



We give children and parents confidence by building a foundation for the individual child to succeed by developing positive life-long relationships with our stakeholders, staff, parents, children and the communities that we serve.

Maureen Bergdahl

Founder

Est. 1989

Corporate Offices

4951 William Flynn Highway

Gibsonia, PA 15044

EarlyYearsInc.com

724-900-3435



Administration

CEO, Owner

Josh Bergdahl

customercare@earlyyearsinc.com

COO

Stacy Pollock

spollock@earlyyearsinc.com

Executive of Directors

Corinna Boyle

cboyle@earlyyearsinc.com

Executive of Accounts

Kayle Helman

accounts@earlyyearsinc.com

Enrollment Specialist

Sara Khosravi

enrollment@earlyyearsinc.com

Employee Experience Coordinator

Jessica Olesnevich

employeementor@earlyyearsinc.com

Locations

Allison Park

eyallisonpark@earlyyearsinc.com

4943 William Flynn Hwy. Gibsonia, PA 15044

724-444-0726

Cranberry

eycranberry@earlyyearsinc.com

1310 Freedom Crider Rd. Freedom, PA 15042

878-201-3684

Gibsonia

eygibsonia@earlyyearsinc.com

4415 Gibsonia Rd. Gibsonia, PA 15044

724-449-7088

Ross

eyross@earlyyearsinc.com

5439 Babcock Blvd. St.100 Pittsburgh, PA 15237

412-318-4607

Valencia

eyvalencia@earlyyearsinc.com

1379 Pittsburgh St. Suite 1. Valencia, PA 16059

724-903-0655

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Welcome to Early Years

About Us

We are a family-owned and operated early learning center that is family-focused. Founded in 1989 by Maureen Bergdahl, the company later welcomed Josh Bergdahl as a partner in 2004. Maureen retired in 2024 leaving Josh to continue her legacy into the future. We enroll children from 6 weeks to 6 years old, with some locations offering programs for school-age children up to age 9. Our facilities are safe and secure, requiring a pin code for entry, and we utilize fingerprint check-in and check-out systems for added security. We provide an individualized, grouped learning environment based on research-driven educational curricula. Our centers are licensed by the Department of Human Services and have earned an A+ rating from the Better Business Bureau. Additionally, we support and participate in the PA Keys STARS quality early learning initiatives. All our early learning teachers are CPR certified and have the necessary background clearances to ensure a safe and nurturing environment for every child.

Mission Statement

To give the best educational foundation to the children trusted in our care. We can accomplish this through our experienced early childhood teachers and by providing a safe and secure learning environment where each child can grow and develop a lifetime of learning.

Our Vision

All children who attend our learning centers will thrive in this world and make a true difference.

Our Core Beliefs

- We understand the focus is the children in our care.
- We strive for the best education and welfare of our children.
- We deal with people with honesty and fairness in all matters.
- We come to work with a professional appearance and attitude.
- We are constantly looking to grow as a company.
- We are accountable for our actions.
- We support each other in a positive and caring environment.

Enrollment

Equal Access

Early Years does not discriminate and will not tolerate discrimination based on race, color, national origin, sex, sexual orientation, religion, creed, age, handicap, or disability as those terms are defined under applicable law, in the administration of any programs, activities, or with respect to admissions and employment.

PA Child Care License

All of our centers are fully licensed and regulated by the Department of Human Services, with licenses proudly displayed at each location for your peace of mind. We warmly welcome parents to visit their child's center at any time during our regular business hours, ensuring transparency and the opportunity to observe the caring environment we provide.

STARS

Keystone STARS is a voluntary program sponsored by Pennsylvania's Office of Child Development and Early Learning (OCDEL). The program has four main goals: to enhance the quality of early care and education, to support providers in achieving their quality improvement objectives, to recognize programs that demonstrate continuous improvement and meet higher standards, and to give families a trusted way to select quality early childhood programs. OCDEL's Keystone STARS supports all early care and education providers in enhancing program quality, encouraging them to view the Keystone STARS Performance Standards as a valuable tool for ongoing continuous quality improvement (CQI), ultimately benefiting the children and families they serve. Early Years Child Development Centers are proud participants in the Keystone STARS program, working in partnership with OCDEL to promote a high-quality learning environment and provide valuable support to families.

