



Rainbow's End Learning Center
Part of PathWays | Fulfilling Potential

Parent & Guardian Handbook

(Inclusive programs from Infancy through School-Age)



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Welcome Letter

Dear Parent,

If you are searching for quality childcare, look no further. At Rainbow's End Learning Center, our goal is to provide a safe, well-supervised learning environment for your child. It is our mission to provide an atmosphere that encourages intellectual, emotional, physical, and social growth and development. Our role as educators is to facilitate quality play through creative arrangement of the classroom environment and implementation of age-appropriate curriculum. A unique feature of Rainbow's End Learning Center is that we also provide specialized care for children with special needs. Children of all abilities are invited to learn, play and grow in a safe, inclusive and well-supervised environment. This is quality early learning care that inspires creative, confident thinking and where children can develop fully.

At Rainbow's End Learning Center, we believe each child is unique and learns at his or her own pace and in their own special way. The use of the Creative Curriculum allows the children to experience all levels of play that are essential to learning including large motor, small motor, self-help, social, emotional and cognitive play. The Creative Curriculum is a research-based curriculum that has clearly defined learning objectives for children from infant to preschool age and is cross-walked with the Pennsylvania Early Learning Standards to ensure that each child is reaching their maximum learning potential. Teachers will also use informal and formal observations to help guide theme and activity planning, as well as incorporate individual goals based upon our curriculum's objectives and the Early Learning Standards. We believe children thrive in an environment in which they feel safe. Children are given the opportunity to make choices and problem solve.

We would like to extend an invitation for you to visit our Washington Center by contacting Lisa Flaus at 724-225-5668 extension 227, or our Greene County Center by contacting Rachel Raber at 724-627-5421 extension 500.

We look forward to meeting with you.

Sincerely,

*Lisa Flaus
Rainbow's End Washington
Director*

*Rachel Raber
Rainbow's End Greene
Director*

Program Descriptions

Rainbow's End Learning Center places children in classes based upon their chronological age, developmental level, as well as room availability.

Infant Program

Children aged 6 weeks through 12 months receive quality and individualized care in our Infant Classroom. Within the first 45 days of enrollment, each infant is evaluated to determine their individual level of development. This evaluation is then utilized daily when interacting with the infant to aid in the progression of his/her individual developmental needs. Each infant is assigned a primary care giver to foster attachment to significant adults in the childcare setting.

Toddler Program

Young & Older Toddlers

Children aged 12 months through 36 months receive quality care and developmentally based group programming within our Toddler Classroom. These children are provided with an array of hands-on activities to explore daily. The activities are based upon the developmental needs and interests of the children. Creative activities are also geared at enhancing learning capabilities and language development. A primary caregiver will be assigned to each child to facilitate the learning process and provide individualized care as needed. This class will provide enriched language activities to support the children's emerging language as well as ample opportunity for active play to improve coordination skills and movement.

Preschool – 3-year-old and Pre-K Classrooms

Children aged 3 years and 4 years by September 1st will be involved in the Preschool /PreK Programs, licensed by the Department of Education, at Rainbow's End Learning Center. This program is educationally based and provides exciting activities to further children's learning and development. The children are taught through the utilization of a play-based approach to learning. The children are also taught Kindergarten readiness skills enabling them to adjust comfortably to school routines and procedures.

These classrooms do accept ongoing enrollment throughout the year as space allows. Children may attend Preschool/PreK only during the hours of 9:00am-12:30pm including lunch. Any child enrolled in full day of care are automatically enrolled in Preschool.

Summer Program

This recreational program operates June through August for children who have completed Kindergarten up to 13 years of age, providing quality care and enriching experiences for the children. Experiences include field trips, crafts, sports, and special events and visitors.



Before and After School Program

This program is available for children enrolled in kindergarten up to 13 years of age attending local area schools. The program is designed to promote creativity, independence, and develop confidence in making choices for themselves. Children attending Washington Park Elementary School may choose to have Rainbow's End Learning Center designated as their bus-stop. Children attending Central Greene School may choose Rainbow's End Learning Center as their designated bus stop.

- **Mixed Age Groups**

It is sometimes necessary for children of different age groups to interact. This occurs most often during special activities, early morning, late afternoons and on days of low enrollment. When children are in a mixed group the child/staff ratio is based on the youngest child in the group. (Infant 1:4, YT 1:5, OT 1:6, PS or PK 1:10, SA 1:12) During this time activities will be provided to meet the needs of all children.

Enrollment Process

The parent must schedule an initial pre-enrollment visit. If the child is not present at this visit, we ask that you bring your child to visit the center prior to enrollment.

The following forms will be completed and registration fees submitted to the Rainbow's End Learning Center director **prior to enrollment**:

1. Child Information Sheet
2. Policy Agreement
3. Child Health Care Appraisal
4. Emergency Contact Form
5. Agreement
6. Consent and Release Form
7. Department of Education Food Form
8. Signed Health Policy
9. Payment of the first week's tuition, registration fee, enrollment fee, key deposits and ELRC deposit (if necessary).
10. Emergency evacuation release forms.

Health appraisals

Initial health appraisals are due within 30 days of enrollment and subsequent appraisals are updated in accordance with the regulation set forth by the Department of Public Welfare. These forms will be provided when requested or needed. **The parent will be given 3 weeks to obtain**

the required health update before the child is excluded from the program. The child will need a physical at 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, and yearly after age 2.

Children's Files

Any information contained in your child's file shall be confidential. We will not share information contained in the record without the written consent of the parent. However, parents will have access to their child's record. We comply with all the rules and regulations regarding student records established by the state standards for day care centers.

Registration and Enrollment Fees

Day Care Services: A non-refundable, one-time enrollment fee of \$50 is charged per child upon enrollment. If a child unenrolls, and then returns, families are responsible for paying the enrollment fee prior to reenrollment.

ELRC Deposit: Parent's enrolled in the ELRC program must also make a deposit equal to one week's parent co-pay plus first week's payment prior to enrollment per ELRC Regulations.

Observation and Assessment of Children

- **Formal and Informal Observations**

The first 5 years of a child's life are very important to your child because this time sets the stage for success in school and later life. During infancy and early childhood, many experiences should be gained and a variety of skills learned. It is important to ensure that each child's development is proceeding without problems during this period; therefore, we will be using Ages and Stages screening tools to follow your child's growth and development. This questionnaire/screening tool will be used at 2 months, 4 months, or 6 month intervals depending on your child's age, and upon your child's first 45 days of enrollment.

- **Assessments**

Children's social, developmental, and educational progress will be reported at a minimum of three times per year in conjunction with the informal and formal observation tools that your child's teacher conducts. The assessment tool Teaching Strategies Gold is research based and cross-walked to match children's developmental milestones, Creative Curriculum objectives, and the Early Learning Standards. CLASS is an emotional tool, which is also used.

