Apple Child Care Center
6901 Hawthorne St, Philadelphia PA 19096
School Office: 215 338-2100
Email: info@applechildcare.org
Website: www.applechildcare.org

Family Handbook
For Calendar Year 2026

Revised: 09.17.2026 Version II

The **Family Handbook** is written to provide information about programs, policies, and procedures at Apple Child Care Center. Families play a critical role in preparing their children for school readiness. Apple Child Care 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. Apple Child Care Center is licensed by the Department of Human Services, Philadelphia, PA.

Josh Borenstein, Director
Brittney Henry, Administrative Lead
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Apple Child Care Center is a certified Keystone STAR-4 preschool.

INDEX

Welcome: Our Philosophy and Goals

Admissions
Inclusion Policy
Dismissal of a Child from our Program
Compliance

Service Referral Policy
Visiting Apple Child Care Center
Video Surveillance
Code of Conduct
Enrollment of Your Child
Confidential Information
Photography

Child Vaccinations
Tuition
Tuition Payments & Online Portal
Infant Room: What to Bring
Toddler & Preschool Classrooms: What to Bring
Toys from Home

Jewelry
Mandated Reporters
Language Policy (EC 3.4.4)
Limited English Proficiency LEP

Filing a Complaint
Full-Time & Part-Time Programs
Parking & Pedestrian Safety
Arrival and Departure

Preparing Your Child for Arrival
Smoke-Free
Drop-Off
Pick-Up

Late Pick-Up Policy
Family's Right of Access
Court Orders
Child Illness
Meals & Snacks Food Service
School Schedule
Holiday Closures
Supervision of Children

Inclement Weather
Withdrawal of a Child by a Family
Transition Policies (FC 2.2)
Transition to Another Classroom
Health Assessments

Illness

Caring for Our Children
Care Plan for Special Medical Needs
Medications
Children with Severe Allergies
Lice (Pediculosis)

IFSP & IEP (FC 2.1)
Continuity of Care (FC 3.4.3)
Children's Rest Time
Clothing
Potty Training Policies

Toys & Other Personal Items

Family-Teacher Conferences (FC 2.3)
Developmental Screening Tool (EC 2.3)
Suspension and Expulsion (EC 2.5)
Apple Child Care Suspension/Expulsion Policy

Communications
Incident Report
Disciplinary Procedures
Field Trips
Fire Drills

Emergency Response Evacuation of the Building
Safety, First Aid
PHLpreK
Before & After School Program (B&A)
Curriculum Statement: Philosophy and Goals (EC 3.4.2)
Individualized lesson planning EC 3.4.3

Firearms
Additional Services

Appendix I
Community Resource Materials

Appendix II
ELWIN Referral Form

Appendix III
Community Services

Apple Child Care Center
Family Signature Page

Welcome: Our Philosophy and Goals
Apple Child Care 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 staffed by loving, engaged teachers who encourage learning through play and discovery in a supportive, nurturing environment. We use The Creative Curriculum®, the #1 preschool curriculum, which provides instruction, promotes language and literacy, nurtures math skills, and more across all our classrooms, including Infants, Young Toddlers, Older Toddlers, Preschoolers, and Pre-K children.

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

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

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

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 that provide individualized, appropriate support to meet high expectations, achieve learning gains, and build stronger social-emotional skills, regardless of their ability to participate in a broad range of activities and contexts, and within our regular classes without separation.

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

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

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

Compliance
Apple Child Care 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,

engaging, activity-centered places where children enjoy learning through play and exploration.

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

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

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

Video Surveillance
Automated *silent* video surveillance is used at Apple Child Care to monitor and record activity in all classrooms, hallways, and outdoor areas around our building. Our professional-grade system is designed to enhance the security and safety of children and staff. Cameras capture *silent* video that can be viewed in real time and recorded on our NVR. For privacy and safety reasons, video images are not provided to families. The video is reviewed and assessed by our Director and the School Office administration to ensure the privacy and safety of all children. In addition, our image data is not made available on the Internet. Families with 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, whether physical or verbal, and that is threatening, aggressive, or disrespectful, can result in exclusion from our center. Teachers and office staff are also covered by a code of conduct, and if a family experiences a violation, they should report the incident and their grievance to our Director or the school office.

Enrollment of Your Child
There are several 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, which helps us manage our administrative costs. Families will be asked to periodically update their forms, and at that time our office will advise you.