Enrollment

Enrollment paperwork will be provided during your tour or visit to the center and may also be sent via email. All required forms must be completed prior to your child's start date. Additionally, a non-refundable registration fee and one week's tuition (also non-refundable) must be paid in advance to secure your child's enrollment.

If your child has an IFSP or IEP, we kindly ask that you share this information with us to enable us to better support your child's individual needs. Our teaching staff will incorporate your child's goals into their lesson plans (anonymously) and, whenever possible, we will actively participate in and provide input during scheduled IFSP/IEP meetings. Please sign off on the IFSP/IEP form in your tour packet, giving our teaching staff the necessary information. We also request that any allergies, particularly food allergies, be communicated directly to your center's Director. For your child's safety, all teachers who are in contact with your child will be informed of these allergies to ensure proper care and precaution.

Gradual enrollment

We highly recommend that new parents plan to spend some time with their child in their new classroom. This dedicated time can help your child feel more comfortable in their new environment and support a smoother transition. There is no fee for this visit while the parents remain onsite.

Additionally, parents have the option to begin their child's enrollment with a minimum of two mornings or up to five hours per day for a period of up to two weeks prior to starting full-time care. Please note that standard fees apply during this transitional period.

Non-adjusting child policy

In rare instances, a child may experience difficulty adjusting to the childcare environment and may require more individualized, one-on-one support. We are committed to working closely with parents to facilitate a smooth transition and support the child's adjustment. However, if a child does not demonstrate sufficient progress after several weeks, Early Years reserves the right to reevaluate and, if necessary, terminate services in the best interest of the child's well-being.

Expecting parents

Please notify your Center Director as early as possible to reserve a space for your infant. A non-refundable registration fee and one week's tuition are required to secure your child's placement. Kindly note that we can hold the reserved space for a maximum of 30 days past the scheduled start date.

Part time/Full time

- Part-time enrollment is defined as attendance for three to four full days per week. Please note that we do not offer part-time care for durations under five hours.
- Full-time enrollment consists of five full days of attendance per week.
- All children are expected to attend on the days and times specified in the enrollment agreement.
- Attendance on additional days not outlined in the agreement requires prior approval from the center Director and will incur an additional fee.
- No credits are provided for sick days, personal days, holidays, or vacations, even if the center is closed.
- Variable schedules are not available; the full-time rate will be applied regardless of attendance variations.

Curriculum

Curriculum

Early Years Child Development Centers implement an early childhood research-based curriculum. The centers utilize Funny Daffer for children aged 6 weeks through are school age program.

1. Funny Daffer infant's curriculum is designed to work around the 3 key developmental areas: supported sitters, sitters/crawlers and standers/walkers. Each day incorporates 4 key domains into the classroom: learning centers (Fine motor, gross motor, sensory, literacy and social/emotional), literacy, music & movement and creative art. Many of the activities that you find in the infant lessons may be a repeat, because repetition is very beneficial for learning, especially at this young age!
2. Funny Daffer Toddlers (this is for our Teddy Bears too) focuses on introducing letters, colors, shapes and numbers. It focuses on the key aspects of circle time, creative art, literacy, STEM and Music & movement.
3. Funny Daffer Pre-K (this is for our Starbright classroom too) focuses on adding to social studies, physical fitness and math to those learning areas.
4. Funny Daffer School age incorporates performing arts, visual arts, sports, character education and Steam into their daily lessons.

With over 10,000 lesson plans, Funny Daffer gives our teachers the creative ability to individualize lessons to fit their classroom needs best. All lessons are aligned with the PA early childhood learning standards.

School age

Early Years offers before and after-school care for school-aged children at select locations, contingent upon transportation arrangements for children in kindergarten through third grade. Please refer to the tuition and financial policies for additional information.

Additionally, we provide a summer school-aged camp at certain locations for children who have completed kindergarten through third grade (up to age 9).

Assessments & Conferences

Early Years utilizes research-based assessment tools, including The Ounce Scale and Work Sampling. Developmental screenings are conducted using the Ages and Stages Questionnaire (ASQ) and the Ages and Stages Questionnaire: Social-Emotional (ASQ-SE). This information is made available as needed to facilitate collaboration with community services that provide support in specialized areas of child development.

Completion of the Ages and Stages assessments are required within 45 days of enrollment and subsequently on each child's birthday. A "Getting to Know You" meeting will be scheduled at the time of enrollment with your child's teacher to discuss developmental milestones and transition planning.

