

Family Handbook

Glowworms Academy

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Welcome to Glowworms Academy

Dear Family,

Welcome to Glowworms Academy!

Childhood is and should be the most precious, carefree, fun and memorable time for all children. We understand the importance of this and also the need to create an environment where children can excel and grow stronger, smarter, and obtain a passion for learning. To meet the needs of children, we have created a program where they can learn while having fun, gain self-confidence, a strong base for education, communication skills, physical development and most important of all a peaceful, caring environment.

We also understand the need for parents and guardians to work, have careers, run errands and get busy. This makes them split their time between work and children. Parenting is the most important job, but to create that balance can be challenging. We want to compliment and supplement your parenting by providing a place where children will be taken care of and provide you the flexibility in timings. We are open late nights and Saturday nights for the much awaited date night. We want you to have fun and know that your children are also having fun.

Our aim is to promote the love of learning through the use of fun play and different creative ways. Our goal is to use fun and creativity to foster a love of learning. We challenge them by promoting curiosity, discovery, exploring and creating general awareness. They imbibe these lessons and get confident enough to start tackling newer situations and mastering different skills through knowledge and power of reasoning. Here, they will be exposed to a variety of different teaching methods to ensure a smoother transition to elementary schools.

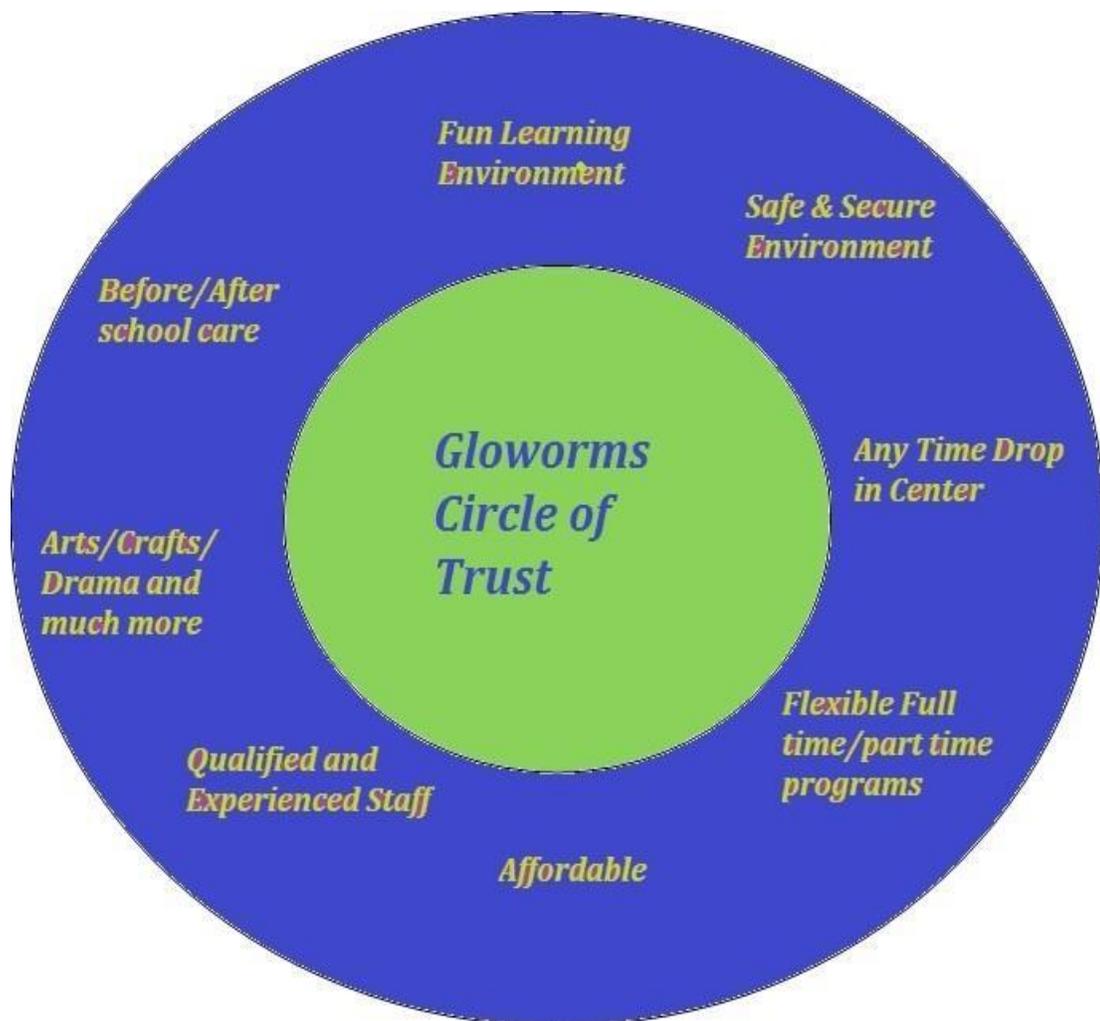
We look forward to working with your child and sharing this path in their journey to success. We are very excited about our new friend and will keep you regularly informed regarding their progress through reports. Please do not hesitate to contact us with any concerns or questions.