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

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

Confidential Information
Sensitive information our center maintains about individual children in our care and their families is treated with strict confidentiality and shared internally on a need-to-know basis. Examples include the Emergency Contact form, Health Assessment, Meal application, and other documentation maintained in your child's

file. The Dept. of Human Services (DHS) and other authorized governmental agencies have the right to inspect confidential files. Photos and videos of your child are encouraged, but families are asked to be mindful of 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 how much they appreciate receiving these photos from teachers. Photos provide families with talking points about their children's experiences, which is important because many students (especially the very young) do not always articulate what they did at school or what they are learning. At times, we may share photos with you using the **ClassDojo App**. Our staff can help you get set up with the app.

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

Tuition
Apple Child Care Center accepts state tuition subsidies through Child Care Works (CCW or ELRC) 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 Apple Child Care 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 MyProcare online portal for credit or debit card payments and ACH, and to view your account balance and payment history. Our school office staff will help families set up in this system. Additionally, families can pay at the school office, where we accept cash, credit cards, debit cards, personal checks, and money orders. Receipts are also available upon request.

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

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

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

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

Toddler & Preschool Classrooms: What to Bring
There are general guidelines for these rooms. Bring a child's bag or backpack with the items your child may need, such as a sheet for nap time, a small blanket, extra clothes to change into, a plastic bag for soiled

clothing, extra warm clothes during cold weather, extra shoes/sneakers, sunscreen (summer months), and bug spray. Your child's classroom teacher can also offer additional suggestions. All items must be marked with your child's name, including the bag or backpack.

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

Jewelry
We suggest that children not arrive at school wearing jewelry, hair beads, or other fashion accessories for safety reasons. In addition, if these items are lost, they aren't very pleasant for your child. Apple Child Care is not responsible for lost personal items.

Mandated Reporters
Under the Child Protective Services Act (23 Pa. C.S. Chapter 63), all Apple Child Care staff are mandated reporters. They must report any suspicion of abuse or neglect to the appropriate authorities (55 Pa. Code § 3490.11). Employees are not required to discuss their suspicions with families before reporting to the appropriate authorities, nor must they investigate the cause of suspicious marks, behavior, or conditions before making a report. We take this responsibility very seriously and will make all warranted reports to Childline at 800-932-0313. The Child Protective Services Act is designed to protect children's welfare and best interests. As mandated reporters, staff are not liable for reports made to Child Protective Services that are determined to be unfounded, provided the report was made in "good faith."

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

Language policies for early childhood education programs can vary depending on the languages spoken by the population. Here are some strategies to support language development in our early childhood education programs at Apple Child Care Center.

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

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

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

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

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

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

Limited English Proficiency LEP
Our enrollment policy regarding Limited English Proficiency (LEP) ensures that staff make every effort to

promote communication and understanding for children and their immediate families who are identified as having LEP. Once enrolled, our staff will integrate that child into the classroom. Once a child or family has been identified as needing translation or interpretation services, Apple Child Care Center will assign a staff member who may speak their language to assist and/or reach out to other family members or a community representative to provide translation services.

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

Josh Borenstein, Director
Apple Child Care Center
6901 Hawthorne St
Philadelphia PA 19149
Ph: 215 338-2100
email: info@applechildcare.org

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

PA Human Relations Commission
Philadelphia Regional Office
110 N 8th Street, Ste 501
Philadelphia PA 19

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

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

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

At 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 depend on availability and is not guaranteed. If accepted, the family will be charged the daily tuition rate for the additional day.

Parking & Pedestrian Safety
Apple Child Care Center offers street parking for families during drop-off, pick-up, and special events. Park on Hawthorne Street or on adjacent streets, including Disston St. and Longshore Ave. We ask that vehicles enter and exit slowly on Hawthorne Street and adjacent streets in front of Apple Child Care Center to ensure the safety of all children. We urge families to find a parking space and **not** double-park on the street for pedestrian safety.

Arrival and Departure
Our front door is locked at all times. Families will need to ring the bell to be let into the building. When you

arrive with your child, please store personal items, such as coats, sweaters, or extra clothes, in your child's school bag. Escort your child to the designated drop-off area or classroom, and feel free to leave any messages for your child's teacher.

When arriving, we ask that families not bring inappropriate foods or drinks for their child. Apple Child Care provides free, nutritious meals and snacks, and families are encouraged to participate. Families may bring food for their child if it meets high-quality U.S.D.A. meal standards (see USDA MyPlate food groups, proportions, and healthy choices).

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

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

Smoke-Free
Apple Child Care Center is a smoke-free building. We also request that families not smoke or vape on or near our property or in the presence of children in our care.