Parent conferences are held twice annually for all age groups, in October and April. Parents will receive notice and have the opportunity to select a convenient time to discuss their child's development with their child's teacher.

Additionally, pre-kindergarten children will have an extra conference in January focused on transitioning and preparing for kindergarten.

Transitioning

As your child grows, he/she will enter a new age group and classroom. At this point you will be notified in writing of the upcoming change and will have an opportunity to meet the new teachers.

Pre-K children who will attend kindergarten in the fall will have an additional conference in January of that year to discuss your transition into the school district.

My child's day

What will they need

All children are required to bring two sets of seasonally appropriate, labeled extra clothing. Additionally, please provide two crib sheets. Children in diapers should bring an adequate supply of diapers, wipes, and diaper ointment. Each child should also have a water bottle or sippy cup. A specific list for the infant room is included separately.

For younger children, a pacifier (unattached) may be brought if they use one. Lunch should be packed in a zipped pouch that can be refrigerated; please do not use plastic bags or lunch boxes. All lunch items must be labeled.

Please note that our facility is nut-free; therefore, nut butters are not permitted. Consider offering alternatives such as sunflower butter or WOW butter.

All children are provided with a period of rest. Depending on the age, a child may rest in a crib, on a cot, or on a mat with a crib sheet. Sheets **MUST** be taken home if soiled or at minimum weekly to be laundered. Sleeping bags are not permitted due to lack of storage space.

Clothing and Cubbies

- All children should wear comfortable, washable age-appropriate clothing and footwear that fits the season. Children may get dirty due to outside play or art activities.
- Extra clothing needs to be labeled, ask the teacher where extra clothing is to be kept.
- Children are expected to have outside time daily, weather permitting-please dress appropriately for winter weather. On days, no colder than a feel like temperature of 24, and no higher than a feel like 95, and without active precipitation children will play outside.
- Children are encouraged to put their own items in their cubbies, to help teach self-help skills. For this reason, we need NAMES on jackets and hats.
- Early Years Child Development Centers are not responsible for any lost, stolen or misplaced items.
- **Because cubbies are assessable to children there should NOT be anything in backpacks that are not safe for children. This includes hand sanitizers, medicine, creams, plastic bags, sunscreen and sharp items.**

Meals and Foods

- Parents provide breakfast and lunch. We can refrigerate and use microwaves for both meals. Multi-food containers can be used. It must be safe for children.
- Inform Director if your child has any allergies or intolerance/sensitivity concerns.
- Menus are posted.
- Morning and afternoon snacks are provided.
- Breakfast will no longer be served by 8:30am. Children coming after that time will not receive breakfast.

Communication/Procure

Procure's parent engagement app serves as the primary platform through which teachers, students, and families connect daily to foster a close-knit community by sharing classroom activities through photos, videos, and messages.

- **Class Notes**
Teachers provide updates on daily classroom activities and upcoming special events, keeping families informed and engaged.
- **Messages**
The messaging feature enables instant communication between teachers, parents, and school leaders without the need to share personal contact details. It allows teachers to share updates about your child's day in real-time.
- **Daily Tracking**
The app facilitates recording of important information such as feeding, diapering, napping, medication, and more, ensuring seamless communication about your child's care.
- **Sign-In/Out**
Parents can conveniently check their child(ren) in and out of the center from their vehicle in the parking lot or on-site scanning the QR code at the front door, providing added flexibility.

Please note that Early Years will never request personal or medical information through the Procure app. Families can join by accepting the email invitation sent by your Director after signing the parental permission slip. The app is free and compatible with any device, available for both iOS and Android platforms.

Security

Center Access

The security of your child is very important to us. All families and staff use an assigned KES (keyless entry system) code to enter the learning center. We ask that you do not hold the door open for anyone after you gain secured access. There will be a \$25 charge assessed to your account for failing to check your child in OR out 3 or more times in one week. We do not keep your fingerprints on file.

Video Surveillance

To ensure the safety and security of all children, staff, parents, and visitors, as well as the protection of our facility, our center is equipped with a comprehensive 24-hour video surveillance system. Cameras have been installed throughout classrooms, hallways, outdoor and indoor play areas, and parking lots. Video monitoring may occur at any time in these areas, with the exception of private spaces such as bathrooms. The primary purpose of these cameras is to promote a safe environment for children, staff, and families, as well as to provide peace of mind for parents.