If the questionnaire/screening tool and assessment is completed and there is indication that your child is developing without problems, we will wait until the next age-appropriate interval, and this will continue throughout your child's education at Rainbow's End Learning Center. If there is a developmental area of concern parents will be notified and asked to have a parent conference with the classroom teacher and director. There will be a discussion of whether to refer the child for evaluation for services with Early Intervention (birth to three)/IU1 (three to

kindergarten). Parent conferences will be offered 3 times per year, at which time the results of these questionnaire/screening tools and assessments will be reviewed. In addition to being offered a parent conference, you will be required to sign and date a written explanation of your child's progress as required by the Department of Public Welfare. These documents will be maintained in your child's file after each interval to ensure compliance with Department of Public Welfare and Keystone Stars standards and regulations and help us to monitor your child's accomplished educational requirements.

* As an inclusive setting for children with and without disabilities, we request that families of children with an IEP or IFSP share the documents with us so we can best help support the child's overall development.

Conferences

We will contact you if any concerns arise regarding your child through these questionnaire/screening tools or assessment tools. You may wish to have your child's doctor, or another agency conduct further examination, based upon these results. At your request we will provide you with any referral or contact information, whether it is for appropriate social, mental health, educational, wellness, or medical services. Also, we will want to be active participants in a plan of care for your child with the subsequent agency if you so desire. You may also choose to monitor the areas of concern until the child's next scheduled questionnaire/screening tools.

Please be assured that all information regarding your child will be kept confidential.

Conferences are also held in the form of transition meetings whenever your child is progressing into another classroom here at Rainbow's End Learning Center or transitioning to another educational setting. Teachers also incorporate some classroom transitioning activities into their daily schedules and lesson planning in preparation to progress to a different classroom or educational settings. These types of activities are based upon age and developmental level but include self-help activities, potty-training, walking in lines, raising hands to ask questions, preparing for bus rides and standing at bus-stops, using timers and bells in the classroom, and a multitude of others.

We also have a list of all local agencies and school districts as our community stakeholders and ask them to send us information regarding upcoming transitional planning events occurring during the year at their site and professional development opportunities for our teachers. In March or February, we offer parent and teacher group meetings for our PreK families transitioning to another educational setting for the upcoming school year. To help your child's transition to a new educational setting, (i.e., school, different childcare facility, private care, etc.) go more smoothly, your child's records will be transferred to the new setting at your written request.

If at any time you have questions about your child's progress, you may call and schedule a conference with your child's teacher.



****** If you have a concern about your child that will take more than a minute to discuss please call and arrange a time to discuss it with your child's teacher. Some matters need to be discussed in a confidential manner, and the staff need to be free at pick-up and drop-off times to supervise the remaining children.******

Parent Participation and Communication

Participation

Parents/Guardians are welcome to visit Rainbow's End Learning Center any time during our hours of operation. There are many opportunities to participate in activities at Rainbow's End Learning Center, and we always enjoy sharing stories about each child's different cultures and traditions. If you would like to help, please ask your child's teacher what opportunities are available in that class. We also offer a variety of family-centered activities throughout the year, both during operational hours and evenings. Parents are always welcome to assist and join in the fun at holiday parties, special visits, and field trips.

Communication

Parent information boards are placed at the front door area to enhance and promote parent/teacher communication. Daily sheets are sent home in the Infant, Young Toddler, Older Toddler, and 3-year-old Pre-school to keep you up to date on your child's daily activities. There are also white dry-erase boards in front of each child's classroom highlighting a group activity that occurred that day. You will also receive a center newsletter monthly to bimonthly. This center wide newsletter helps keep you up to date on policies, health and safety issues, upcoming events, and other information that is relevant to all the families in the center. Please take some time to read all this information carefully. This information, as well as any work that your child is bringing home for the day, will be in your child's file located in the child's room or their cubby. The Remind App is used for center wide communication in Greene. The Class Dojo App is used for center wide communication in Washington.

It is essential that parents abstain from phone use and remain free of distractions to facilitate necessary communication with staff during designated drop-off and pick-up periods.

Tuition

As a nonprofit organization dedicated to offering children and their parents the finest care, Rainbow's End Learning Center is dependent on prompt payment of tuition. Salaries and expenses must be paid. Failure to make prompt payments places a much needed, high-quality program in jeopardy.

Handwritten receipts will no longer be given out as Rainbow's End Learning Center uses the Paya payment processing system. Please maintain records of payment as this information will be



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helpful in resolving any discrepancies related to your account. Tuition payments are based on the number of days you reserve on your written agreement. Please call the fiscal department Monday through Friday 8:00a.m. to 4:00 p.m. at (724) 229-0851 x 117 (Tracy Long) if you have a question about the amount of your invoice, or how payments have been applied to your account.

Families must provide one week's notice prior to discontinuing services. Families are still responsible to pay for the final week even if the child does not attend.

Payment Procedure

- All tuition payments must be paid in full by 6:00 pm on the Friday before the start of the week your child is contracted to attend Rainbow's End Learning Center. (i.e. if your child is scheduled to attend on Wednesday and Friday, payment for these days should be received no later than the Thursday before.)
- Payments are to be made through the Paya payment processing system. An email will be sent to the parent/guardian with a link to electronically make payment either by credit/debit cards or electronic check. Payments made using a credit or debit card may incur a processing fee, which will be passed on to the parent and guardian. Payment made by electronic check will require the routing number and account number. No payment information, credit card numbers / account numbers will be stored by Paya to enhance security.
- Failure to make payments will result in late fees and eventually discontinuation of services.

Sibling Discount

Parents are given a multi-child discount of \$3.50 per day off for each additional sibling. The discount is only on the days on which multiple children are scheduled.

Late Tuition

Private Pay Accounts

- All tuition payments must be paid in full by 6:00 p.m. on the Friday before the start of the week your child is contracted to attend Rainbow's End Learning Center.
- A penalty fee will be charged to your account if payment is past due. Post dated checks will **NOT** be accepted
- Failure to pay your full account balance (including any late or penalty fees) will result in termination from the program the following day. For example, on Monday, a penalty fee of \$15.00 is charged to your account resulting in an account balance of \$147.50 (tuition of \$132.50 and penalty fee of \$15.00). The entire account balance of \$147.50 must be paid by the end of Monday for your child to attend on the next scheduled day.