Sincerely,

Management

Our Philosophy - Circle of Trust

Here, at Gloworms, we believe in balance and creating a circle of trust between the teacher and child, the teacher and parent/guardian and trust between children themselves. Balance amongst all our core values and goals is critical to the success of each child and allows us to personalize their experience and help them grow into stronger and more successful individuals.



Mission Statement:

We strive to create an environment that is safe, nurturing, supportive and clean. Our aim is to help children develop their mental, physical, emotional, cognitive and social skills in such a way that they learn to freely create, innovate and grow.

Vision:

We provide the highest quality of care by:

- ♥ Creating a strong base and love of learning for life through play and fun activities. A blend of self and teacher directed activities
- ♥ Creating a balanced environment for proper development of social, emotional and intellectual skills
- ♥ Providing various enrichment programs like music, dance, computer skills, arts & crafts, yoga, etc.
- ♥ Creating a place which provides fun based learning for kids and relief through flexibility to the parents

Values:

- ♥ “I am not afraid of storms for I am learning how to steer my ship”
- Louisa Alcott (Little Women)
- ♥ “You’re Braver than you believe, Stronger than you seem, Smarter than you think”
- A.A Milne (Winnie-the-Pooh)
- ♥ “There are worse things to do when you’re in grade 2, than to spend your time building a dream”
- Andrea Beaty (Iggy Peck Architect)
- ♥ “I knew who I was this morning, but I have changed a few times since then”
- Louise Carroll (Alice in Wonderland)
- ♥ “No Act of Kindness, no matter how small, is ever wasted”- Aesop (The Lion and the Mouse)

Gloworms Academy Rights of Children

- **Right to individual respect, dignity, fairness and courtesy:** All children will be treated with individual respect, dignity, fairness and in a courteous manner.
- **Right to a safe and secure environment:** All children have the right to be in a safe, clean and friendly environment, where they are nurtured and become strong, independent and caring individuals of the community.
- **Right to education:** All children have the right to education.
- **Right to standard of education and care:** Children have the right to a standard in education which helps promote the child's physical, mental, spiritual, moral and social development. The learning environment should help promote creativity, curiosity and foster a love of learning. They will have access to age appropriate learning material and toys.
- **Right to Equality:** Children will not be discriminated against based on gender, race, religion, ethnicity, physical appearance, background and, financial status.
- **Right to their best interest:** The best interest of the children will be kept in mind while taking care of them.
- **Right to access to both parents:** The child's right to maintain contact with both parents if they separate. (we will follow the court mandated orders)
- **Right to be heard:** All children have the right to be heard.
- **Right to freedom of expression:** The child's right to freedom of expression.
- **Right to freedom of thought:** The child's right to freedom of thought.
- **Right to freedom of association:** The child's right to freedom of association.
- **Right to privacy:** Children will have a right to age appropriate levels of privacy
- **Right to diverse environment and creativity:** All children must be allowed to thrive in a diverse environment and be given the freedom to be creative. Their creative expression can be in many forms but not limited to art, craft, drama, music and much more.
- **Right to access appropriate information and a balanced depiction of reality:** Children have the right to be kept informed, and to be given information from a variety of sources (that is not commonly considered harmful by the community) in a fashion that is balanced and can be understood by children.