In respect of the privacy of all individuals within our center, video footage from our surveillance system is used solely for internal security purposes. Access to live or recorded footage is restricted to Owners, Management, and Directors, who may view the footage either on-site at the center's office or remotely at a different location when not on the premises.

Early Years will cooperate fully with law enforcement agencies or Child Protective Services/State Agencies in any investigations related to safety or child welfare concerns.

If you have any questions or concerns regarding our surveillance system, please do not hesitate to contact your center Director.

Drop off Policy

As you enter the parking lot:

- Drive slowly and watch for children exiting or entering vehicles.
- Park your vehicle and **TURN OFF your car**. (Regulated by DHS)
- Drop off times must match the times on your agreement for the center to maintain teacher to child ratios. If you need to alter times, you must have permission from the Director, not teaching staff.
- Take your child to their room and notify the teacher that your child has arrived.
- Do not leave until you are acknowledged.
- While you are with your child, they are in your care and under your supervision, please do not allow them to wander.

Pick up policy

Follow the above points **AND**

- Only authorized persons indicated on the emergency contact form, parent/guardians, or person to whom child may be released will be permitted to pick up your child. Must show proper photo ID before entering the building.
- Custodial arrangements can only be followed by custody papers signed by the court, in the child's file.

Please do not take your child from an outdoor play space without making sure that a teacher has seen and acknowledged you

Health

Updating records

It is mandatory that we have a current emergency contact form for every child. You **MUST** notify the center Director in writing when there is a change of address, phone number, workplace or a change in child's health information.

Illness Policy

Early Years follows the protocols put forth by the AAP (American Academy of Pediatrics) Caring for our Children, 3rd Edition, National Health and Safety Performance Standards: Guidelines for Early Care and Early Education.

Exclusion Criteria: This is our guiding practice when a child may need to be temporarily out of childcare due to mild illness. If your child gets sick at the center parents will be contacted by phone to pick their child up.

The child has any of the following conditions: fever, lethargy, irritability, persistent crying, difficulty breathing or other manifestations of possible severe illness.

- **Fever** – defined as having a temperature of 100.4° or higher taken with non-contact thermometer *with behavior change or other symptoms*. An unexplained temperature over 100° auxiliary in a child younger than 4 months requires medical evaluation (an infant who had immunizations is known to have a side effect of a fever; this does not require exclusion if that is the only symptom).
 - o Any infant under 2 months with a fever needs to be medically evaluated within an hour.
- **Vomiting** – Once during the previous 24 hours or at the center unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
- **Diarrhea** – 2 or more loose bowel movements
- **Pink Eye** – red eye with discharge.
- **Body rash with fever** – or any untreated rash.
- **Sore throat** – difficulty swallowing, swollen glands.
- **Severe coughing** – child gets red or blue in face or makes high pitched or whooping sound while coughing.
- **Evidence of lice** – scabies, bed bugs or other parasitic infestation.
- Illness that prevents the child from participating comfortably in the program activities. Child is irritable, continuously crying, or requires more attention than staff can provide without hurting the health and safety of other children in care.

Please note we will NOT administer fever reducers to keep a child's temperature below 101° in order to stay in care.

Child health/behavior fee of \$25 will be assessed after 2 hours from initial phone call requiring you to pick up your child.

Returning to care after being sent home or not attending due to illness

Children may return to care if the following statements are true.

- Child has been symptom free for 24 hours. 24 hours = one full day.
- Symptom free without OTC (over the counter fever reducer) medicines.
- Vomiting has stopped for 24 hours (full day), and child can keep food down.
- Had a normal bowel movement.

If a child was seen by a physician (Please note, the child must have been seen by a medical care provider. A note stating that they talked to them via telephone but did not actually see the child is not sufficient.)

- A Doctors note stating the child is not contagious and may return to group care. Antibiotics prescribed, and 2 doses have been taken. A note stating when child may return to group care.

Administration of medication

Prescription and non-prescription medications will only be administered with a valid doctor's order that includes the child's full name, the prescribed dosage, and administration schedule. For medications requiring multiple doses throughout the day, only the midday dose will be administered while the child is in our care.

Medications may not be stored at the center unless explicitly authorized by your child's healthcare provider.

All medications must be in their original container, labeled with the child's name, and accompanied by a completed medication log signed by a parent or guardian. The medication container must also display the original prescription label.

