



Poppy's Playhouse

PARENT HANDBOOK

POPPY'S PLAYHOUSE
611 BALDWIN STREET
BRIDGEVILLE, PA 15017
(412) 925-2193

WE ARE OPEN MONDAY THROUGH FRIDAY
7:00 AM – 6:00 PM
WE CARE FOR CHILDREN 6 WEEKS – ENTRANCE TO
KINDERGARTEN

INTRODUCTION

I have been in the child care industry since 2010 and Poppy's Playhouse has been open since 2018. Miss Madison has been our director since February 2019. We respect and appreciate the trust you have placed in us and our center to care for your child. We believe that parents are the most important people in a child's life and we will do everything in our power to support you as a family.

Your child will get the best possible care, our staff and we can provide. We work best when working in tandem with you and our other families. We do need your help by keeping us informed about any concerns, favorite foods, allergies, fears, or special interests your child has. We, in return, will share information about your child's growth and activities during the time spent in our program.

Frances Hernandez, Owner/Co-Director
Madison Gross, Co-Director

OUR PHILOSOPHY

Poppy's Playhouse provides a safe, nurturing environment where children 6 weeks to entering Kindergarten, will be stimulated and develop socially, emotionally, physically, and cognitively and where their families are supported.

Our working philosophy at Poppy's Playhouse is "Learning Through Play" where children manipulate a developmentally appropriate environment provided by our staff. We value individual differences in children and use our environment as a dominant role in a child's development. We will strive to work as a team with the parents to achieve our goals, not only for children as individuals, but also for the program as a whole. In providing services to you and your children, we do not discriminate on the basis of race, religion, gender, disability, cultural heritage, political beliefs, marital status, national origin or sexual orientation.

At Poppy's Playhouse, we believe that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every effort and possible accommodation to encourage active participation of all children in our program based on his/her individual capabilities and needs.

We value the development of self-discipline and self-esteem in children. Therefore, we at Poppy's Playhouse are committed to providing quality child care in a family-like atmosphere.

LEARNING/PLAY ACTIVITIES

We give your children a great start for their endeavor into the unknown... us adults known as life. Our philosophy is all about children, and our childcare is defined with the policies listed throughout this handbook.

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it. We introduce children to the traditions of many holidays.

Children learn a great deal through playful activities and they don't even know it. Some of our typical activities are, chalk play, painting the sidewalk with water, finger-paint, planting seeds, reading books, singing songs, pretending to be a firefighter, or making snow angels. We strongly believe children learn by doing and we encourage all children to try everything, no matter how challenging. We try to provide a variety of activities that are appropriate for children of different ages and interests.

DESIRED DEVELOPMENTAL MILESTONES

The following are a few of the desired outcomes for each age group, in accordance with the PA Early Learning Standards:

INFANT (2 MO - 12 MO):

- Physical (Fine and Gross Motor)
 - Rolling over.
 - Bringing feet to mouth.
 - Supporting their head independently.
 - Sitting independently.
 - Pushing body off ground with arms when on tummy.
 - Crawling.
 - Stands with support from an object.
 - Taking a few steps independently.
 - Hold objects in hands.
- Knowledge and Skills (approaches to learning, math, science and social studies):
 - Use hands, mouth, and eyes in a coordinated manner.
 - Engage in play routines with an adult.
 - Imitate adult actions in play.
 - Engage in exploration of objects.
 - Smile at a familiar adult.
 - Repeat sound patterns (clap hands, beat on drum).
 - Stack and unstack objects.
 - Engage in number experiences (songs, finger plays).
 - Explore puzzles with assistance.

(Updated 1/1/2026)

- Manipulate shapes.
- Explore senses.
- Explore body part identification.
- Look at themselves in the mirror.
- Explore rhythm instruments.
- Social Emotional (Personal-Social)
 - Uses facial expressions to indicate emotions.
 - Express feelings (crying, smiling, laughing, cooing).
 - Self-soothes.
 - Shows joy during active play.
 - Establishes eye contact.
 - Clapping.
 - Seeks favorite object.
 - Smiles in front of a mirror.
 - Accepts physical comfort.
 - Use basic sign language.
 - React to peek a boo.
 - Shows interest in other children.
- Communication, Language, and Literacy
 - Startle to unfamiliar sounds.
 - Recognizing facial expressions
 - Responds to familiar sounds and words.
 - Responds to their own name.
 - Babbles.
 - Repeat sounds.
 - Gaze at pictures in books.
 - Understanding gestures.
 - Use verbal and non-verbal cues for needs.
 - Changes tone to express feelings.