And most importantly:

- **The right to rest and have fun:** All children will be allowed to rest as they need, have access to leisure and recreational activities.

**Inspired by the UNO*

Information

Glowworms Academy of Wexford, Pennsylvania is open all 12 months in a year from 6:30am until 8:00pm Monday through Thursday, 6:30am until Midnight on Friday, and 10:30am until Midnight on Saturday. We do special events on Sundays such as birthday parties, etc. Please call to confirm availability for drop-in Monday-Saturday. You can call and hold a spot the same day subject to availability, for example, if you decide that you are home early and it is a perfect opportunity for that special date night that you have been planning for months, you can call & confirm the availability, confirm and drop them off with us.

There are a several programs that we offer. We are an Anytime Drop-In Center*(some restrictions apply), and we also have full time programs, part time programs, before school and after school learning program. We intend to provide comfort to the children but also to their parents.

During the year, we will be closed on the following days:

- New Year's Day (Jan 1st)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after– we close at 5pm
- Changes to this may apply and will be notified in advance.
- Holidays and changes in schedule will be marked on the monthly calendar which is posted online

In time, our policies may undergo some changes that may not be reflected in the older handbooks. Please keep checking our website and school for changes. Current policies in effect will supersede any older policy at time of enrollment.

Registration/Enrollment/Class Placement

Enrollment is open to any child 6 weeks to 12 years of age, provided we have availability and can meet your child's needs. Enrollment shall be granted without discrimination in regard to sex, race, color, religion, national origin, or political belief.

You are welcome to walk in and subject to availability take a tour of the facility at any time during our normal working hours. Appointments are not necessary but preferred. Each family will receive a welcome package which shall include the Registration Form, and other paperwork that will need to be completed. Placement will occur on a first come first serve basis. Children are grouped according to age and developmental level.

Student Records

Each child enrolled with us must have an updated school record in accordance to school policy and state requirements. This file is confidential, and will be shared with other staff members only as required in order to meet the needs of the child. The records might be reviewed by the state as per their guidelines. We require the family to review their emergency contact information at least every 6 months for accuracy. Medical records are required to be updated every 6 months as well. Failure to provide all updated forms within 30 days of enrollment will lead to dismissal of admission.

The Family shall sign forms that specify with whom we can share confidential information regarding the child.

Family Access

Any parent of a child in our care shall have access, without prior notice (limited to a period of time like 5 to 10 minutes), limited to children areas only, as long as their children are in our care. Parents may not access staff areas/ office area or storage room without permission of owner/director. At Gloworms Academy, we follow court orders regarding custody rights, etc. In such cases we require you to provide us with copy of the court orders, which will be strictly followed. Any changes to the arrangement must be provided to us by the parent/guardian in writing.

Late evening/weekends/nights – Due to security reasons parents are not allowed in the facility except to drop off and pick up.

Visitors are not permitted on the school premises unattended. They must be accompanied by the owner or director. Visitors must sign in on a visitors log and show ID proof.

Parking & Speed Limits

The speed limit through the parking lot is 5 miles per hour. All children must be accompanied by an adult during Drop-Off and Pick-up Times. Families and children should enter only through the front door/main entrance. The accompanying adult must hold the child's hand while walking from the car into the school building. Once in the school and the child has been checked in, a staff member will accompany the child to his or her classroom.

Arrival & Departure

Please park in parking area. Parents should not leave any unattended children in the car or leave the car idling at any time.

Release of Children

We ask that you specify in writing at least two individuals to whom a child may be released in case of an emergency. Those persons will need to have 2 forms of acceptable ID; one must be a driver's license. Gloworms Academy will not release the child to anyone else unless mentioned by the parent in writing. Advance written notice is required for an individual to be authorized to pick up a child.

In the case of an emergency, the Director of the facility may be notified by phone as to the name, address, phone number, and brief physical description of the person who will be picking up the child. Before releasing the child in that person's care, the Director will call back the family to verify the authorization. The authorized individual must then sign, initial, and note the time of the child's release. A child shall not be released to an unauthorized person. Should such a situation arise, the facility will try to contact the parents/emergency contact person/legal guardian. If still not authorized, the child will not be released and non-cooperation will result in us calling and notifying the local police.