Please note: Medications are not permitted to be placed in a child's backpack.

Health Reports

Child health appraisals are the responsibility of the parent/guardian to obtain from the doctor within the first 30 days of enrollment and thereafter as follows, every 6 months for children under 2 years old and every one year for children over the age of 2 years old. It is the parent/guardian's responsibility to obtain a health appraisal form from the center prior to the examination date. Health appraisals must include documentation of immunizations.

safety

Inclusion Policy

The Inclusion Policy abides by the Joint Position Statement of the Division for Early Childhood (DEC) and the National Education for the Education of Young Children (NAEYC) April 2009.

Definition of Early Childhood Inclusion

Early childhood inclusion embodies the values, policies, and practices that support the right of every infant and young child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities, and society. The desired results of inclusive experiences for children with and without disabilities and their families include a sense of belonging and membership, positive social relationships and friendships, and development and learning to reach their full potential. The defining features of inclusion that can be used to identify high quality early childhood programs and services are access, participation, and support.

What is meant by Access, Participation, and Supports?

Access – means providing a wide range of activities and environments for every child by removing physical barriers and offering multiple ways to promote learning and development.

Participation – means using a range of instructional approaches to promote engagement in play and learning activities, and a sense of belonging for every child.

Supports – refer to broader aspects of the system such as professional development, incentives for inclusion, and opportunities for communication and collaboration among families and professionals to assure high quality inclusion. Full position statement available at:

[Topic: Early Childhood Inclusion | npdci.fpg.unc.edu](http://npdci.fpg.unc.edu)

More information on the American Disabilities Act may be found at:

<https://www.dol.gov/general/topic/disability/ada>

Discipline, Suspension and Expulsion Policy

Children may exhibit social behaviors from time to time that may need to be addressed. The following policies are in place to support your child, the teachers, and other children in the center.

1. Lead Teachers will document and share with parent(s) inappropriate behaviors for a period of one week, using a written form of communication.
2. Teacher and parents will complete an ASQ and ASQSE.
3. A meeting will be arranged for the child's lead teacher, parent(s) and center Director.
4. ASQ & ASQSE results will be compared.
5. An agreed behavioral plan of action is developed with a timeline.
6. Additional services may be needed/required from Keystone STARS behavioral support program or other community agencies.
7. Teaching staff will track the progress of the child and inform the parents on a weekly basis.
8. Within 2 weeks, staff and the Director will meet again to discuss the progress of the plan of action. If no improvement has been seen, the behavioral plan of action may need modified or outside support may be required.

Supports Service Agencies

CONNECT (all areas of Pgh) 1-800-692-7288

Midwestern Intermediate Unit(s)

27, Beaver 724-777-7800

4, Butler 724-458-6700

3, Allegheny 412-394-5700

Lifesteps (child check) 724-238-1010

Health & Human Services 211

PA Keys www.surveymonkey.com/r/PAExpulsionHelp.

If the parents/guardians refuse to seek services or comply with the plan of action, Early Years has the right to terminate services. If there is a safety concern for your child, the teachers and other children services will be terminated.

Emergency Procedures

In the event of a severe emergency or accident involving a child, our center will take immediate action by administering first aid or CPR as necessary. We will promptly contact emergency medical transportation by dialing 911. Additionally, we will notify the child's parent or guardian without delay and lastly inform the Early Years Corporate Office of the incident to ensure appropriate follow-up and documentation.

Emergency Operation Plan

Please rest assured that your child's safety and welfare are a top concern. Early Years has an Emergency Operation Plan for all locations.

Depending upon the circumstances of the emergency, we will use one of the following protective actions:

- **In-Place Sheltering** Sudden occurrences, weather or hazardous materials related, may indicate that taking cover inside the building is the best immediate response.
- **Evacuation** Total evacuation of the facility may become necessary if there is danger in the area. In this case, children will be taken to a relocation facility (ask your center Director for center specifics) as a back-up location.
- **Modified operation** May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of winter storm or building problems (utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

Alerts will be sent out to center specific locations through the [ProCare app](#) in any emergency event. Please refrain from calling the main number for the center. We will be diligently working on maintaining your child's health and safety. You will be contacted as soon as we are able to inform you of the protective measures taken. If needed, you will be provided with information on when and where to pick up your child.