Drop-Off
Drop-offs for children in all classrooms must be completed by **9:00 am**. Our front-door staff is no longer assigned to answer the door after that time. Late drop-offs are disruptive and even unsafe. Please call before 9:00 AM if you know your child will be late to school so we can provide an accommodation for you.

PHLpreK students must be dropped off between 8:00 am and 8:30 am. Pick-up is between 2:00 pm and 2:30 pm. Apple Child Care Center offers a Before School program (drop-off: 6:30 am-8:00 am) and an After Care program (pick-up: 2:30 pm-6:00 pm) at an additional cost, with fixed schedules. Please ask about this option and rates if you need additional care for your child, and speak with the PHLpreK program director, Josh Borenstein, or the school office. Space is limited and not guaranteed.

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

Pick-Up Policy
Apple Child Care maintains an authorized pickup list of parents or legal guardians provided during the child's enrollment. This information is recorded on the EMERGENCY CONTACT/PARENTAL CONSENT FORM, which a parent or legal guardian completes for their child.

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

The EMERGENCY CONTACT/PARENTAL CONSENT FORM can be updated at any time by a parent or

legal guardian by completing a new form, which the school office provides upon request. The completed form, including your signature and date, must then be delivered to the school office.

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

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

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

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

Court Orders

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

In the absence of a court order on file with Apple Child Care Center, both families shall be afforded equal access to their child as stipulated by law. Apple Child Care Center cannot, without a court order, limit one family's access at the request of the other family, regardless of the reason. If a situation arises in which one family does not want the other family to have access to their child, we suggest that the family keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other family's right to immediate access. Apple Child Care 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.

Late Pick-Up Policy

Apple Child Care Center closes at 6:00 PM. Our staff appreciates that children are picked up before closing. For each late pickup, a **$1.00** fee is charged to the family for every **1-minute** interval or portion thereof after 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 to pick up the child, and a late fee will be added to your account. Late pickup charges may then apply.

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

Child Illness
Sending your child to Apple Child Care who is showing signs of illness or is overmedicated to hide symptoms is not permitted. Children should be kept at home until symptoms subside. If your child is at Apple Child Care and shows signs of illness, the family will be called to pick up. If your child has been ill, see their pediatrician and provide us with a note stating that your child can resume preschool.

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

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

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

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

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

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

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

Holiday Closures
Apple Child Care 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 the ClassDojo App.

Supervision of Children

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

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

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

In addition, all staff must be passionate and engaging when working with children. We hire teachers who are able and willing to work cohesively with their team, children, and families while creating an age- and developmentally appropriate environment. Teachers must meet the standards of conduct outlined in their employee handbook and in accordance with Keystone Stars certification standards.

Inclement Weather

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

If the Philadelphia School District closes due to adverse weather or the anticipation of adverse weather, Apple Child Care Center will also close. If the Philadelphia School District opens late due to adverse weather, Apple Child Care may open late as well.

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

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 Apple Child Care 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 Apple Child Care 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. Apple Child Care 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 Apple 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, Apple Child Care Center will assist you and your child transition 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 periodical 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. Apple Child Care 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 Apple Child Care reserves the right to withdraw the child.

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

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

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

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

Illness
Children need not be excluded from Apple Child Care 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 the school office, families may be asked to pick up their child if the child develops vomiting, diarrhea, and/or an auxiliary fever of 100 degrees, either alone or in combination with other symptoms, including sore throat, while at Apple Child Care Center. If the child continues to exhibit these symptoms at home, the child cannot be brought to Apple Child Care Center unless the Director provides specific authorization.

If a child shows symptoms of a potentially communicable disease, such as a suspicious rash, sores, or purulent eye discharge, a physician must verify the child's diagnosis and begin appropriate treatment. The child's physician must provide written documentation to Apple Child Care Center regarding the child's condition before the child returns to the center, including when the child can return.

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

Whatever the nature of your child's illness, please call the center to 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 Apple Child Care Center staff if any nits or crawlers have been found. Additionally, Apple Child Care Center staff reserve the right to check children's heads periodically and at random. If lice are found, Apple Child Care Center follows the procedures recommended by the American Academy of Pediatrics for a daycare center, which includes:

a. 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.
b. Inspection: Teachers put on gloves and check the children's back hairlines, working up towards the sides and top of the head.
c. 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 Apple Child Care 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.

Apple Child Care 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.

Apple Child Care 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 Apple Child Care 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.

Apple Child Care 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)
Apple Child Care 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. Apple Child Care will always strive to include families in our programs.