Keeping the safety and welfare of the child in mind, we will not release the child to any adult/family/parents/legal guardian who clearly appears to be impaired and under the influence of drugs, alcohol etc. In such a situation, the emergency contact person shall be called. Repeat behavior of this nature will result in termination of child's admission.

Registration Fee

An annual non-refundable registration fee of \$70.00 is payable upon initial enrollment and each September when the child is re-enrolled for the upcoming school year. Registration fee for a family is \$100.00. This fee is non-refundable.

Holding spots- we require full tuition to hold spot for a student. The tuition will be applied towards the student's month of starting. This is a non-refundable fee. If you change your mind for any reason and do not wish to join us with or without a notice **period there will be no refunds issued.**

Tuition Fees & Payments

Anytime Drop-In payments are made when the child is picked up. The hours will be based on Glowworms Academy clock. We charge by the hour and give a 10 minute grace period (For example, if you drop off at 8am, and pick up at 12:10pm, you will be charged for 4 hours. If you picked up at 12:11pm, you are charged for the fifth hour)

Full time package and part time package tuition is due on the 1st of every month. Late fees of \$50.00 apply if not paid by the fifth of the month. If payment is not made after that, the admission will revert to any-time drop in rates applicable at the time and will be due at the time of pick-up of the child. Please make sure you get a receipt for the payments at all times. (10 minutes grace is extended to full time and part time packages)

We need full tuition at the time of enrollment if the family desires to hold the spot for any future date. This is a non-refundable fee but is used for tuition at the time of start. Withdrawal during this time does not lead to any refunds. Withdrawal after starting does not result in any refunds.

Late Pick-Up Policy

Picking up after closing time will lead to late pick up fees @ \$5.00 for every 10 minutes past closing time. Continuous habit of late pick will lead to dismissal of admission. The decision is solely at the discretion of management.

There is no tuition credit for holiday, school closing due to inclement weather, vacation, acts of God, or child's illness.

Withdrawal

Two weeks written notice is required for withdrawing for any reason. There will be no refunds offered for tuition paid.

Holding spots- we require full tuition to hold spot for a student. The tuition will be applied towards the student's month of starting. This is a non-refundable fee. If you change your mind for any reason and do not wish to join us. With or without a notice period there will be no refunds issued

Health Policies

The health of all children is very important to us. It is good to maintain health so that the whole class and environment benefits. We cannot appropriately care for sick or ill children in a daycare setting. Any child who is unable to participate in the daily activities should not attend school. We know how tough certain situations can be, but doing so will help all the children attending our school.

If any child shows symptoms of ill health or being sick, he/she will not be permitted to stay. We need a licensed physician to give a written note stating that the child is not a health risk to other children/staff and that he/she is healthy enough to attend school.

Examples of health symptoms that require exclusion from the program include, but are not limited to:

- Flu Symptoms
- Sore throat or difficulty swallowing
- Vomiting
- Difficult or rapid breathing
- Temperature of 101 degrees Fahrenheit (oral) or more, accompanied by other sign or symptom of illness
- Diarrhea (2 or more abnormally loose stools within a 24 hour period)
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound
- Redness in eyes with obvious discharge and other symptoms of pink eye like the itching, burning, matted eyelashes
- Yellowish skin or eyes
- Untreated skin rash, skin patches
- Unusual urine and/or gray or white stool
- Itchiness in head or symptoms of head lice
- Visibly enlarged lymph nodes, swollen joints or a stiff neck
- Evidence of parasitic infection or scabies
- Symptoms of mumps, chicken pox or impetigo
- Illness, which prevents the child from participating comfortably in all program activities, or which calls for greater care than the staff can provide without compromising the health and safety of other children.

In a situation where a child falls ill during the day, we will notify the parent to pick up the child or make arrangement to have the child picked up. We will take care of the child till then, separate from the rest of the class to minimize exposure to other children. If the child is not picked within one hour of notifying the parent, the emergency contact person(s) will be contacted to pick up the child.

We need the child to be free of any symptoms for at least 24hrs before accepting them into the class. It is preferable to have a written note from the physician. If readmitting within the 24 hrs, admission will only be granted with a written note from the physician stating the child is well enough to attend school and is not contagious to other children.