YOUNGER TODDLER (13 MO - 24 MO):

- Physical (Fine and Gross Motor)
 - Walking with increasing independence and coordination.
 - Climbing in and out of things.
 - Squats to pick up toys.
 - Attempts to jump.
 - Trying to run.
 - Walking while holding a toy.
 - Use a spoon and fork for eating.
 - Stacks toys and blocks.
- Knowledge and Skills (approaches to learning, math, science and social studies):
 - Communicate to an adult with phrases.

- Reach for a new toy.
- Participate in new experiences.
- Imitates action of peers and adults.
- Color on paper with crayons.
- Join others at play.
- Engage in pretend play real life actions.
- Attempt to count, not always in the correct order.
- Notice differences in size.
- Put together puzzles with assistance.
- Explore using all senses.
- Point to basic body parts.
- Name a familiar animal when seen.
- Act upon objects to make them move in various ways.
- Demonstrate familiarity with people and settings.
- React to music with body movements.
- Explore musical instruments.
- Demonstrate an understanding of coloring.
- Social Emotional (Personal-Social)
 - Shows joy, pleasure, or excitement when new things are learned.
 - Can make simple choices.
 - Repeat familiar activity to gain comfort and confidence.
 - Display possessiveness or jealousy towards others.
 - Watch adults for their response to actions.
 - Understand one word rules such as “no” or “stop”.
 - Attempt to soothe another who is distressed.
- Communication, Language, and Literacy
 - Label familiar sounds when they are heard.
 - Learn names for new objects.
 - Listen to and interact with adults.
 - Point to a picture in a story when asked.
 - Focus attention on speaking and attempt to imitate speech.
 - Use simple words and/or signs to indicate wants or needs.

OLDER TODDLER (24 MONTHS - 36 MONTHS):

- Physical (Fine and Gross Motor)
 - Runs with increasing speed.
 - Jumps off a low step.
 - Uses steps with support.
 - Kicks a ball.
 - Imitates motions of basic finger play.
 - Manipulates pieces of a puzzle.
 - Paints, makes dots, lines and circles

(Updated 1/1/2026)

- Rolls, pound, squeezes and pulls clay or play dough.
- Knowledge and Skills (approaches to learning, math, science and social studies):
 - Explore objects to see how they work.
 - Ask adults questions to seek information.
 - Observe an adult completing a task, then independently attempt the task.
 - Engage with others in simple cooperative play.
 - Count to 5.
 - Identify groups of more or less.
 - Complete simple puzzles.
 - Name basic body parts.
 - Identify physical characteristics of self.
 - Use words related to motion.
 - Talk about family members.
 - Make a choice and explain the reasoning.
 - React to music with increasingly coordinated body movements.
 - Use instruments as intended.
 - Create a picture using different colors.
- Social Emotional (Personal-Social)
 - Label basic emotions.
 - Convey ownership of objects and people.
 - Demonstrate pride in completed accomplishments.
 - Tell stories about self.
 - Seek out companionship from another child.
 - Attempts tasks independently before asking for help.
 - Puts toys away at clean-up time.
 - Tell or indicate that another child appears to be distressed.
- Communication, Language, and Literacy
 - Identify animal sounds.
 - Respond to comments from other children.
 - Name characters in a story.
 - Engage in conversational turn-taking.
 - Respond to adults' requests showing understanding of what is being asked.
 - Express thoughts, feelings, and ideas.
 - Speak in simple sentences.

PRESCHOOL (36 MONTHS - 60 MONTHS)

- Physical (Fine and Gross Motor)
 - Runs around obstacles.
 - Manipulates clay – ex: rolls balls, snakes, etc.
 - Walks up and down stairs, alternating feet.
 - Uses scissors and cuts on a line continuously.

(Updated 1/1/2026)

- Copies circle, square, cross, triangle and rectangle.
- Hold a pencil properly.
- Trace name, numbers, letters, shapes etc.
- Knowledge and Skills (approaches to learning, math, science and social studies):
 - Explore and ask questions to seek meaningful information.
 - Retain and recall information presented over a short period of time.
 - Attempt problem solving activities to achieve a positive outcome.
 - Know number names and the count sequence.
 - Understand addition and subtraction.
 - Analyze, compare, create, and compose shapes.
 - Classify objects and count the number of objects in each category.
 - Recognize the difference between living and non-living things.
 - Sort and describe objects according to size, shape, color, and texture.
 - Identify the change of seasons in the environment.
 - Identify appropriate behaviors for responsible classroom citizens.
 - Use imagination & creativity to express themselves through music, dance, and visual art.
- Social Emotional (Personal-Social)
 - Distinguish between emotions.
 - Identify similarities and differences between self and others.
 - Engage in reciprocal communication with adults and peers.
 - Actively engage in assisting others when appropriate.
 - Ask for and accept offers of help when needed or appropriate.
 - Interpret the consequences of choices.
- Communication, Language, and Literacy
 - Demonstrate understanding of spoken words, syllables, and sounds.
 - Differentiate between numbers and letters and letters and words.
 - Count syllables in spoken words.
 - Answer questions about a text.
 - Recognize rhyming words.
 - Retell a simple sequence in a text using picture support.
 - Establish “who” and “what the narrative will be about.”
 - Participate in collaborative conversations with peers and adults in small and larger groups.
 - Use specific details from the story to answer questions.
 - Tell an adult what he/she has drawn/written about.
 - Following 2-step directions.
 - Talk about personal thoughts, feelings, and ideas.
 - Speak in complete sentences using more than three words.
 - using past tense, pronouns, and plurals.