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- For delinquent accounts paid in full for which services are not discontinued or services are reinstated, your account will be charged an increased penalty fee if your account becomes past due again within the established year of July through June. Failure to pay your full account balance (including the penalty fee) will result in termination from the program the following day. The penalty fees will be assessed at the following rates:

First Delinquency:	\$15.00
Second Delinquency:	\$30.00
Third and Subsequent Delinquencies:	\$45.00
- After the 3rd payment delinquency, a meeting should be held between the director and the parent or guardian. A part of the discussion will be notice that services **could be terminated upon your fourth delinquency** within the established year of September 1st through August 31st. If services are terminated, you may have to be added to the current center wait list and are not guaranteed a spot. The process to re-enroll your child in our program after your fourth delinquency will be as follows: a deposit equal to five (5) days' tuition will be required in addition to any enrollment and/or registration fees that apply. For example, if your child's daily rate is \$26.50; your deposit would be \$132.50 in addition to any enrollment and/or registration fees that apply. Full payment of the deposit, the enrollment and/or registration fees, and the first week's tuition must be paid prior to reinstatement of services.

ELRC Accounts

- All tuition co-payments must be paid in full by 6:00 p.m. on the Friday before the start of the week your child is contracted to attend Rainbow's End Learning Center, or a late fee will be applied.
- A penalty fee will be charged to your account if payment is past due. Post dated checks will **NOT** be accepted
- Failure to pay your full account balance (including any late or penalty fees) will result in notification of the ELRC Program by RELC. The ELRC will officially notify you in writing of the outstanding balance and your obligations under the program. Failure to resolve past due balances can result in termination from the program. .
- For delinquent accounts paid in full for which services are not discontinued or services are reinstated, your account will be charged an increased penalty fee if your account becomes past due again within the established year of July through June. The penalty fees will be assessed at the following rates:

First Delinquency:	\$15.00
Second Delinquency:	\$30.00
Third and Subsequent Delinquencies:	\$45.00
- Parents enrolled in the ELRC program are also subject to ELRC regulations.



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- ELRC will be notified if you have not made your weekly co-payment prior to the contracted days of service. If your account becomes delinquent, services will be terminated.
- Full payment and applicable enrollment fee must be paid prior to reinstating services. If services are terminated, you may have to be added to the current center wait list and are not guaranteed a spot.

Returned Check Fee

A \$40.00 fee will be assessed for a check returned for any reason including, but not limited to, non-sufficient funds (NFS) checks, checks placed on hold, stop payments, closed accounts, etc. If you have two (2) returned checks within the established year of September 1 to August 31, we will no longer accept personal checks for payment.

Absenteeism

Starting July 1, 2025, Rainbow's End Learning Center will offer a 5-day vacation incentive for full-time, private-pay families. Please refer to the updated Vacation Policy for more details.

If your child is absent due to illness, you remain responsible for payment for all the days your child is scheduled to attend.

For families utilizing ELRC funding, ELRC will cover up to five consecutive days of absence. If your child's absence extends beyond five consecutive days, or if you suspend services with ELRC during an absence (resulting in ELRC not covering your child's spot), you may be responsible for paying the private tuition rate for your child(ren) enrolled at Rainbow's End Learning Center. In addition, please keep in mind that greater than 40 absences could also result in private pay.

Payment plan arrangements are available through the Fiscal Department. Please note that if a payment plan is broken, your child may be suspended or dismissed from the center.

Tuition will not be refunded for daily absences. Parents are responsible for payment of all days scheduled to attend as written on the Agreement. Payments that are due while on vacation or in times of absence must still be received by the due date.

It is necessary to call Rainbow's End Learning Center prior to 9:00AM to let the staff know if your child will not be attending or will be late. This is necessary to ensure a proper lunch count.

Medical Leave

Families experiencing a medical situation which results in a prolonged absence, please contact the director to discuss. Each case of medical leave will be evaluated on a case by case basis.

Rainbow's End Vacation Policy

Private pay children enrolled in full-time care (five full days per week) are eligible for five consecutive vacation days per calendar year (January – December). These vacation days must be taken in one continuous block. Families must notify the center director at least two weeks in advance of their intended vacation period. Provided the proper procedures are followed, families will not be billed for these days. Children enrolled in ELRC funding and private pay children enrolled in part-time care are not eligible for vacation days under this policy.

- Families must provide written notice to the center director a minimum of two weeks prior to the start of the requested vacation period.
- The five vacation days must be taken consecutively.
- Children may not attend the center during the designated vacation period.
- Please be advised that vacation days do not carry over into the next calendar year. Any unused vacation days will be forfeited.

Upon receiving notification, the center director will inform the fiscal department of the scheduled vacation dates. The billing department will then adjust the child's account accordingly to ensure that no charges are applied for the specified vacation period.

An invoice or statement will be generated for the vacation days, reflecting a zero balance for those dates. This document will be provided to the family, and a copy will be filed in the child's record as official documentation of the vacation days taken.



Hours and Days of Operation

Rainbow's End Learning Center, Inc. is open
Monday through Friday from 6:30 a.m. to 6:00 p.m.

The center will be **closed** on the following holidays:

Holiday schedule

President's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Columbus Day

Thanksgiving Day

Black Friday

Christmas Eve

Christmas Day

New Years Day

Parents are responsible for tuition payment on scheduled days, including those that fall on the holidays listed above.

Drop-off and Pick-Up

Parents are required to adhere to the drop-off and pick-up times listed on their written Agreement. During drop-off and pick-up times, the adult responsible for the child should refrain from using their phone and remain available to communicate with the child's teacher if needed.

An early pick-up fee of \$5.00 will be charged every 15 minutes that your child is here until their scheduled drop-off time. A late pick-up fee of \$5.00 will be charged to your account for every 15 minutes a parent is late picking up their child or for every 15 minutes that you drop your child off early.

This policy is in place to ensure adequate staffing levels, always allowing for proper supervision and meaningful interaction with the children.

Drop-off and Pick-Up Procedure

- ❖ **Washington County Parents** - Please use the entrance near the playground when entering and leaving the building. For safety reasons, we ask that you turn off the car's ignition and accompany your child into the center. Also, do not leave any child unattended in the car or on the premises.
- ❖ **Greene County Parents** - must enter through the front side entrance of the school building. For safety reasons, we ask that you turn off the car's ignition and accompany your child into the center. Also, do not leave any child unattended in the car or on the premises.
- ❖ Security tags are available for parents to enter the building in the Washington/Greene Center. Each family will receive up to two keys at the time of enrollment and may purchase an additional key for \$10.00. The security system is in place to provide a safe and secure environment for your children and our staff. Please do not hold the door for other parents, visitors, or deliveries. If your key tag is lost or stolen a \$25 replacement fee is charged for a new key.
- ❖ The parent or authorized guardian is responsible for signing the child in at the time of drop-off. The parent or guardian must sign children in and out daily.
- ❖ Children will be released only to those persons listed on the Enrollment or Agreement forms as "Authorized People" to pick-up. If the staff member is not familiar with the person picking up your child, he/she will be asked to prove identity by showing a form of photo identification. This photo identification will be copied and placed in the child's folder for future reference.
- ❖ Please be advised that Rainbow's End Learning Center for your child's safety reserves the right to refuse release of a child to you or any person who appears to be under the influence of drugs or alcohol, and will request that other transportation arrangements be made, and/or may contact the local authorities for assistance. By signing this form, you acknowledge that Rainbow's End Learning Center may in good faith be making such a decision for the safety and well-being

of your child and agree that Rainbow's End Learning Center always has the right to make such a decision.