It is important to note that Gloworms Academy reserves the right to deny admission based on the immunization of a child. For the safety of all children, we require that all children be age appropriately immunized and need a health report from the physician that states this. We follow the guideline as per Department of Health regulation in 28 Pa. Code § 27.77:

In certain cases, where a communicable disease case is found in the school, we are obligated to inform the Department of Health within 24hrs so that appropriate measures are taken. Families and faculty are reminded to notify us within 24 hours if a child or family member has developed a known or suspected communicable disease. If a child has not been fully immunized for some of these diseases (due to the child's age, medical condition, or religious reasons) they will be excluded from school during an outbreak of a vaccine preventable illness as directed by the State health department. Examples of "Reportable Diseases" include (but are not limited to):

<i>Lyme Disease</i>	<i>German Measles</i>	<i>Giardiasis</i>
<i>Whooping Cough</i>	<i>Spinal Meningitis</i>	<i>Mumps</i>
<i>Tuberculosis</i>	<i>Salmonellosis</i>	<i>Hepatitis A</i>
<i>Measles</i>	<i>Rubella</i>	<i>Shigellosis</i>

***All families will be informed if a communicable disease is reported.*

General Information on Medications

Medication will be dispensed as needed. We require:

1. Physician's note and prescription
2. Medication in pharmacy packaging with prescription, with child first and last name, directions, dispensing method and dosage to be written on the prescription label which should be attached to the original container.
3. Medication authorization form to be signed and dated by the parent
4. Expired medications will not be dispensed
5. Medication will not be shared by siblings or between any children

Other important points to note:

- Over-the counter medication will not be given

- Prescription medication is the only medication that we will dispense for conditions other than non-transient conditions such as cold, cough, flu etc
- It must be in writing from the physician that the medication is medically necessary
- Dentists' note must be accompanied by a physician's note as well.

Please dispense the first few doses of the medication at home and make sure the child does not have any adverse reaction to the medication. We prefer that medication that can be dispensed at home must be dispensed at home only.

The parent must complete the medication log everyday as well at the time of dropping off the child

Allergies that May Require Medication

Parents will provide any and all information regarding any and all allergies the child may have. We need to have the completed Allergy packet for the safety of the child. The parent must provide the allergy medication and EpiPens. The completed forms must remain on file. All health forms must be updated regularly as required by school policy and state requirements.

In a situation where the staff feels and believes that a child needs emergency allergy medication, such as an Epi-Pen or antihistamine, we will take the following steps:

- First administer the appropriate medication immediately
- If the medication is an Epi-Pen, we will call 911
- Notify the parents/legal guardian- if needed, have you pick the child up
- If they are not reachable, contact the emergency contacts listed
- Ensure the child is awake and with a staff member at all times
- Complete Medication Log
- Have the Medication Log signed by parent/legal guardian/emergency contact listed

Diaper Creams, Powders, Sunscreen, Etc.

The parents must complete and sign the related authorization form for the application of diaper cream/ointment, powders and or sunscreen. This form must be completed annually. The item must be labeled with the child's first and last name in order to be used. The product must not be expired or have any adverse reaction to the child therefore must be tried and tested at home first.

We apply these as a courtesy to the family and to provide additional comfort to the children. This is not required by the state law therefore Gloworms Academy reserves the right to refuse the application at any time or due to non completion of the forms and policies etc.

Potty Training

We require all children to be potty trained by the age of 3 years to be in our programs or school. We reserve the right to deny admission if the child is not potty trained and needs diaper changes at 3 ½ years of age.

Accidents & Injury

In a situation where the child should get injured during an accident or incident, we will follow the following steps:

1. We will provide first aid. (Parents need to complete the authorization form at time of admission)
2. Inform the parents if the injury is serious
3. Complete incident report
4. Have the parent sign the incident report
5. Keep a copy in the child's file
6. Keep a copy in the incident report file

In case of an emergency the child will be transported to the nearest hospital or healthcare setting via 911 and ambulance service. Family/legal guardian/emergency contact person will be contacted to meet the child at the hospital/emergency care setting. A staff member will accompany the child and will not leave the child alone until the parent/legal guardian/emergency contact person does not come there. The child will not be able to get emergency services provided to him/her unless the emergency contact form is completed and all waivers are signed.