POPPY'S PLAYHOUSE POLICIES

HOURS OF OPERATION/LATE POLICY

We are open Monday through Friday from 7:00 AM until 6:00 PM and we require 5 days per week enrollment. These are strict hours. You may not, under any circumstance drop off your child prior to 7 AM. If you do not pick your child up by 6 PM, there will be a \$30.00 late fee, per 30-minute increments, per child, added to your account. For example, if a child is picked up between 6 and 6:30, \$30 will be added to your account. If picked up between 6:30 and 7, \$60.00 will be added to your account. This fee will be due by Friday of that week or by end of day Monday if the late arrival happens on a Friday. The late fee will be added to your account in Brightwheel. If there are 5 late pick-ups in one year, your child may be withdrawn from our program. All of our staff have families and personal obligations after 6:00. We understand there are special circumstances but ask that you respect our hours of operation.

PICK-UP/DROP-OFF

Please let us know at time of enrollment what time your child will be dropped-off and picked up each day. We will record this on the financial agreement that you are to sign at the beginning of attendance at our center. You will have a 30 minute window to drop off/pick-up your child. You will pick a time for each and will have 15 mins before and 15 minutes after that time to drop off or pick-up your child. Your child also **MUST** be dropped off before 9 am every morning so that we can get our daily routine started in a timely manner. **You may drop off or pick up outside of this window occasionally but you must notify us through the Brightwheel app.** If you **do not** notify us, there will be a \$15 fee added to your account. This policy allows for us to schedule teachers in and out to ensure we are always meeting state-regulated ratios.

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you need/want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing with the pick up person's full name. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

COMMUNICATION

Communication between you and our staff is the most important thing when it comes to the care and safety of your child. We will use Brightwheel to communicate everything you need to know about your child and the center. Newsletters, announcements, reminders, etc., will be in the messaging portion of the app. **YOU ARE**

REQUIRED TO CHECK THIS DAILY to ensure you have all information pertaining to your child and the center. If communication is lacking, we may ask you to find another center that better meets your needs. If you have any questions, concerns, or inquiries, please bring them to our attention as soon as possible. It is imperative that there is total transparency when it comes to information regarding your child. It makes things easier for you at home and us at the center. Please know that our door is always open.

All communication regarding your child's daily activities and anything else regarding your child, an employee, or the center, during hours that we are open, should go through the Brightwheel messaging in your child's regular thread. You may still use the Admins Only thread during normal business hours if it is a private matter that Madison and Fran need to address. There will be times that we do not answer immediately or until the next day. Please understand that we have personal lives to attend to. Also there may be instances that we talk to you in person for one reason or another. You can also email us at poppysplayhouse920@gmail.com if it is something that needs to be extra private or it's a longer message.

Any communication during hours we are closed should go through the Admins Only thread. This is to ensure all the staff are not taking work home with them and do not need to stress during off hours. These messages will only come to Madison and Fran. As for the weekends, unless it is an emergency that has to do with your child's health or any other matter, please refrain from messaging us from 7 pm Friday through 11 am on Sunday. This gives Madison and Fran a little time to spend with their families and not have to stress about work. Please DO NOT text any of our personal phones or message us through Facebook for any reason. If you do, you will get a warning. If it continues, we will ask you to find care elsewhere.

We will hold a conference with you every January and July to discuss your child's progress and go over their child service report. You will receive a copy of this report. You can always reach us at poppysplayhouse920@gmail.com.

PLEASE NOTE THAT IF YOU DO NOT SIGN YOUR CHILD IN, THEY WILL NOT HAVE ANYTHING LOGGED FOR THAT DAY!

YEARLY CLOSURES

The center is closed yearly for the following holidays:

MLK Day - That Monday

Easter - The Friday before, and the Monday after.

Memorial Day

4th of July - We will always be closed for 3 days depending on when it falls. If it falls on a weekend we will be closed for 3 days surrounding that weekend.

Labor Day

Thanksgiving and the day after.

Winter Break runs from Christmas Eve through New Years - Dates change depending on when holidays fall.

(Updated 1/1/2026)

The center closes early yearly on the following days:

Halloween - We close at 4:30. If it falls on a weekend, we close at 4:30 the Friday before.