- ❖ Please provide us with copies of all custody agreements. We are required to release children to both parents and/or guardians unless we have copies of all legal custody agreements.
- ❖ Once you pick up your child you are responsible for them. Please do not leave them unaccompanied in the Rainbow's End Learning Center hallways and parking lot.

After Closing Pickup Late Charge

A late for of \$25 will is incurred for any pickup after 6pm. In addition, a late fee of \$10.00 will be charged to your account per child, for every 5 minutes a parent is late beyond the 6:00 pm center closing time. If by 6:30 pm the staff is not notified, they will call the person designated for emergency pick-up. Frequent late pick-ups will result in termination of enrollment. If staff are unable to reach parents or anyone on the emergency contact list by 6:45, the authorities and CYS will be notified.

More than once a month and/or 5 times per calendar year is considered frequent.

Rainbow's End Health Policy

A child will be excluded from attending childcare in the following situations...

- ◆ If the child is unable to participate in daily classroom activities, generally lethargic, needing constant one on one attention, or not able to participate in large motor or outdoor play.
- ◆ If the child has a fever of 100.4 degrees or higher.
- ◆ Diarrhea- excess liquid in stool, occurring two or more times in a two-hour time period or if the stool can't be contained within the diaper. Food intolerance will be taken into consideration.
- ◆ Vomiting- first occurrence (Reflux will require a note from a physician.)
- ◆ A rash present on a child's body.
- ◆ Has symptoms of contagious illness. The child will be excluded from care if one of the following illnesses is suspected- including, but not limited to the following:

Roseola	Scarlet Fever	Croup	Pink Eye
Impetigo	Ringworm	Lice	Fifth Disease
Chicken Pox	Pneumonia	Flu (3-5 days)	Strep Throat
Hand Foot and Mouth	RSV (5-8 days)	Covid-19	

The symptoms will be assessed by the staff, on the basis of prior experience and the *Managing Infectious Diseases in Child Care and Schools* reference guide published by the American Academy of Pediatrics.

Parents must arrange to pick up their child within 1 hour of the time they are notified of the illness.

A child may return to care if they meet *all* the following requirements:

- ◆ 24 hours after the second dose of an antibiotic has been administered when prescribed by a physician.
- ◆ No fever has been present for 24 hours and **no fever reducers** (Tylenol, Ibuprofen, etc.) **have been administered within the last 12 hours.**
- ◆ The child has not vomited in the last 24 hours.
- ◆ The child can participate in all daily activities, including outdoor play. The child is considered able to participate when the illness does not require more care than the childcare staff are able to provide without compromising the needs of the other children in care.
- ◆ In the case of a rash or contagious illness, a child may only return to care with a written release from a physician indicating the approved date of return.

Medication

For staff to administer medication, the following requirements apply:

1. A prescription or nonprescription medication may be accepted only in an original container clearly marked with the child's name and name of the medication. Items such as Chapstick, nebulizer, baby powder, diaper cream, or skin cream must also be treated as medication.
2. A staff member shall administer a prescription medication only if instructions are provided from the individual who prescribed the medication. Instructions on the prescription label are sufficient. Please be aware that the medication label is at times on the box the prescription comes in, if so, please send the medication in the original box the label from the pharmacy.
3. The parent/guardian must give written consent to staff to administer medication. The parent must complete the medication log each day that the medication is to be given; otherwise, we will be unable to administer the medication to your child.
4. Medication must be given directly to a staff member by the parent, so it can be stored safely. Any medication found in a diaper or book bags will be disposed of.
5. Rainbow's End Learning Center staff cannot perform invasive procedures or administer medication requiring medical expertise.
6. Medication cannot be administered in a drink cup due to the risk of another child accidentally ingesting the medication.
7. Any over the counter medications will be given as per the instructions on the original box. Medication will not be given if the child is under the suggested age without a doctor's note detailing the directions for administering the medication.

Emergency Medical Care

Staff members are trained in basic first aid and child CPR within 6 months of being hired. In case of a child injury or medical emergency, staff will proceed with the necessary medical care and will notify the parents as soon as possible. Rainbow's End Learning Center staff members cannot perform invasive procedures or procedures requiring medical expertise.

Accidents, First Aid and Incident Reporting:

All adult staff certified in first aid are allowed to administer minor first aid to injuries such as small cuts, bumps, and bruises. Staff will always use gloves when dealing with blood. In case of a more serious injury, staff will deal with the immediate need (i.e. apply pressure to stop the bleeding) and then contact 911 and their supervisor/lead as appropriate to assist. Any time a child is hurt, an incident/injury report needs to be completed.

Emergency Closings

In the case of extreme weather conditions, power failure, loss of water, or security emergencies, closings will be announced via Remind and Class Dojo. Parents will be responsible for the daily fee if their child is scheduled to attend that day.

Emergency Response Letters to Parent(s)/Guardian(s)

To the Parent (s)/Guardian (s) of **Rainbow's End Greene:**

This letter is to assure you of our concern for the safety and welfare of children attending **Rainbow's End Learning Center**. Our Emergency Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- *Immediate evacuation:* Students are evacuated to a safe area on the grounds of the facility in the event of a fire, lockdown, etc.
- *In-place sheltering:* Sudden occurrences, weather or hazardous materials related, may dictate 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:
 - Emergency Relocation Facility at The Housing Authority 102 School Drive, Waynesburg, Pa 15370

If it ever becomes necessary to relocate, a sign will be posted on the door stating we've gone to the alternate location.

Special Medical, Physical, or Behavioral Needs and Infants and Toddlers: The facility will take appropriate protective measures during an emergency for any children or staff who have a condition that may require special accommodations or action. A listing of these children and staff will be maintained and will include infants, toddlers, children with disabilities and children with chronic medical conditions. A staff member will be assigned responsibility to ensure appropriate protective measures are taken and will ensure any medications and/or equipment accompanies them. The center will also ensure batteries or supplies needed to operate the equipment are stocked and move with the equipment. Any special needs personnel and medicine/equipment will be provided to local and county EMA along with the annual plan. Infants will be placed in an evacuation crib and covered with a blanket. All extra staff will go and help the infant and toddler classrooms.