Toys From Home

For many reasons we do not allow toys from home to be accompanied by the child. They cause disruption to the class, can be broken or damaged, and may not be shared therefore we do not allow toys from home except on show and tell days.

List of Items to Bring to Gloworms

Infants

Infants are provided with their own crib and mattress. The family must provide a diaper bag which contains the following :

1. Crib Sheet & Blanket (Receiving and/or Swaddle) -- Crib sheets and bedding are sent home every Friday to be laundered. Please return every Monday. If you swaddle your infant for sleeping, please inform us and provide swaddle blankets. We will need permission to swaddle in writing.
2. Formula or Breast Milk -- Please pack enough pre-made bottles for the time your child will be at Gloworms. Each bottle must be labeled with the first and last name of your baby.
3. Baby Food & Cereal -- Please be sure to send cereal, milk and baby food for children that have transitioned to eating solid foods.
4. Bowl & Utensils -- Please provide age appropriate eating utensils for children that are eating baby food and cereal.

5. Diapers & Wipes -- Please bring enough diapers and wipes for the duration your child will be with us. More is always better.
6. Extra Clothing -- Send two or three extra outfits for your child. Pack each outfit in a labeled and sealed bag, so that any soiled or wet clothes can be sent back home in them. Please include socks.
7. Bibs & Burp Cloths -- You will want to bring a couple bibs, both small (for drooling) and large (for meal time).
8. Diaper Rash Cream -- If you are providing rash cream for your child, you must fill out a medication form provided by Gloworms at the time of registration to be kept in the file.
9. Weather appropriate outdoor apparel for when we play outdoors.

The Diaper bag will be returned to you at the time of pick-up.

All items must be labeled with the first and last name. Refrigeration is provided for storing bottles and food that needs refrigeration.

Without labels items will be misplaced or lost!

If your child is a full-time or part time child, then we will ask for the same items but keep a bin for their items rather than requiring them to come daily in a diaper bag.

Toddlers & Preschool

The family must provide the following for their child:

1. Toddler Sheet & Blanket or Child-Size Sleeping Bag -- Bedding is sent home every Friday to be laundered. Please return every Monday. A comfort item from home is also permitted.
2. Packed Lunch or Dinner -- Please pack a lunch or dinner for your child if they will be with us during mealtimes. Please pack the lunch in a labeled lunchbox or bag, and label all items inside with first and last name. We have a microwave for heating meals. Please, NO peanut products due to allergies.
3. Diapers or Pull-ups & Wipes -- If your child is not potty trained, please pack diapers or pull-ups and wipes. More is always better, just in case!
4. Extra Clothing -- Please send two extra outfits for your child. Pack each outfit in a labeled and sealed bag, so that any soiled or wet clothes can be sent back home in them. Please include socks.
5. Sippy Cup or Tumbler -- Please pack a sippy cup or other leak-free cup with water or juice for your child. We allow them to have their cups throughout the day to keep them hydrated
6. Diaper Rash Cream -- If you are providing rash cream for your child, you must fill out a medication form provided by Gloworms at the time of registration to be kept in the file.
7. Weather appropriate outdoor apparel for when we play outdoors.

If your child is a full-time or part time child, then we will ask for the same items but keep a bin for their diapers/training pull-ups, creams and, change of clothes.

All items brought to school by the children must have their first and last name written on it. We prefer a close toe shoe with a rubber sole as it is safer. For the safety of the children we ask the children be in closed toes shoes like sneakers

Seasonal clothes are needed, such as jackets, etc. for outdoor play times. All items will be returned in the bag provided at the time of pick-up

Rest Time

We have scheduled quiet time/nap time. During this time all children are required to lie down and either take a nap or do quiet activities, including puzzles or reading, etc. Soft music is played and lights are dimmed at this time. At no time will the children be forced to take naps or forced to stay awake if they are sleepy.