For these stated reasons it is vital that all parental emergency contact information is current. We need your cell phone provider.

Emergency Closures

Centers may close when there are utility outages or inclement weather. We do not follow any school district schedules. If our teachers can make it safely we will open.

- *To receive notices, we will send a message through the Procare app for center specific closings.*
- *WPXI and KDKA will also be utilized, Early Years Child Development Centers has multiple centers, be sure to listen for the location of your child's center.*
- *Each center has a different off-site shelter in place should an emergency occur. Please check for postings and the director.*

Allison Park	4943 William Flynn Highway
Cranberry	1310 Freedom Crider Road
Gibsonia	4415 Gibsonia Road
Ross	5439 Babcock Boulevard
Valencia	1379 Pittsburgh Road

Delay release of child(ren)

The center Director and teachers reserve the right to delay the release of a child to a parent, or other adult, if they have a *reasonable cause to believe the adult is impaired by alcohol or drugs* or is in any way incapable of assuming responsibility for the child including not having a car seat in which to transport the child. The Center Director or staff will use the child's emergency contact form to contact the parent, or another person permitted to pick up the child.

Tuition & Financial policies

Payments

- A registration of \$100 per child is due and first week's tuition prior to enrollment. For families with an already enrolled child, the registration fee is \$50. Both are non-refundable. The registration fee is a stand-alone fee and will not be applied towards your tuition.
- Tuition is due two weeks prior to service (care). Payments can be made bi-weekly or monthly.
- Tuition is processed through ProCare's Tuition Express software that requires all parents to sign-up in advance to have payments automatically deducted from a (ACH) bank account or credit/debit card. The billing department will email you Thursday prior to your scheduled withdrawal to let you know the amount that will be deducted. *(If using a card, there will be a 3% processing fee)*
- An auto withdrawal return fee of \$12.50 will be charged for any credit card or bank account payment returned per occurrence.
- A clock in/out fee of \$25.00 will be charged for failure to check your child in or out more than 3 times in any one week.
- A re-enrollment charge of \$50.00 is due if you are absent for 5 consecutive non- vacation days.
- There is a \$20.00 fee assessed to your account (per child) the first 15 minutes your child is not picked up after 6:00 p.m. (Ex. 6: 01p.m and 6:15 p.m.) Then a \$25.00 charge every 15 minutes after that (Ex. 6:16-6:30 p.m. etc)
- There is a \$25 fee for any child health/behavior assessed to your account after 2 hours from initial call asking for you to pick up your child.
- Subsidy tuition payments are required on Monday of each week. Failure to pay must be reported to the funding agency.
- Early Years reserves the right to increase/adjust rates as needed. Parents will be given advance notice prior to any increase/adjustment.

Vacations

Full time families are allotted 2-weeks' vacation time per enrollment year – 1 week (5 consecutive days) at half tuition and 1 week (5 consecutive days) at no charge.

For example, if your child enrolls beginning 08/01/2024
then the enrollment year for the child is 08/01/2024 – 07/31/2025.

Parents/Guardians must provide a written notice advising the director of their vacation dates at least 2 weeks prior so that billing can be notified. Any additional vacation times you choose to take are subject to your weekly agreement rate. Please note that school-age does not receive discounts for siblings or vacations.

If you have any questions or find an error, please contact accounts@earlyyearsinc.com or 724-900-1390.

Delinquent Accounts

If payments are not made Early Years Child Development Centers has the right to suspend/cancel services until payment is made. If the child does not return to the center, payment is expected to be made within 30 days of withdrawal. If payment is not made the account will be turned over to a collection agency. As parent/guardian you will be responsible for additional court costs.

Rate Adjustments

Early Years reserves the right to adjust rates as needed. Parents will receive advance notice of this change.

Referral Credits

Family referrals are one of our greatest tributes, and we appreciate your loyalty. Families are given a \$50.00 credit (one per family) for referrals and will receive their credit after the new family has been with us for 3 months. Thank You!

Discounts

Early Years Child Development Centers are proud to offer the following discounts:

- Multiple Enrollment- discount supersedes all other discounts. If you have two children and are eligible to receive another discount you will receive the Multiple Enrollment Discount only.
- Child Care Aware-Military assistance program
- Military – Current or Former Service Members-must present ID.
- Discounts apply for parents or legal guardians only. Does not apply to relatives.
- School age does not receive discounts for siblings or vacations.
- Inform your Director of the discount that you would want applied.