If you're not sure how to get there, please ask for directions before there is an emergency.

- *Modified Operation:* May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

A message will be sent out on Remind to announce any emergency action that is listed above.

We ask you not to call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.

The form designating persons to pick up your child is included on the emergency contact form. This form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child.

I realize that emergency circumstances may require changes to your plans, but I urge you to not attempt to make different arrangements if possible. This will only create additional confusion and divert staff from their assigned emergency duties.

To ensure the safety of your children and our staff, I ask your understanding and cooperation. Should you have additional questions regarding our emergency operating procedures, contact the director at 724-627-5421.

Sincerely,

Rainbow's End Learning Center Director

To the Parent (s)/Guardian (s) of **Rainbow's End Washington** children:

This letter is to assure you of our concern for the safety and welfare of children attending **Rainbow's End Learning Center**. Our Emergency Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- *Immediate evacuation:* Students are evacuated to a safe area on the grounds of the facility in the event of a fire, lockdown, etc.
- *In-place sheltering:* Sudden occurrences, weather or hazardous materials related, may dictate 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:
 - Emergency Relocation Facility at The Alpine Bowling Alley, 735 Jefferson Ave. Washington, PA 15301

If it ever becomes necessary to relocate, a sign will be posted on the door stating we've gone to the Relocation Facility. We will also notify you on the childcare center's ClassDojo app.

Special Medical, Physical, or Behavioral Needs and Infants and Toddlers: The facility will take appropriate protective measures during an emergency for any children or staff who have a condition that may require special accommodations or actions. A listing of these children and staff will be maintained and will include infants, toddlers, children with disabilities and children with chronic medical conditions. A staff member will be assigned responsibility to ensure appropriate protective measures are taken and will ensure any medications and/or equipment accompany them. The center will also ensure batteries or supplies needed to operate the equipment are stocked and move with the equipment. Any special needs personnel and medicine/equipment will be provided to local and county EMA along with the annual plan.

If you're not sure how to get there, please ask for directions before there is an emergency.

Modified Operation: May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

We ask you not to call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.

The facility director may provide an alternate phone number (i.e. cell phone number, etc.) to call in an emergency event.

The form designating persons to pick up your child is included on the emergency contact form. This form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child.

I realize that emergency circumstances may require changes to your plans, but I urge you not to attempt to make different arrangements if at all possible. This will only create additional confusion and divert staff from their assigned emergency duties.

In order to ensure the safety of your children and our staff, I ask for your understanding and cooperation. Should you have additional questions regarding our emergency operating procedures, contact the director at 724-225-8145 ext.227 or 724-344-4805.

Sincerely,

Rainbow's End Learning Center Director

Pertinent Rules and Policies

General Rules

- When you are within the facility, you are responsible for your child.
- Toys from home are not permitted to be brought into the center except for show and tell days or one stuffed animal/doll that is only to be used at naptime.
- Families are responsible for providing diapers/pull-ups and wipes. A minimum of seven diapers/pull-ups are required daily. According to state regulations, children are required to be checked at a minimum of every two hours, when the diaper is soiled, or when children are showing signs of discomfort.
- Staff must be notified immediately if a child is diagnosed with a contagious illness. This allows for timely notification to other parents and staff, as well as the implementation of appropriate sanitation measures. A written note from a licensed physician, including a specific return date, is required before the child may return to the center.
- Children may receive a maximum of 10 hours of care per day. If extended care is needed, parents must submit documentation of their work schedules provided by their employer to support the request. Travel time will be considered when reviewing requests for care that exceeds the 10-hour daily limit.
- Parents/families will be responsible to pay for any items purposely damaged or broken by a child.
- Families must provide one week's notice prior to discontinuing services. Families are still responsible to pay for the final week even if the child does not attend.
- All court orders will be followed until changed or lifted by the court and documentation provided.



Rainbow's End Learning Center Confidentiality Policy

Rainbow's End Learning Center and its employees will keep confidential all information relating to a child's medical history, developmental progress, and family status.

Rainbow's End Learning Center staff will have access to such information on a need-to-know basis and will be prohibited from discussing such matters to parties other than the child's parent or guardians without written consent from the parent or guardian.

IFSP/IEP Implementation Plan Policy

At Rainbows End Learning Center we are dedicated to providing an inclusive and supportive environment for all children. We recognize the importance of Individualized Education Plans (IEP) and Individualized Family Service Plans (IFSP) in ensuring that each child receives the personalized support they need to thrive. Rainbows end staff are committed to understanding and implementing each child's IEP/IFSP as designed. Our staff will work closely with families, educators, and specialists to ensure that the goals and strategies outlined in these plans are effectively integrated into our daily routines and activities.

If your child has an IEP/IFSP, we will ask that a request form be completed so Rainbows End will have a copy of the plan in the child file, so staff can assist the child in achieving their goal

Inclusion Policy

Rainbow's End Learning Center welcomes all children and is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of each and every child. we also provide specialized care for children with special needs. Our mission is an educationally based, hands-on approach to teaching. This mission is adapted to meet the individual needs of the children in each of our classroom environments, infancy through school-age.

At Rainbow's End Learning Center, we believe each child is unique and learns at his or her own pace and in their own special way. The use of the Creative Curriculum allows the children to experience all levels of play that are essential to learning including large motor, small motor, self-help, social, emotional and cognitive play.

The Creative Curriculum is a research-based curriculum that has clearly defined learning objectives for children from infant to preschool age and is cross-walked with the Pennsylvania Early Learning Standards to ensure that each child is reaching their maximum learning potential. Teachers will also use informal and formal observations to help guide theme and activity planning, as well as incorporate individual goals based upon our curriculum's objectives and the Early Learning Standards. We believe children thrive in an environment in which they feel safe. Children are given the opportunity to make choices and problem solve.



Nutrition Policy

Current research indicates that children require a variety of nutrient-dense foods—rich in protein, carbohydrates, healthy fats, vitamins, and minerals. These foods should provide enough calories to prevent hunger, support healthy growth, and reduce the risk of obesity.

Current research shows that children need a variety of nutrient-dense foods that include protein, carbohydrates, oils, vitamins, and minerals, with the number of calories that prevent hunger, foster healthy growth, and prevent obesity. Unless there is a medical condition that requires otherwise, teachers and caregivers will support healthy eating habits. Staff will use meal opportunities to enrich the children's knowledge on better nutritional habits through communications and stories incorporated in their lesson plans. They talk about the color, shape, size, quantity, numbers, and temperature of food as well as about events of the day. They encourage children to take the 1, 2 bite, tasting the food items.