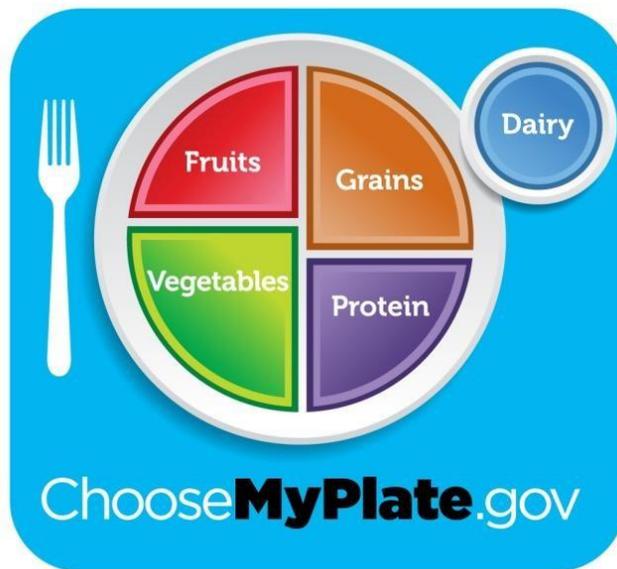
Meals & Snacks - We are a Nut-Sensitive Facility

Healthy food and nutrition is extremely important for children. We encourage you to send nutritious meals for your children, especially meals that they enjoy eating. As we are a **nut sensitive** facility, please do not pack anything that contains nuts like peanut butter and jelly sandwiches, other nut butters cashews, etc. We will gladly keep the meals in the refrigerator and warm them appropriately for the children. We will provide snacks as per our schedule. All attempts will be made post a snack list on our website for your information. Snacks may include items such as cheerios, pretzels, veggie sticks, crackers, gold fish, juice boxes etc. We make every attempt to provide nut-free snacks but they may contain the label that these are prepared in a facility containing nuts, therefore we ask that if your child has any nut allergies please complete the Allergy Form during registration and help us in keeping them safe. If you are not sure about the snacks we provide, you are welcome to provide your child with his/her own snacks. All food containers must be labeled with first and last name and NOT initials.

Infants:

- Send prepared formula or breast milk clearly labeled with first and last name.
- Mothers are welcome to come & breast feed their infants if desired.
- Written feeding schedule is needed and must be updated as there are changes needed.
- Infant bottles are heated in a bottle warmer and shaken. Temperature is tested before feeding. Any unfed milk will be discarded.
- Table will not be provided unless it is sent from home and we have written permission by the parent.
- If you are sending any solid foods, please send them in containers labeled with the first and last name. Disposable containers will be trashed unless requested otherwise. We also request that all solid food be sent in microwave safe containers.

Good and correct nutrition helps children develop stronger and remain healthier. One fun and easy way is to follow the "Choose my Plate" program



We request that you provide breakfast if dropping the child before 8:00am. After this time, school activities start and we do not serve breakfast, but will serve snack at the morning snack time. Please try to avoid foods that are high in sugar, caffeine, and preservatives. As mentioned, according to the Health Department requirements, you must take all bibs, bottles, cups, bowls, spoons, etc., home daily as they do not allow us to wash and store these items.

No child will be forced to eat. If they refuse to eat, they will not be coerced to finish the meal. A report of their meal intake will be provided to you. If you wish to provide a treat for the class of facility, please clear it with the director and bring food in store package with the label on it.

Outside Play

We will make all efforts to take the children outside for outdoor play. If the weather is not conducive to that, we will attempt to give them free play inside to compensate. We do not take the children for any excursions outside the facility property.

Transitioning - Full/Part Time Packages

Children grow up fast, but each child is different and unique. Based on your child's readiness, he/she will be transferred to the next class after discussing with you. We will attempt to make this transition fun and exciting for them. During this time, your child will visit the next room and spend some time for a period of 1 to 2 weeks to see how they adjust.

Emergency Closings

Gloworms Academy will make all efforts to open on school closings during inclement weather. However, if the road conditions are extremely dangerous for travelling we are in a state of emergency, we may have to cancel school or delay opening times.

Information will be posted on WPXI and you can also call the school to confirm.

In case families are delayed in picking up their children due to severe weather, closing staff will care for the children until the children are picked up. In such a situation, we request you to try and have the children picked up by the emergency contact person.

In case of an emergency evacuation of the building, the children will be evacuated to our nearby shelter. The parents will be contacted using the Tadpoles system. We will carry the emergency contact information sheets with us. Depending on the situation we ask that you pick up your children or ask the emergency contact person to pick up the child. We will post a sign that will specify where we have relocated to.