Thanksgiving - We close at 4:30 on the Wednesday before.

The day before winter break we close at 4:30.

Please note: There may be other days sporadically scheduled for closure throughout the year. You will be notified of these closures well in advance in our newsletter. These will be listed with the other holiday/break closures.

You pay for your child's spot and not for their daily attendance. Therefore you will pay tuition throughout the year including days the center is closed and days your child is absent. The only exception is the holiday break. You will not be charged for the two weeks we are closed.

PAPERWORK/ENROLLMENT

The information in your children's files is very important. The following documents will need to be filled out through Brightwheel digitally before your child's first day of attendance:

- Emergency Contact Sheet
- Financial Agreement
- Child health form and a copy of their vaccination record
- Handbook Agreement
- Non-Solicitation/Non-Compete
- Facebook Release Form
- Hand Sanitizer Permission
- Child Information Sheet
- Infant Feeding Instructions (Infants only)

We will be doing updates every 6 months in January and July. If there is any change in information before then, please let us know so that we can have you update any forms. We are required to have the most current health form on file. **PLEASE HAVE A DAYCARE HEALTH FORM AND VACCINATION RECORD GIVEN TO YOU AT EVERY WELLNESS CHECK YOUR CHILD RECEIVES, THIS IS NON-NEGOTIABLE.** If you do not provide this in a timely manner, your child will be excluded from care until the updated form and vaccination record are brought in. Most pediatricians provide these at no cost during the visit but we can provide you with a copy before your child's appointment if they do not provide them or do not provide the correct form.

Please see the CDC guidelines for up-to-date vaccination schedules. We require all vaccines except COVID 19 AND FLU. If your child is not up to date with the required CDC schedule, we will need a letter from your child's pediatrician stating why on their letterhead. We have the right to deny the lack of vaccines.

If your child has an identified special need, we ask that you make this known to the director and/or teachers, so that we may provide the highest quality of care based on the needs of your child. Therapists from wrap-around, DART, or any other services are permitted in the building. They must consult with us about times they are permitted to come. 11:30 am to 3:30 pm are prohibited as that is lunch through nap time. The only exception to this is if a therapist needs to observe a child during lunch for nutrition/eating purposes.

CONFIDENTIALITY

Each family has the right to confidentiality. Poppy's Playhouse keeps certain information on file regarding children and families that may be considered personal in nature. We maintain this information in confidence and do not discuss or release it to persons outside of Poppy's Playhouse unless written permission has been obtained from the parent(s). Also, information about children and families will not be released to other parents and families enrolled at the center. This includes names of children involved in conflicts, information for invites to events unless approved by the parent, and any other need for information regarding another child.

ITEMS NEEDED

/Each family will need to provide the following items for your child:

Infants	Toddlers	Preschool	Summer/Everyone
Blanket/swaddle Diapers Wipes Butt cream 3 extra outfits 1 Bottle Binky if needed Breast milk if breastfed Formula	Blanket 2 extra outfits Diapers Wipes Butt cream	Blanket 1 extra outfit	Bathing Suit Sunscreen Swim Diapers (if needed)

- We ask everyone to please leave an extra set of clothes at the center in case the set they are wearing gets soiled or dirty.. If you do not leave any, your child will have to go home without clothes or in extra clothes that may not fit. We do not have many extra clothes and do not have every size. We will let you know if a new set of extra clothes are needed. These clothes should be seasonal, so we will ask for new clothes as seasons change, as well as when your child outgrows them.
- Dress your child in comfortable play-clothes and shoes every day. Please save good/brand new clothes/shoes for evenings and weekends.
- We will label everything that you bring for your child.
- Diapered children **may not** go into the water unless they have a **swim diaper**. Regular diapers soak up all the water and make for a total mess..
- **We will provide a clear bag with our logo on it to each family. Medications, food, or drinks are not permitted to be left in bags. Our teachers will check each bag every morning and return these items to you. No other bag will be allowed into the center. We ask that you accept this rule to make things easier for everyone involved. PLEASE BRING THIS BAG DAILY. Siblings will have one bag to share (one bag per family.)**
- **Please leave all toys, jewelry, and other items at home or take them from your child before they enter the center. If they have something they sleep with, they are allowed to bring that item to leave at the center.**
- **If we log that your child needs a refill of any item, and it is not brought in after the second reminder, your child will not be permitted in the center until the item is replenished. We do not have extra diapers, wipes, formula, butt cream, or sunscreen in the center.**

TUITION

Prices and policies are listed below. They are listed by a daily rate. We calculate tuition by counting the days in which we are open and then multiplying them by the daily rate. Your child's tuition will change for the first full week of their new age. For example, if their birthday falls on a Thursday, the change will go into effect on your bill for the following week.