The best first food is human milk, which is commonly called breast milk. Formula is an adequate substitute when human milk is not available. Children learn to self-feed and develop lifelong healthful habits by being introduced to developmentally appropriate solids and observing eating modeled by others. Because children pick and choose from different kinds and combinations of foods offered, healthful foods should be offered at each feeding. After 1 year of age, children need to drink water as a beverage when they have consumed the recommended amount of milk at a meal and as the between-meal beverage. Overconsumption of juice contributes to overweight/obesity, malnutrition, and dental decay. Overconsumption of milk is associated with iron deficiency anemia.

Packed meals: (Waynesburg location only; Washington meals are provided on-site, and Packed Lunches are NOT permitted)

1. For packed meals from home, families are expected to provide developmentally appropriate servings of protein such as lean meat, skinless poultry, fish, cooked beans or peas, nut butters, eggs, yogurt, or cheese. Commercial prepackaged lunches or baked pre-fried or high-fat meats such as chicken nuggets and hot dogs are not permitted. These do not meet the requirements of the USDA Child and adults Care food program.
2. Families are encouraged to include fruits and vegetables in packed lunches. The program supplements a child's home-provided meal if the nutritional content appears to be inadequate. Teachers and Caregivers will inform the parents if being supplemented.
3. Parents will be provided with suggestions for appropriate and nutritious packed lunches, through newsletters and flyers.

Infant /Toddler Feeding

1. **When infants are fed:** Infants are fed when they give the teachers a cue such as crying. Infants are always held and fed, never being propped with a bottle.
2. **Breast feeding:** We do support breast feeding. All breast milk pouches must be labeled with

child's name and date. Once breast milk has been thawed, it will be discarded at the end of each day. This is due to bacterial growth.

3. **Use of Bottles for Infant Feedings:** Infant's bottles and foods may be warmed if the infant prefers it, but milk and food do not have to be warmed. A microwave is never used to warm bottles and food. All bottles are labeled daily with child's name. Any formula or human milk left in a bottle from which an infant has fed is discarded by an hour after the feeding began.
4. **Progression to Use of Cups and Utensils:** Teachers/caregivers offer fluids from a cup as soon as the child seems ready to learn this drinking method, usually around 6 months of age, with a goal to wean to a cup by 12 months of age. Teachers/caregivers encourage older infants and toddlers to hold and drink from a child-sized cup and to feed themselves with child-sized spoons and forks as well as to use their fingers for self-feeding. Water is offered in cups only. No child is permitted to carry around a drinking device (i.e., bottle or cup) or have such a device in any rest or exercise equipment.
5. **Child: Staff Ratio for Feeding:** When supervising infants and toddlers who are eating, teachers/caregivers sit within arm's reach, directly observing and communicating with the infants and toddlers who are feeding themselves.
6. **Meal and Snack Patterns for Toddlers:** All meals are served at a table in family style manner. Meals and snacks for toddlers contain the foods shown in the meal and snack patterns described in the Child and Adult Care Food Program guidelines.
7. Food is cut up into ¼-inch pieces for infants and ½-inch pieces for toddlers to use for finger feeding by children who are 6 months and older.
8. **Hand Hygiene:** Children, staff and infants hands are washed before and after feeding. Wipes or washcloths are not used instead of hand washing.

Preschool/School-age Feeding

1. **Foods for Meals and Snacks:** Food selections and portion sizes follow the meal and snack patterns described in the Institute of Medicine recommendations for the Child and Adult Care Food Program guidelines. Foods are planned to offer the recommended meal patterns over the course of the week, varying from day to day.
2. **Hand Hygiene:** Adults and children involved with food handling, serving, or eating washes their hands before and after food-related activities.
3. **Child Participation in Meal Preparation:** Children help with setting the table, serving food, and cleaning the table under direct supervision of staff to ensure supervision and appropriate hand washing and adult-only sanitizing of surfaces as well as proper handling of dishes, cups, and utensils to prevent contamination.
4. **Prohibited Use of Food:** Food is not offered as a reward or denied as punishment.

Feeding Children with Special Nutritional Needs

Children with special needs related to their ability to eat or a nutritional requirement must have an individual care plan. The care plan needs to include a written description of each child's feeding history, including prohibited foods and substitute foods where applicable, as supplied by the parent/legal guardian and the child's health care professional on admission to the program.

Consultants, including nurses, nutritionists, speech therapists, occupational therapists, and physical therapists, may assist in the formation of individual feeding plans.

Supervision Policy

At Rainbow's End Learning Center we take childcare supervision very seriously. This policy and our practices ensures the safety of the children while in the care of Rainbows End Learning Center. The directors at each of our locations will ensure classrooms are staffed appropriately and the childcare needs are communicated to the staff both within the facility and when offsite.

Minimum Staff to Child Ratios

<i>Similar Age Levels</i>	<i># Staff</i>	<i># Children</i>	<i>Maximum Group Size</i>
Infant	1	4	8
Young toddler	1	5	10
Older toddler	1	6	12
Preschool	1	10	20
Young school-age	1	12	24
Older school-age	1	15	30

In very rare cases, where our staffing levels are unexpectedly low, we may need to temporarily ask a limited number of families not to attend that day to remain compliant with state safety regulations. We will notify you as early as possible and we will do our best to rotate any necessary cancellations fairly. If this occurs, you will not be charged.

Suspension and Expulsion Policy

At Rainbow's End Learning Center we understand it is essential for all children to have a positive educational experience from the start to build steps for lifelong learning. Suspending and/ or expelling a child from our Early Learning Program is not considered normal practice and prevention of suspension or expulsion from the program is essential to promote partnerships between our program and families. This supports healthy development, continuous quality improvement and supports children's social, emotional and behavioral health.

Policies and expectations within the center are discussed and agreed upon at enrollment to ensure all parties are working collaboratively together. Children are welcome with support staff into the program and behavioral plans are used as needed. Children will not be excluded from enrollment if a parent identifies the need for support staff and the center will follow any necessary plans to assist the family and support staff with the child. All families will be encouraged to participate in their child's care as much as they are able.

Rainbow's End supports developmentally appropriate practice in each classroom and provides children with a safe and interactive as well as stimulating learning environment. Staff are offered and



must take professional development on age-appropriate behavior as well as partnering with parents. Classrooms are set up to avoid conflict as much as possible, and staff are encouraged to develop professional relationships with families and the children enrolled. Each child will be treated equally.