Family Workshops (FC 3.4.5)
At Least once per year, Apple Child Care 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. Apple Child Care 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.

Apple Child Care Suspension/Expulsion Policy
Apple Child Care 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, Apple Child Care 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 Apple Child Care will involve PHMC in determining the best course of action, prioritizing the child's best interest
3.) Apple Child Care 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 Apple Child Care 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 Apple Child Care 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, Apple Child Care 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
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. Apple Child Care 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)
Apple Child Care 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)
Apple Child Care 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. Apple Child Care Center will meet or exceed the Department of Human Services standards for childcare facility operation.

Teachers at Apple Child Care 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. Apple Child Care Center hires creative and productive employees who can contribute to our commitment to the distinctive quality of care.

Experiences & Materials: We at Apple Child Care 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 tor 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)
Apple Child Care 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 to enter the building with a firearm, and any violation results in immediate dismissal from the program. The exception is police officers, who are trained and required to carry their weapons at all times.

Additional Services
The staff continuously assesses 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!

Josh Borenstein, Director
Brittney Henry, Administrative Lead

Apple Child Care Center
6901 Hawthorne Street
Philadelphia PA 19149
215-338-2100 Phone
215-338-2121 Fax

email: info@applechildcare.org

https://www.applechildcare.org/

Appendix I

Community Resource Materials & Service Referrals (FC 3.4.1) (FC 3.4.7)
Apple Child Care 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/department-of-human-services/

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

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

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

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

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

CHIP
1-800-986-KIDS (5437)
https://www.pa.gov/agencies/dhs/resources/chip.html?utm_medium=paid_search&utm_source=google&utm_campaign=chip_2024_25&utm_content=apply&gad_source=1&gclid=EAIaIQobChMIvc68ip-yigMVDUH_AR1ydhIJEAAYASAAEgJ2DfD_BwE

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

Appendix II – ELWIN Referral Form

ELWYN
EST. 1852
Early Learning Services

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

Referral Date: _____

Child Information

Name_____ Date of Birth_____

Address (street, city, state, zip) _____

Parent/Guardian Information

Name_____ Telephone # _____

Address (if different)_____

Email_____ Primary Language Spoken_____

Foster Parent Information (if applicable)

Name_____ Telephone#_____

Address_____

Email_____ Primary Language Spoken_____

Preschool/Head Start/Childcare/Physician Information

Name_____ Telephone #_____

Address (street, city, state, zip)_____

Email_____

Person Completing the Referral Information_____

Relationship/Title_____

Area(s) of Concern

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

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

_____ _____

Signature of Parent/Legal Guardian or Foster Parent Date

_____ _____

Signature of Referring Agency Representative Date

Appendix III Community Services

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

Employment

First Step Staffing 215-333-3349
$12 to $18/per hour same-day jobs, interviews, and rides to job sites. No experience is needed.

Job Coaching and Services 215-560-1900
Call the Phila. Office of Vocational Rehabilitation for help with interviews, finding work, and keeping jobs, or visit 801 Market St., Suite 6034, Phila., PA 19107. Including people with intellectual disabilities.

Job Search 833-750-JOBS (5627)
Call to schedule an appointment with CareerLink.

Healthcare

Philadelphia Crisis Line 988 or 215-685-6440
24/7 Mental Health Crisis and Suicide Prevention

Community Behavioral Health 888-545-2600 Mental health and substance use treatment services for Philadelphians with Medicaid.

Behavioral Health Services 215-599-2150 Learn if you qualify for mental health and addiction services with the Targeted Case Management Unit.

BHSI **Substance Use Treatment** 215-546-1200 Call Behavioral Health Special Initiative for addiction treatment options if you have limited or no insurance.

Free Grief and Loss Support 215-685-7408/7411

Domestic Violence Hotline 866-723-3014

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

City Health Center phila.gov/services/mental-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

Updated: Jan 2023

COMMUNITY SERVICES AND RESOURCE GUIDE

Food Assistance

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

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

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

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

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

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

Transportation

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

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

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

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

Additional Resources

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

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

Internet Access

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

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

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

Online QR Codes

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

Housing

Shelters



Utilities



Housing



Food Assistance

Food



Delivery



Hot Meals



Employment

Same-day



Coaching



Searc h

Apple Child Care Center
Family Signature Page

Please sign and date below to acknowledge that you have received a copy of The Family Handbook (either printed or digital), which was prepared to provide you with a better understanding of our programs and policies. A copy of the Signature Page will be kept with your child's file in our school office. Apple Child Care 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:

_____ Date: _____

Child's Name:

_____