GROUP	AGE	PRICE
Infants	6 weeks – 12 months	\$75 per day
Younger Toddler	13 months – 24 months	\$75 per day
Older Toddler	25 months – 36 months	\$75 per day
Preschool	3 years – Kindergarten	\$70 per day

Siblings of currently enrolled children will have first priority to enrollment but will still have to follow any holding fee schedule.

PAYMENT SCHEDULES

You can choose between two payment schedules, weekly or monthly. You will be required to pay for your child's care in **advance**. We take debit/credit cards or ACH payments through Brightwheel. There is a 2.9% processing fee for debit/credit transactions. There is no fee for ACH payments.

Weekly Schedule

- Weekly tuition is expected on Friday of each week prior to care.
- There is a \$10.00 late fee if paid after 7 am on Monday and each day that payment is late. After the first week it will jump to \$20 per day. After 2 weeks of non-payment, your child will not be permitted to return until it is paid in full.
- You will pay the same amount each week, with the exception of the 2 week winter break. You will not pay anything those 2 weeks.

Monthly Schedule

- Monthly tuition is due the Friday before the last day of the month.
- There is a \$40.00 late fee per day if paid after 7 am on Monday. After 2 weeks of non-payment, your child will not be permitted to return until it is paid in full.

PAYMENT POLICIES

- We have the sole discretion to make arrangements for payments in the event of extenuating circumstances. Should a family fail to pay tuition for more than 2 weeks, we will advise you that your child is not permitted to return to the center until the payment is made in full, including all accrued late fees.
- Everyone will receive an invoice for their tuition due automatically through Brightwheel. Weekly payment schedules will receive it Thursday before their payment is due Friday, and monthly payment schedules will receive it at least 2 days before the bill is due.
- Everyone can access their payment summaries through your Brightwheel account. You will also have access to your end of year total summary in your account.
- If any holiday falls on a weekend you will be charged that Friday before or Monday after if we are closed and observe it.
- A \$50 fee is assessed for a no-call no-show.
- A \$35.00 fee is assessed for any tuition payment that fails.
- We ask that you be respectful of our policies by paying your tuition on time. Services will be terminated for non-payment of tuition after 48 hours from notification. We will make notification in writing and verbally.
- **Please note that we have yearly rate increases. Some years the increase will be more than others. It just depends on the year.**

WAITLIST AND HOLDING FEES

Our center is licensed for a certain number of children per day. If our program is full, names will be placed on a waiting list. It will be followed in order of availability per classroom. If a space becomes available, families on the waiting list will be contacted and given one week to respond. If no response is received, the next name will be contacted for enrollment. If you are added to the wait-list, we will follow up every 2 months to see if you are still interested in the enrollment of your child. We do not hold spots until a spot becomes available.

- If your child's start date is within a month of when we contact you to fill a spot, a two week deposit will be due immediately to secure your child's spot at our center in addition to a \$100 non-refundable holding fee. If you push your child's start date, you will incur a non-refundable, \$100 per week holding fee until they start. If you start on the agreed upon date, the two week deposit will go towards your child's first

two weeks of tuition. If your child ends up not attending our center for any reason, the two week deposit will not be returned.

- If your child's start date is outside of a month, there will be a non-refundable holding fee of \$100 per week until your child's start date. You will receive one week of tuition back when your child starts at our center.
- If your child is unborn, the non-refundable \$100 per week holding fee will start when they are born. You will receive one week of tuition back when your child starts at our center. We will reach out around the due date you provide on our enrollment form to confirm their birth date and start date via email.
- If you are a teacher and plan on not sending your child full time, we require you to pay full price tuition for 3 days and 50% tuition for 2 days each week. We require that you still send your child at least 3 set days per week during the summer. The transition back to our daily routine is more difficult for your child and for us if they have not been in the center for the entire summer.

WEATHER CLOSURE DAYS

Snow days are always an issue. We try to be open as often as possible. For any last minute closures, we will message everyone in Brightwheel that morning by 6:30 a.m. With any impending weather, please keep an eye out for any communication from us. This also includes any weather that may arrive after your child is already at the center. In the event of snow, we will most likely be closed if Chartiers Valley is closed. This only applies to snow and not cold weather. Delays will be on a case by case basis. Weather decisions are still at our discretion.