Center Closings

Early Years closes on these holidays:

- New Year's Day
- Labor Day
- Independence Day
- Memorial Day
- Good Friday
- Veteran's Day
- Thanksgiving and the day after Thanksgiving
- Christmas Day. We will close at 3:00 on Christmas Eve. If the holiday falls on weekend, the center will be closed either the Friday before or the Monday following.
- Two in-service days

*****NO CREDIT IS GIVEN FOR THE HOLIDAYS STATED.***

If a holiday falls on one of your scheduled days, you remain responsible for payment for the day even if we are closed. Ex. If your child attends 5 days a week, and Monday we are closed for Memorial Day, you are still expected to pay for that 5-day week. Part-time schedules cannot switch days during a holiday week unless they are in their agreements.

Our centers are committed to employing highly qualified educators and maintaining exceptional teaching standards. As part of our dedication to professional growth, we provide our staff with comprehensive, full-day training sessions twice each year. These continued education opportunities directly enhance the quality of care and instruction your children receive.

Please note that our schools will be closed to students during these scheduled in-service training days. For specific closure dates, kindly consult your Center Director. Tuition will not be refunded or credited for these days, and families are responsible for arranging alternate care.

Withdrawal Policy

We know sometimes situations changes and you may need to leave Early Years Child Development Centers.

A two-week written notice is required in which the parent or guardian is liable for payment.

In the event you choose to withdraw your child, the full tuition amount as stated in your agreement is due by your child's last day of attendance.

If you find you will be absent for 5 consecutive days due to illness, maternity leave, teachers' home for the summer, etc. and your child will not be in attendance, a registration fee of \$100.00- and one-week's tuition will hold your space. The registration fee is a stand-alone payment and will not be applied towards your tuition.

Absent or Late arrivals

Children are expected in the center **NO LATER THAN 10am**. Arrival after 10am, without prior approval from your Director, may result in your child not being able to attend that day as we have rearranged staffing to accommodate ratios.

Proper protocol for a planned late arrival (Ex. Dr. appointment) is to notify center Director 24 hours in advance.

Employees

All about our Employees

We prioritize the safety and well-being of your children by conducting comprehensive employment screening, which includes criminal background checks, Pennsylvania Child Abuse clearances, FBI fingerprinting, and NSOR verification, in strict accordance with Department of Human Services requirements. To ensure a high-quality educational experience, most of our lead teachers hold degrees in Early Childhood Education, Elementary Education, or related fields, while assistant teachers and aides possess verifiable experience through work or volunteer activities with children. We are committed to supporting our staff's professional growth and currently maintain a partnership with Carlow University to facilitate their apprenticeship program for educators seeking to enhance their qualifications. Additionally, all teaching staff are required to complete at least 12 hours of professional development annually to continually improve their skills. As licensed childcare providers in Pennsylvania, we are mandated reporters of any suspected abuse or neglect, ensuring a safe and secure environment for every child in our care.

Mandated Reporters

Pennsylvania State licensed childcare centers are mandated reporters of abuse or neglect. As such all Early Years staff are legally required to contact CHILDLINE if there is reasonable cause to suspect physical, sexual, or emotional abuse or maltreatment of any child enrolled in any of the Early Years centers.

Family Engagement

Family Engagement

We highly encourage parents to actively engage and participate in their child's experience at Early Years. To foster this involvement, we offer various opportunities for parental participation, including Provider Appreciation Week, annual family surveys, classroom celebrations, and center-wide events such as art shows and special occasions for Mother's and Father's Day. Additionally, we conduct parent-teacher conferences twice annually, in October and April, to facilitate open communication and collaboration in support of each child's development.

Special Events

We believe that your child's birthday is a special occasion, and we enjoy celebrating with them. Parents are welcome to provide cupcakes or other treats to mark the day. Please ensure that all treats are nut-free and consult with your Center Director if you have any questions about what is safe to bring. Treat bags are permitted as part of the celebration.

We celebrate all major holidays and warmly invite parents to join us for these special events. Details and specific dates will be provided in the monthly newsletter. All children are encouraged to participate, regardless of their scheduled attendance days. Attendance at these events is complimentary when a parent or guardian accompanies your child. If your child attends on an additional day specifically for the celebration, the regular daily rate will be applied. If the event coincides with your child's scheduled day, there will be no extra charge.