For all children, including anyone with an Individualized Education Program (IEP)/ Individualized Family Service Plan (IFSP), once a behavioral concern is identified - this refers to any behavior observed in a child that may fall outside typical developmental expectations, including but not limited to: hitting, kicking, spitting, harm to self or others, foul language, damaging property, eloping from classroom, etc.

1. If a child exhibits behavioral issues, staff will alert the director and document the behaviors as well as any relevant information such as, but not excluded to: time, date, antecedents, interactions, what redirection is used and amount of time from start to end of behavior.
2. Documentation will be shared with families, and we will collaborate with families to develop a behavioral support plan that best meets the child's needs.
3. Staff will share helpful resources with families and places they may go to for additional assistance.
4. Once a plan is established staff will document daily and share with families both positive and negative behaviors and how the plan of action is working.
5. Staff will provide the child with reasonable accommodations to assist the child. Some examples include, but are not limited to: need for a snack, fidget toy, extra time to prepare for transitions, signal cards, etc.
6. Staff will document daily and share documentation with parents as often as needed.
7. All children will be given positive reinforcement on a regular basis
8. All children will have lessons on social and emotional development with their classroom teachers.
9. If violent or unsafe behavior continues, a discussion with parent / guardian regarding the need for a suspension or expulsion will occur.

For the safety of the child, other children in the center and the staff, it may become necessary to suspend or expel a child from Rainbows End Learning Center. There may be instances based on the severity of an incident where the prior listed items may not all be followed prior to a suspension/expulsion.

Transition Process:

If an expulsion must occur, Rainbow's End will assist the family and child in transitioning to another program by identifying and engaging mental/behavioral health consultants and community resources to assist in determining the most appropriate placement for the child.

Policy on the Referral to Outside Resources

When a program staff member determines a family is in need of outside services or a family requests help such as medical, dental, developmental, financial, mental health, clothing, food, shelter, etc. the staff member will discuss the need with the facility director. The director maintains a list of approved resources which may be helpful to the family. If a resource is not able to be identified from the list of approved resources, the director will attempt to identify an organization who may be able to provide



Rainbow's End Learning Center

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assistance. The director will communicate with the parent or guardian regarding the need, the potential organization(s) that may be able to assist and provide any other resources. Rainbow's End staff may not force a family to participate in an outside source BUT if the situation becomes an issue that causes a safety concern Rainbows End Learning Center may have to follow the Suspension Expulsion Policy.

Toilet Training Policy

When you feel your child is ready for toilet training, we ask that you begin teaching at home. We will follow through and encourage your child while they are in our care. Daily communication between the parent and classroom teacher is very important.

- The child must be showing signs of readiness and be able to control their bladder and bowel movements.
- The child must be kept in a pull-up, vinyl training pants, or underwear.
- Please keep in mind that the high activity level here at the center may distract your child from responding to the urge to use the potty more so than at home.
- Please encourage your child to verbalize when they need to use the restroom.
- Staff will never put a child on the potty unless the child is willing.
- Staff cannot wash out soiled clothing per regulations set by the state of Pennsylvania. Staff are required to put soiled clothing in a plastic bag for you to take home and wash.
- Please send them to daycare with loose fitting clothing that your child can manage independently. Try to avoid tight clothing, onesies, pants with snaps or buttons, overalls, and tight leggings.
- We will help children wipe. As they progress and become more confident in toilet trainings, we will encourage them to become more independent by encouraging them to wipe themselves. We will check them when they are done.
- The child will be encouraged to use the potty every 45 minutes to an hour.
- Families are required to supply the pull-up or vinyl training pants and multiple sets of extra clothing (including socks) daily.
- A pull-up or diaper will be put on the child during naptime until your child is waking up dry consistently from nap.
- We encourage every child to be toilet trained before transitioning into the preschool room.
- We encourage parents to communicate with your child's teacher throughout the potty training process.
- Families must review and sign their child's diaper log weekly.
- Toilet training conference is held before toilet training will begin at the center and then again at three months, six months, and when transitioning to the three year old room.

Restroom help Policy:

Children who use the restroom must be accompanied by a staff member. The staff member will make sure the restrooms are unoccupied by non-participants before allowing children in the restroom and then remain in the restroom with the child.



Dual Language Learning (DLL) Policy

Rainbow's End recognizes the right for all children to obtain high quality early childhood care; including children who are dual language learners. Rainbow's End also realizes the benefits of raising a child with dual language abilities will have an effect on the child throughout the rest of his/her life.

At enrollment, DLL children and families will be identified. When a child is determined to be a DLL the director and classroom lead for the child will work closely together to learn about the child's cultural needs, language abilities, and instructional activities that will benefit the child in their home language as well as English. The Director will make every effort to communicate to the parents and guardians in a language they understand and at times a third party translator might be required. Rainbow's End will require professional development for staff in culturally and linguistically responsive practice; supporting the early learning and comprehensive development of DLLs, including strategies to support the continued development of the home language and promote English language development; and appropriate trajectories for English acquisition

Shaken Baby Syndrome, Abusive Head Trauma, and The Prevention and Identification of Child Maltreatment Policy

Rainbow's End Learning Center seeks to provide a safe and secure environment for the children who participate in our programs and activities. By implementing this policy, our goals are to protect the children participating in our organization from any harm and provide a clear path of response for staff and volunteers in the event of suspected abuse or neglect.

In accordance with 55 Pa. Code § 3270.31(f)(6) all staff are required to receive training in shaken baby syndrome, abusive head trauma, and child maltreatment before being allowed to be left unsupervised with children. All staff will be supervised by a trained and qualified staff member when being with children until they have completed the necessary training.

This policy is designed to prevent the possibility of abusive head trauma during care. Abusive head trauma (also referred to as Shaken Baby Syndrome) occurs in infants and young children, whose neck muscles are not well-developed and whose heads are larger relative to their bodies. As a result, they are especially susceptible to head trauma caused by any type of forceful or sudden shaking, with or without blunt impact. Damage can occur in as little as 5 seconds.

Abusive head trauma can occur in children up to 5 years of age; however, infants less than one year are at greater risk of injury. Shaken baby syndrome can lead to serious conditions including:

- Brain damage, problems with memory and attention, cerebral palsy;
- Blindness or hearing loss;
- Intellectual, speech or learning disabilities; and
- Developmental delays.

Signs and Symptoms

The signs and symptoms of shaken baby syndrome or head trauma include:

- Seizures;
- Bruises;
- Lack of appetite, vomiting, or difficulty sucking or swallowing;



- Lack of smiling or vocalizing;
- Rigidity, inability to lift the head;
- Difficulty staying awake, altered consciousness;
- Difficulty breathing, blue color due to lack of oxygen;
- Unequal pupil size, inability to focus the eyes or track movement; or
- Irritability.