Smoking Policy

We are a SMOKE-FREE Facility, both inside and on our premises. Please comply with our policy.

Behavior Policy

It is our policy to use positive corrective methods to discipline and maintain proper behaviors. At no time will the children be given corporal punishment (hitting, pushing, and scaring), be humiliated, be insulted, and or be deprived of food to discipline them. At no time will the child be left alone without supervision as a disciplinary action. We encourage children to express their feelings and talk about them. We try to talk and explain the situation to them. We also re-direct them to other activities to help them understand and give them ample opportunity to correct the behaviors. We believe in creating a positive environment and giving children loving guidance to help them grow into more confident and develop self-esteem.

As our policy any aggressive physical behavior like fighting, hitting, biting, scratching, etc. exhibited by a child toward another child or faculty member is unacceptable.

In such a situation, we will intervene immediately, try to redirect, discuss the situation with the family and try our best to work towards a positive solution to modify this behavior. However, it is Gloworms Academy's discretion and final decision to call the parents to come and pick up the child if his/her behavior is uncontrollable. The child must be picked up within 45minutes of our call. We reserve the right to terminate enrollment of children who exhibit behavioral patterns, which are deemed harmful to themselves or others. The determination of what is harmful and/or appropriate is at the sole discretion of Gloworms Academy team. Any violation of the school's discipline policy must be reported to the Director's attention immediately. Our discipline policy as stated applies to all the employees of the school.

Family Code of Conduct

Gloworms Academy expects families to observe a certain standard of conduct at the school and on its property. The following items are not acceptable in the facility: physical or verbal punishment of their children; physical or verbal punishment of other children; threatening our faculty, other families, or other children; swearing/cursing or threatening/obscene gestures; quarreling with other families or faculty. All families must follow our school policy and rules to protect the safety and security of everyone at the center.

Families are not allowed to hire/engage our current staff for personal babysitting or nanny use outside of the facility at any time/day in the year. It does not matter if the school is open or closed. This will lead to immediate dismissal of student. Families will not be allowed to use our services again. No refunds will be provided.

Communication

We welcome open communication between the families and the school. Please feel free to come to us with any issues. We will give updated reports and daily reports to all parents.

Newsletters

We will post our newsletters, updates and other general information on our websites. Please feel free to call us for further information and check our website at www.glowormsacademy.com

Social Media Policy

- We do not permit the use of Gloworms Academy logo, name, website address, blogs, and online social network.
- We do not permit photographs/video of our facility, inside rooms, other children, families, and employees to be posted on any website, blog or online social network.
- Comments about any aspect of Gloworms Academy regarding our program, curriculum, owner or faculty that are defamatory, harassing, threatening, misleading or invasive of privacy should not be posted. Any concerns must be addressed directly with the school.
- We do use the pictures of our facility and children to promote activities. If you do not wish to have your child's picture on our website please give so in writing. Thanks

Equal Opportunity Employment

We are an equal employment opportunity employer. Any issues must be brought to our notice and contact the director or owner.

Our Final Word

Gloworms Academy reserves the right to deny, cancel, suspend or terminate the services of any child, without notice, for any reason, as long as the determination is not based on whole or part on the race, color, creed, religion, sexual preference, age, gender, national origin, limited English proficiency (LEP), or disability of the child or the child's family. At all times, we look for the quality care of all children. If one child diminishes that quality, the owner or director may ask for the dismissal of that child for the wellbeing of the other children in the center. Any unused tuition will be refunded minus any outstanding charges for late fees, etc.

We will not release a child to any family, relative, or other authorized adult who appears to be impaired or under the influence of alcohol or drugs. In the event this situation is suspected, a telephone call will be made to the other family, emergency contact person and/or police and the Department of Public Welfare and Youth Services in Pennsylvania.

If child abuse or neglect is suspected, we are required to report this to Department of Public Welfare and Youth Services in Pennsylvania.

We reserve the right to change/modify our policies and information in this manual at any time. The current policies will supersede older policies Please keep checking to the changes made to our policies. Our word shall remain final.

After reviewing this family handbook if there are any questions, please feel free to speak to us and the director.