ILLNESS

Children will get colds, runny noses, fevers, etc., but we cannot allow sick children in the facility. This is non-negotiable. A parent or an emergency contact person will be notified immediately if any child becomes ill while in our care, and immediate arrangements must be made to pick them up. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive. Children need to be picked up within 1 hour of notification of exclusion. **You MUST let us know if your child is officially diagnosed with any illness or contagious disease.**

If your child is sent home from the center with a fever, vomiting, or diarrhea your child WILL NOT be permitted in the center the following day. Our goal is to provide quality care to your child and those families placing their faith in the center. In order to achieve this goal, we must safeguard the children from illness whenever possible. We have the right to refuse a child who appears ill. **If we find out at any point that there is a lack of honesty regarding any illness, we will dismiss your child from care permanently.**

You will be called and asked to pick up your child if your child exhibits any of the following symptoms and cannot return if diagnosed with any of the following until proper criteria is met. This is **NOT** an all-inclusive list.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever above 100.4.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet, during the previous 24 hours.
- Vomiting – during the previous 24 hours.
- Ear Infection - Until the child is fever free, can withstand a normal day, and 24 hours after antibiotics start.
- Strep Throat - 24 hours after antibiotic treatment.
- Rash with fever unless a physician has determined it is not a communicable disease.
- Pink eye or red conjunctivitis with white or yellow eye discharge - until on antibiotics for 24 hours.
- Hand, Mouth, and Foot - Until the child is fever free for 24 hours and the mouth sores and open blisters have healed.
- Pneumonia - 24 hours after antibiotic treatment, able to withstand a normal day.
- Impetigo - until 24 hours after antibiotics start.
- Head lice - until treatment and all nits are removed.
- Chickenpox - until all lesions have dried and crusted.
- Pertussis (Whooping Cough) - until 5 days of antibiotics.
- Croup - can withstand a normal day and can nap with comfort.

(Updated 1/1/2026)

- Hepatitis A virus - until one week after immune globulin has been administered.
- Flu, RSV and COVID - Out of child care for at least 5 days, and may return when your child is fever free for 24 hours without fever reducing medication AND all other symptoms have greatly improved.

Children who have been ill may return when:

- They are free of fever without the use of fever reducing medication, vomiting and diarrhea for a minimum of 24 hours.
- They have been treated with an antibiotic for 24 hours.
- Symptoms have improved greatly.
- They are able to participate comfortably in all usual activities.
- The child's physician signs a note stating that the child's condition is not contagious of any communicable diseases if they have been diagnosed.

We do provide 5 sick days per year that you will not be expected to pay for. We understand that kids wake up puking or suddenly do not feel well and you cannot give 24 hours notice. This provides a few days a year for those days that are unexpected. After the 5 sick days are used you will be expected to pay for the child's absence.

MEDICATION

We will only administer medications provided with a signed medication permission form on file. We will allow Tylenol, Motrin, prescribed or OTC lotion, prescribed daily medicine, antibiotics, or an EpiPen if your child has severe allergies.

INJURIES/ACCIDENTS

Every consideration will be taken to ensure the safety of your child while in our care. Should a minor injury occur, it would be recorded with a picture in your child's daily profile. If it is caused by another child, an incident report will be written up. If it is self-inflicted it will not unless it is more serious. A copy of this report will be sent home. A parent or guardian will be notified regarding any serious injury that occurs while your child is in our care. Please note that all of our staff is trained in first aid, infant and child CPR, and fire safety. In the event of a major medical emergency or accident, the center teacher or director will call 911 first. The child will be transported to the hospital. The parent/guardian will be called immediately.

POTTY TRAINING

All Pre-School (age 3 and up) children **MUST** be potty trained. We do support potty training, as long as you are also working on it at home and supporting the process. We use potty timers and sometimes utilize potty watches. Please bring extra clothes while potty training as accidents often happen in at least the first 6 months. We use M & M's and fruit snacks to reward for potty training. We have had the most success with this system. If you have a concern or would like to provide a different reward, please let us know.

BIRTHDAYS/HOLIDAYS

We would love to celebrate your child's birthday. Parents may bring in a special snack for the day you would like either on their birthday or the closest day to it that their schedule allows. We have holiday parties throughout the year. Some, we provide the food and treats, others we ask that you donate to the party. We will let you know the expectation in the newsletter the month prior. If you cannot donate for some reason, please do not hesitate to talk to us about it. Even homemade treats can be donated.

EMERGENCIES

In the event of a medical emergency, fire or natural disaster, we will take immediate steps to ensure your child's safety and will then contact you as soon as possible. We encourage you to tune to local media for information during an emergency. This includes impending inclement weather, dangerous situations, and other events.

In the event of an emergency that requires us to evacuate, we would take your children to the Bridgeville Volunteer Fire Department at 370 Commercial St. We will notify of any evacuation once the children are safely evacuated. If you would like to review our emergency evacuation plan at any point, please feel free to ask.

DAILY SCHEDULES/RATIOS

We use the app Brightwheel that you need to download to view your child's daily progress throughout the day. We track meals, naps, behavior, items needed, and diaper changes/potty training progress. We **do not** track bathroom trips for potty trained children.