Emergency Response

- If a child presents any of the above symptoms or you suspect a baby has suffered abusive head trauma call 911 and report to appropriate child protective services.

Injury Prevention

Infant crying is normal behavior, which improves as a child ages. Caregivers should develop proactive strategies to manage stress levels and appropriate responses to a crying child. This includes being self-aware and noticing when the caregiver may become frustrated or angry. Parents/guardians, caregivers and coworkers should discuss what calming strategies are successful with a particular child at home or in the center.

Sometimes interactions with children can become very frustrating. If staff or volunteers ever find themselves in a situation where they are getting very angry with a child or a class, they will take a break. Staff will contact their supervisor and ask for a break or will ask another staff member to cover their class, while ensuring ratio's are maintained.

Discipline:

No physical discipline (hitting, slapping) may be used by any staff. When a child is exhibiting unwanted/inappropriate behavior, a staff may use redirection and/or verbal means to guide the child's behavior.

Physical touch:

Staff will be sensitive to the way children interpret physical contact. All physical contact will be gentle and appropriate. Children have the right to refuse physical contact.

Diapering and Bathroom Help

- Diapers will be checked once per hour and done at the diapering stations.
- Staff will never leave a child unattended on the changing table.
- The changing table will be wiped down after each change with disinfectant cleaner.

Mandated Reporting

Rainbow's End Learning Center recognizes that mandated reporter training is necessary for staff and volunteers to recognize child abuse and understand how to report it. Therefore, all staff and volunteers will be required to complete mandated reporter training in accordance with PA childcare regulations. New staff and volunteers who have never received mandated reporter training before will be required to take the online training before they begin working with children.



Toxic Plant Policy

Rainbow's End Learning Center director and staff are responsible for identifying all plants that are currently indoors and outdoors in childcare and play spaces, as well as any areas that are accessible to the children inside of the building including, but not limited to the kitchen, office, teachers' lounge, hallways, and rest rooms. Any plant that is toxic or plant that has a toxic part must be removed, however this does not include plants that are grown for human consumption that may have toxic or poisonous parts, including, but not limited to potato, tomato, and rhubarb. Plants that are intended for human consumption such as, but not limited to, tomatoes, potatoes, and rhubarb are permitted to be grown and accessible to the children, however, children must be actively supervised by a highly qualified staff member when they have access to these plants. All children and staff will be required to wash their hands with soap and water after handling any plant. Staff will be required to research any plant that they plan on using or placing indoors or outdoors at the center.

A reaction to a toxic plant can occur via ingestion, touch, or inhalation. A reaction to being exposed to a toxic plant may include but is not limited to one or more of the following signs: abdominal pain/nausea/vomiting, skin irritation, watering or burning of the eyes, dilated pupils, difficulty breathing, slow or high pulse, sore throat, headache, drowsiness, swelling/itching, or death.

If a child or staff member are exposed to a toxic plant, a staff member will immediately contact the Poison Control Center (1-800-222-1222) for assistance/guidance, and if possible, a piece of the plant will be kept for identification purposes. If it is a medical emergency requiring immediate attention 911 will be contacted. Parents of any child exposed to a toxic plant will be contacted and kept up to date on the situation until the parent can arrive to the center or local emergency department depending on the severity of the situation.

Please note that this does not prohibit all plants to be excluded from the center. Non-toxic plants will be permitted after research has been conducted and the plant has been deemed safe.

Nondiscrimination of Services

Admissions, the provisions of services, and referrals of clients shall be made without regard to race (to include hair type, hair texture, or hair style), color, religious creed (to include all aspects of religious observances and practice, as well as belief), disability, ancestry, national origin (including Limited English Proficiency), age (40 and over), genetic differences or sex (to include pregnancy status, childbirth status, breastfeeding status, sex assigned at birth).

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to,

equipment redesign, the provision of aides and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/patient/student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with the below:

Compliance Officer PathWays of Southwestern PA 95 W Beau Street, Ste 420 Washington, PA 15301 Tel: (724) 229-051 Compliance@yourpathways.org	Office for Civil Rights U.S. Department of Health and Human Services Centralized Case Management Operations 200 Independence Avenue, S.W. Room 509 HHH Bldg Washington, D.C. 20201 Tel: (800) 537-7697 https://www.hhs.gov/ocr/complaints Email: ocrcomplaint@hhs.gov (Within 180 days from the date of incident)
Commonwealth of Pennsylvania Department of Human Services Bureau of Equal Opportunity Room 225, Health & Welfare Building P.O. Box 2675 Harrisburg, PA 17120 Inquiries: (717) 787-1127 Email: RA-PWBEOAO@pa.gov (Within 90 days from the date of incident)	Pennsylvania Human Relations Commission 333 Market Street, 8th Floor Harrisburg, PA 17101 https://www.phrc.pa.gov/Complaints/Pages/How-to-File-a-Complaint.aspx Inquiries: (717) 787-4410 TTY users only: (717) 787-7279 (Within 180 days from the date of incident)

Grievance Procedure

If you have a question or concern about any of the policies or procedures at Rainbow's End Learning Center or have a complaint to file against a staff member, please follow the procedure below.

1. Notify the Rainbow's End Learning Center Director in writing of your complaint. The Rainbow's End Learning Center Director will schedule a meeting with the parents to discuss the complaint within 5 working days of receiving the complaint.
2. If the situation cannot be resolved at this level, or you are not satisfied with the decision of the Rainbow's End Learning Center Director, a written complaint may be presented to the Senior Vice President of Program Operations. A written response or meeting will be scheduled within 5 working days of receiving the complaint. A meeting with the Senior Vice President of Program Operations, the Rainbow's End Learning Center Director, and the parent will be scheduled within 5 working days of receiving the complaint.
3. If the situation cannot be resolved at this level, or you are not satisfied with the decision of the Senior Vice President of Program Operations, a written complaint may be presented to the PathWays Chief Executive Officer. A written response or meeting will be scheduled within 5 working days of receiving the complaint. A meeting with PathWays' Chief Executive Officer, Senior Vice President of Program Operations, the Rainbow's End Learning Center Director, and the parent will be scheduled within 5 working days of receiving the complaint.

4. If the situation cannot be resolved with Pathway's Chief Executive Officer, you may file a complaint in writing with the Rainbow's End Learning Center Board of Directors. You will be notified of the board's decision in writing.

Addresses:

**President and Chief Executive Officer
95 W. Beau St Suite 420
Washington PA 15301**

**Rainbow's End Learning Center Board of Directors
of SW PA
95 W. Beau St Suite 420
Washington, PA 15301**

This Facility is Certified by the Dept. of Human Services Children Services and Early Learning. You may contact them at 1-800-222-2149.