they have been fever free without aid of medicine for 24 hours, or you bring a note from their doctor stating they have been diagnosed and may return for care.

EMERGENCIES

In the event that emergency services need to be called in order to provide treatment, care and or transportation for your child to an emergency facility, the parent is responsible for any and all bills occurring from this incident.

MEDICATIONS

We can only administer medicine when we have written permission to for you. All medicine must be in its originally container and labeled with your child's name only. Prescription medicine must have the prescription on it. No exceptions. Medication Administration packet must be filled out for each medicine.

REFERRAL PLAN

Referrals may be made for social, mental health, educational and medical services, including by not limited to dental check up and vision or hearing screening for a child should the program staff feel that an assessment for such additional services would benefit the child. All direct care staff are responsible for reporting concerns about any child's emotional, social, cognitive, or physical development to their program coordinator. The program coordinator will assess the information given to them, including the educator's documentation, to determine what action needs to be taken and what agencies will be involved. A plan of action is documented on the Individual Special Needs Plan form. The program director informs parent/guardian verbally of the concerns. The coordinator then provides the parent/guardian with a written statement including the reason for recommending a referral for additional services, a brief summary of the program's observations related to the referral and any efforts the program may have made to accommodate the child's needs.

MODIFICATION/AMENDMENT

Provider reserves the right to modify and/or amend this agreement upon four weeks written notice of any changes in the basic rates or services; provided, however, that any changes in the government-subsidized reimbursement rates shall be effective immediately and do not require any prior notice to Parent. Changes in basic rates/services do not require Parent consent, but all other changes require Parent consent.

ENTIRE AGREEMENT

This agreement, together with those documents specifically incorporated herein by reference, contain the entire agreement and understanding between the parties as to the subject matter hereof.

INVALID PROVISIONS

The invalidity or unenforceability of any particular provision hereof shall not affect the other provisions hereof, and this agreement shall be construed in all respects as if such invalid or unenforceable provisions were omitted.

WAIVER

No right under this contract shall be waived (lost) merely by delaying or failing to exercise it. Consent to one act shall not be considered consent to any other or subsequent acts. Any waiver of a default under this agreement must be in writing and shall not be a waiver of any other default concerning the same or any other provisions of this agreement.

GOVERNING LAW

This agreement shall be governed by and interpreted in accordance with the laws of the State of Pennsylvania.

REVISIONS TO HANDBOOK AND CONTRACT

Pediatric Stars PPECC, LLC reserves the right to make changes in rates and policies as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least a 2 weeks' notice of changes.

SIGNATURE OF PARENTS/GUARDIAN

DATE

SIGNATURE OF DIRECTOR

DATE

Pediatric Stars PPECC, LLC

Community Resources

Social Services

First Call
211

Northampton County Children and Youth Services
669 Washington Street
Easton, PA 18042
1-610-829-6500

Child Abuse and Neglect Hotline
1-800-932-0313

Nutrition

WIC (Women, Infants & Children)
1227 Liberty Street, suite 104
Allentown, PA 18102
610-432-3455

CHILDCARE/FEE AGREEMENT

CHILD'S NAME: _____ DOB _____ FIRST DAY OF CARE: _____

Write in your drop off and pick up time for each day of service that you use:

Monday	Tuesday	Wednesday	Thursday	Friday
Drop Off:	Drop Off:	Drop Off:	Drop Off:	Drop Off:
Pick Up:	Pick Up:	Pick Up:	Pick Up:	Pick Up:

PAYMENT PROCEDURES

All payments will be made by insurance companies so it is very important to keep up to date with all medical appointments and notify us of any changes.

NSF CHECKS

If a check is returned to us for non-sufficient funds, a \$35.00 fee will be charged plus an additional \$10.00 late fee for each additional day until payment has been made in full. You will be required to pay all fees that Pediatric Stars PPECC, LLC incur as a result of the returned check and in addition, payments thereafter must be in cash or money order.

OVERTIME FEES

Overtime fees are paid anytime you are late after your contracted pick up time. Overtime fees are \$5.00/minute in cash, until parent arrives, unless prior arrangements have been made. It is very important that your emergency contact information be kept up-to-date, so that when you are unable to be reached a responsible adult can be. All conversations regarding this matter are between provider and parent and will never be discussed with the child. It is important that parents pick up their children on time as we do not offer over time. If you are unable to pick your child up on time, please arrange to have another authorized adult (listed on the emergency card) do so for you. Overtime fees incurred during the week are due immediately. *Any families that are on subsidized pay, you are responsible for any fees that you incur outside of what your subsidy pay covers, including but not limited to late fees.

Tuition Fee \$ _____

Parents agrees to the parent's responsibilities that are listed in the parent handbook, please initial here: _____

By signing this childcare and fee agreement, you are agreeing that you have read, understand, and agree to adhere to these policies and procedures. Additionally, you acknowledge and understand that the policies and procedures at Pediatric Stars PPECC, LLC are legally binding and subject to change without advance notice and that any changes made will supersede any current policies, procedures, or contractual agreements, including but not limited to payment and attendance policies, illness policies, and other operational policies and procedures.

Signature #1 _____ Print Name: _____

Signature #2 _____ Print Name: _____