Children are supervised at all times. We maintain the following standards for child to staff ratios:

AGE	CHILD TO STAFF	MAX CAPACITY PER ROOM
0-12 months	4 to 1	Infant Room - 4
13-24 months	5 to 1	Toddler Room - 9
25-36 months	6 to 1	Toddler Room - 9
Preschool	10 to 1	Preschool Room - 12

OUTDOOR ACTIVITIES

We try to take the children outside every day to get fresh air and exercise, weather permitting. On warm sunny days, we may spend a lot of time outdoors. In the colder months we will often bundle up and go outside even if it is just for a short walk or 30 minutes on bikes. Please make sure that your children have the proper attire for outdoor play for every season. Please make sure that any boots, gloves, hats, and scarves are clearly labeled with the child's name. If you have any special requests regarding outside play, please let us know. We follow a recommendation chart regarding temperature safety for the children. We will not take the children out in extreme heat or extreme cold.

NAP/REST TIME

Cots and sheets are provided for our rest time. The blanket provided by you will stay at the center and be washed and dried every weekend. Children take naps every day from approximately 1-3 PM. Even if children do not sleep, we still require that they lie down and quietly rest. They will be permitted to quietly read books on their cot.

Infants sleep on their own schedule. We do not require them to sleep during nap if their schedule is not in line with the older children. Please be mindful that if you have an infant in the center, they will sleep in a bassinet until they can roll and a pack n play until they are 11 months old. At that point we will start to transition them to a mat so that once they enter the toddler room they are used to sleeping on a mat.

MEALS

We provide Breakfast, Lunch, and two snacks every day. If you have any questions about what we serve please see our menu on our website.

The only item we do not provide is infant formula. We provide all baby food and snacks. We provide Gerber brand baby food, snacks, and fruit pouches. Please note, some items may vary week to week depending on availability at the store.

If your child has a food allergy or special diet, you must notify us in writing so that we can make appropriate substitutions and we will work together to form a plan to move forward.

Breakfast	AM Snack	Lunch	PM Snack
7 am to 8:30 am	10 am to 10:30 am	12 pm to 12:45 pm	4pm to 4:30pm

If your child arrives after 8:30 am, they have missed breakfast, and will be given a snack at 10 am.

INFANT TO TODDLER TRANSITION

Since infants have their own schedules, we begin transitioning infants at 11 months over to the toddler schedule. This includes the meal and nap schedule that the rest of the center follows. Your child will begin sleeping on a cot. We will gradually push back their morning nap time to align with the other children's schedule. If you would like for them to continue taking a bottle at sometime in the morning after they turn one, we can accommodate accordingly. Their meals and snacks however will align with the toddlers. We highly encourage children to begin being introduced to solid foods before age 11 months. By age 1 we would like for them to be fully transitioned to our toddler room and eating what the other children are eating. If your child has any feeding delays, please let us know and we will accommodate accordingly.

CENTER WIDE CURRICULUM

- A center wide curriculum will be implemented in all classrooms for all age groups.
- Our curriculum for the entire center was developed by Miss Madison who has a Master's Degree in Early Childhood Education and Miss Fran who has a Bachelor's Degree in Child Development.
- Our curriculum creates consistent, creative, and engaging learning environments for all age groups that meet the Pennsylvania Early-Learning Standards. We utilize

lesson plans, creative activities, read-aloud books, and small and large group activities designed for children's growing developmental abilities.

- We also implement Foundations by Wilson Language Training for our reading curriculum, which is used by local school districts. This curriculum is mostly used in our preschool room, but our toddlers also have exposure to this curriculum so they are familiar with it when they begin preschool.
- You will have access to daily lesson plans in Brightwheel. We will also post throughout the week on our social media accounts for you to see what your little ones are up to.
- We have a weekly/daily theme, incorporating art, crafts, and educational projects that correspond to these themes.
- Please make sure that you check your child's folder, as we do send home arts and crafts often.
- Our curriculum runs from the Tuesday after Labor Day through the Friday before Memorial Day.

PRESCHOOL

Preschool helps children learn and develop the skills and knowledge they need to succeed in Kindergarten. We have a variety of activities and guidelines to reach our goals. Please note that the "Learn Through Play" approach applies to our Preschool program as well. We feel children learn better through hands-on experiences. With that being said, your child will not come home each day with a stack of papers.

- The Pre-School has a graduation at the end of the school year for the children who are leaving for Kindergarten in the fall of each year. This is held on the last day of the Preschool year, the Friday before Memorial Day.
- There will be days we ask that your child wears a certain thing or brings an item in. Please pay attention to the messages sent through Brightwheel so that your child can participate and does not feel left out. Also, please check your child's folder nightly. We may send things home for you to support their development.
- Pre-School is included in the weekly tuition.
- Your child will be sent home with a portfolio when they graduate. This will include their work to show what they learned and their progress throughout their preschool years.