Other special events hosted by our center include foam parties, petting zoos, visits from the Pittsburgh Zoo, art experiences, and collaborations with various local businesses. These engaging activities are designed to enrich the children's learning environment and provide memorable, hands-on opportunities for exploration and growth.

Community Involvement

At Early Years Child Development Centers, we believe it is essential to foster a strong sense of community and to instill values of giving back and sharing with others. Throughout the year, we organize fundraising efforts to support both local and national charities. Additionally, our centers actively participate in community events such as parades and fairs, promoting community engagement and collaboration. We also collaborate closely with local school districts and educators to incorporate their input into our early learning programs, ensuring that our curriculum remains relevant and responsive to the needs of our community.

Parent Code of Conduct

At Early Years Child Development Centers, we require that all parents and guardians conduct themselves in a manner consistent with decency, courtesy, and respect at all times. Our primary goal is to provide a nurturing environment where children can grow, learn, and develop effectively. We kindly ask that parents support this goal by demonstrating behaviors that foster a positive and respectful atmosphere.

- Please refrain from using inappropriate language or profanity around children or staff.
- Any language or behavior that could be perceived as threatening or aggressive toward staff, children, or other individuals associated with Early Years is strictly prohibited. Should you have concerns or disagreements, please address them directly with your child's teacher or the Center Director.
- Parents are not authorized to discipline or correct children other than their own. If you observe another child's inappropriate behavior or have concerns based on your child's reports, please bring these matters to the attention of the classroom teacher or the Director.
- We ask parents to avoid discussing their child's behavior directly with other parents. All behavioral concerns should be communicated through the classroom staff or management.
- To ensure a safe and healthy environment, smoking is strictly prohibited within the building and in the parking lot. Parents are asked to dispose of cigarettes prior to entering the premises.
- While holding the door open is courteous, please be mindful that individuals entering the center should be authorized. We ask everyone to be vigilant and ensure that only authorized people access the facility.
- For the safety of all, carrying firearms, ammunition, or weapons on the property is strictly always prohibited. Violations of this policy will result in immediate dismissal from the program.
- Upon entering the center, we kindly request that you turn off your cell phone to allow you to fully enjoy and engage in your child's experience. Your presence is important to us, and your children miss you when you're not fully present.

Thank you for your cooperation and commitment to maintaining a respectful and safe environment for everyone at Early Years Child Development Centers.

Please be advised that the Confidentiality Policy applies universally to all children, families, and employees associated with Early Years. Sharing any confidential information, or pressuring staff or other parents for information that is not necessary to know, will be deemed a violation of this policy. We appreciate your understanding and cooperation in respecting the privacy of all individuals within our community.

By signing below, I acknowledge that I have read and understood the Parent Code of Conduct.

Parent/Guardian Signature

Date

Child(ren) printed name

Statement of Understanding

The following information is vital for ensuring the safety and well-being of your child. Please review the content carefully. By signing this form, you acknowledge receipt of the Parent Handbook.

The following information is vital for ensuring the safety and well-being of your child. Please review the content carefully. By signing this form, you acknowledge receipt of the Parent Handbook, agree to read its contents, and commit to complying with its terms. This document is legally binding, and your signature signifies acknowledgment of the information provided.

Please reference your copy of the Early Years Child Development Centers Parent Handbook for your source of information. Your signature below confirms that you have received a copy.

- I understand that I am not to leave my child at Early Years Child Development Centers unless a staff member is present to receive and supervise my child.
- I understand that my child will not be released to anyone who is not authorized. All authorized individuals must be listed on the child's emergency contact form, or alternative arrangements must be made by contacting the center's office to update the information.
- I acknowledge that if an individual arriving to pick up my child appearing to be under the influence of drugs or alcohol, staff may be compelled to contact law enforcement to ensure the child's safety. I understand that staff are required to prioritize the safety of the children and may need to make difficult judgments in such situations.
- I understand that, pursuant to state law, Early Years Child Development Centers staff are mandated reporters and are required to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.
- I recognize that Early Years Child Development Centers reserve the right to terminate services to any family that does not adhere to our policies and procedures.

By signing below, I confirm that I have read, understand, and agree to abide by the policies outlined in this document and the Parent Handbook.

Parent/Guardian signature

Date

Child(ren) Name