BEHAVIOR/DISCIPLINE

We recognize and understand that children act out and push boundaries. Social and emotional learning is where we begin our journey to help kids learn about themselves, their emotions, and their peers. When encountering problem behaviors, teachers verbally remind the child of the proper way to behave and ask them to model that behavior. Depending on the developmental level of the child, we ask questions to

stimulate the child's thinking about the situation and encourage problem solving skills and self-regulation. Depending on the situation, we redirect the child and allow them to calm down by doing a puzzle, coloring, etc. If the problem behaviors continue, parents will be notified and we will collaborate to come up with a plan of action for your child. We praise good behavior frequently and model the positive behaviors we expect from the children.

Biting is always an issue that pops up in any toddler room. Toddlers are unable to express their feelings and emotions and often anger or frustration comes out in the form of biting. We do everything we can to mitigate these issues but it can become severe. We trust that you as the parent will support us as we help your child to find other outlets. We also trust that if your child is on the receiving end, you will be patient as we work through this phase with any other child. If biting becomes a habit that we cannot break, we may ask you to find care elsewhere.

CUSTODY/ORDERS

Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center to keep on file. If there are any stipulations at enrollment please make them known in writing to keep on file.

REPORTING

All of our staff are mandated reporters. We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

GUIDANCE, DISCIPLINE & TERMINATION POLICIES

We, Frances Hernandez and Madison Galbraith, will address the concerns of parents and staff about individual children through staff observations and documentation, conferencing with parents, and formulation of a plan and possible referral. We will make changes to this handbook when deemed necessary and at our discretion. The following reasons may result in dismissal from our program:

- Disagreement with or failure to follow any of our current policies or policy changes.
- Lack of parental cooperation and communication.
- Disagreement with tuition increase or any payment policies.
- Dishonesty regarding illness.
- Failure to pay your tuition on time. Services will be discontinued until the account is current.
- Verbal abuse by yourself, your child or any “authorized pick-up person” to other children, Poppy’s Playhouse Staff or another parent. Our goal is to ensure the safety of everyone in our center at all times. A child’s/parents, language, or behavior, which is hurtful to other children or staff, such as profanity, discrimination, sexual language, humiliating behavior, throwing furniture, toys or any other object. This harmful behavior is inappropriate and unacceptable.
- If your child bites or hurts another child excessively and/or has an extreme behavior problem and we are unable to get this behavior under control.
- Refusal to pick up your child if they are sick, or continually dropping your child off when they are ill.
- Repeatedly not dropping your child off or picking them up at the agreed upon time.
- 5 late pick-ups in one year.
- Failure of your child adjusting to the center after a reasonable amount of time.
- For any other reason Poppy’s Playhouse deems appropriate for the well-being of the center and the preservation of a beneficial child care environment.

Should Poppy’s Playhouse not be able to meet the needs of the child and/or the family, Poppy’s Playhouse reserves the right to terminate services. In the event of termination of services, tuition will not be refunded.

The Directors and Staff maintain an incident report file detailing any difficulties or behavior problems that may arise. You will be made aware of any incidents in writing and verbally. After three notifications of behavioral and/or adjustment problems, you may be asked to leave the center. Termination of care after three written notifications is at the sole discretion of the Directors. You will be notified in writing and verbally of any requests to terminate care by the center. Termination of care may be at any time based on the discretion of the Directors, in order to maintain safe, quality care for all children, and a peaceful and safe working environment for all staff.

In the event you would like to withdraw your child from the center for any reason, you will need to provide a two week notice in writing. If we do not receive this notice, you will be required to pay 2 weeks from the time of your notice. If payment is not paid before your child is withdrawn, you will be notified by certified letter.

HANDBOOK CONTRACT

Please read the entire handbook and sign and date this contract. This copy will be kept in your child's folder and acknowledges that you did in fact read the entire handbook, understand the entirety of its contents, and agree to follow all policies and procedures. Thank you.

PARENT / GUARDIAN ACKNOWLEDGEMENT

I acknowledge that by signing this document I agree that I have read, understood, and agree to the terms and conditions set forth in the Parent Handbook for Poppy's Playhouse, LLC. By signing this acknowledgement I am binding myself to all legal rights and obligations contained within this document. I further represent that any questions I may have had regarding this document have been fully answered to my complete satisfaction and understanding prior to signing this document and binding myself to the obligations therein. I also acknowledge the **\$100 registration fee** to cover certain items and services the center provides my child and the **\$75 annual re-enrollment fee** for the upkeep of broken and replacement items. If I enroll my child between January 1st and June 30th, my annual re-enrollment fee will be due on January 1st. If I enroll my child between July 1st and December 31st my re-enrollment fee will be due on July 1st.