



Welcome

We make every effort to provide a high-quality program for your child. We believe that early childhood experiences set the foundation for children to grow up and become well-adjusted adults. We truly care about each child's well-being, which is why our staff members are chosen based on their experience, education, and passion for working with children. Our staff members will work with you and your child to ensure that your child's needs are met. Parents and guardians are welcome to stop by and visit the center or your child's classroom. No appointments are necessary, but please be aware that visits during a child's naptime are not recommended because it may be disruptive to your child or others.

Our center is licensed by the state of Delaware's Office of Child Care Licensing. In order to be licensed, a licensing specialist conducts an annual unannounced compliance review to verify that we are following the DELACARE: Regulations for Early Care and Education and School-Age Centers. A licensing specialist will also visit the center if the Office of Child Care Licensing receives a complaint. If you would like to review these regulations or our compliance reviews, please speak with our administrator.

Non-Discrimination

We will not discriminate against any child or family based on race, color, national origin, gender, age, sex, pregnancy, marital status, sexual orientation, gender identity or expression, religion, creed, disability, veteran's status, or any other category protected by state and/or federal laws.

Owners

If you would like the names and contact information for the owners, our administrator will be happy to assist you.

Mandated Reporters of Child Abuse and Neglect

We are required by law to report suspected child abuse and neglect to the Division of Family Services in the Department of Services for Children, Youth and Their Families. Our first priority is to make sure your child is safe and his or her needs are met. Our staff members have each been trained to recognize signs and symptoms of child abuse and neglect.

Developmental and Educational Goals

Our staff members follow lesson plans for infants, toddlers, and preschool-age children that are posted in each classroom for your convenience. Each plan has activities listed to support your child developmentally or educationally in the areas of physical, social-emotional, language/literacy, and cognitive development. Lesson plans are created to be age appropriate and children over two will participate in special weekly activities that include cooking, food exploration, or healthy habits; science and nature; music and rhythm; and multi-sensory play. In addition to the lesson plan, each classroom will follow a daily schedule that is also posted in each classroom. The following schedule shows our preschool-age children's schedule. Depending on your child's age, his or her schedule will be slightly different.

Typical Daily Schedule for Preschool-age Children

7:30 am - 8:00 am breakfast
8:00 am - 9:30 am free choice activity centers
9:30 am - 10:00 am outdoor play
10:00 am -10:15 am snack
10:15 am - 10:30 am story time
10:30 am -11:30 am educational activities
11:30 am - 12:15 pm yoga or outdoor play
12:15 am - 12:45 pm lunch
12:45 pm - 2:45 pm nap time
2:45 pm - 3:00 pm snack
3:00 pm - 3:45 pm free choice activity centers
3:45 pm - 4:30 pm creative arts
4:30 pm - 5:00 pm outdoor play or indoor large motor play
5:00 pm - 5:30 pm free play until pick-up

We offer before and aftercare for school-age children. As well as care for in-service days, school holidays, snow days, etc. Our before care includes breakfast, homework help, and quiet activities. Our aftercare program is open from 3:00 pm to 5:30 pm and includes an afternoon snack, outdoor play, homework help, relaxation, reading, games, and science, math, social studies, language arts, cooking, and art activities. Our Before and After School Program adheres to the Brandywine School District policy concerning the use of electronic devices.

Assessments, Annual Conferences, and Concerns

Once enrolled in our program, each infant and toddler will receive a developmental assessment within 45 days of attending care. Based on that assessment, our staff will create a plan that includes age-appropriate and developmentally appropriate goals for your child as well as specific activities and experiences that staff members will provide to support your child's goals. Within the three months of beginning care, preschool-age children will receive an assessment related to age-appropriate developmental and educational goals. For all children, our staff members will record developmental milestones, accomplishments, and concerns. Infants and toddler-age children's plans will be reviewed and updated at least three times a year. We will share this information with you.

If we have concerns or your child is not meeting his or her developmental potential, we may refer you to request additional support from Child Development Watch or the Division of Prevention and Behavioral Services. In November, March and June you will be given the opportunity for a conference to discuss to your child's developmental and educational progress. At any time, please speak with your child's teacher, if you have questions about these assessments or want information about your child's accomplishments or needs.

Questions and Complaints

We understand how important your child is and know that questions and possibly complaints or concerns may arise. If you have a question please speak with your child's teacher or the administrator. If you have a concern or complaint, please speak to the child's teacher first,

unless you do not feel comfortable doing so. If that is the case, please speak with the administrator. If your child's teacher does not handle your concern or complaint in a satisfactory manor, please feel free to contact the administrator. We want you to feel comfortable speaking with our staff members. Please know that your questions, concerns, and complaints are very important to us and will be addressed to the best of our ability.

Release of Children

- Your child will only be released to the people you authorized. If someone who is not authorized attempts to pick up the child, a parent/guardian and the police will be contacted.
- In the event of an emergency, a person who was not previously authorized may be able to pick up your child, if you or another parent/guardian calls me and provides the person's name. Before the release of your child, we will check the person's state-issued identification card and take a picture of the card for our records.
- If your child attends school and plans to walk from his or her bus stop to our center or from our center to your home, written parent/guardian permission to do so is required.
- If someone is authorized to pick up your child and unknown to our staff, he or she will be required to show a state-issued identification card before the release of your child. A picture of the card will be taken and kept for our records.
- Children will only be released to custodial parents unless previous arrangements have been made. Court documents detailing custody arrangements are to be provided. If a non-custodial parent who is not authorized to pick up your child attempts to do so, the custodial parent/guardian and the police will be contacted.
- If an authorized person appears intoxicated or under the influence of drugs or alcohol an emergency contact will be called. The police will be notified if the person departs with the child.

Photographs and Videos

We take photographs regularly and all of our special events are recorded. These pictures may be posted in the center, displayed on our website, or used to chronicle your child's development or to illustrate the daily curriculum. We require written parent/guardian permission to disseminate photographs or videos of your child or if your child will participate in special events.

Confidentiality

We require written parent/guardian permission before we will disclose or use any of your child's information to others. Our staff members who work with your child will only receive the necessary information regarding your child to ensure your child's needs are met. Please note that employees of the Office of Child Care Licensing and those with other duties related to the health, safety, and well-being of children will be given access to your child's information for official use.

Transitions

We recognize how important new beginnings are in each child's development and to each child's family. With this in mind, we make transitions as smooth as possible by slowly integrating children into our center from home or from another child care program or into a new classroom.

Transitioning from home or another child care program may be difficult for some families, as everyone must adjust to new people and routines. When you begin this transition, you will meet your child's teachers, meet other children in your child's class, tour the classroom, learn your child's classroom procedures concerning napping equipment, extra clothing, medications, and diapers and wipes, if needed. You are encouraged to discuss the communication methods that work best for you and your child's teachers. We recommend that you visit the center before your child begins care, if possible. We recommend that initially you leave your child for a shorter period and gradually increase the time your child is in care to help your child adjust to his or her new environment.

Your child will be transitioned to a new classroom based on age, developmental readiness, and classroom availability. During the transition period, your child will be placed in his or her new classroom for short periods. This will help your child experience the new environment and become comfortable with the new teacher and children. We will develop a written transition plan that shows a series of visits to your child's new classroom. We will let you know in advance before your child has completely transitioned to his or her new class. We encourage you to meet your child's new teacher and discuss any important information you feel he or she should know before your child is moved.

Emergency Health Policy

In the event of a medical emergency involving your child:

- An ambulance will be notified in the event of a life threatening accident, injury, or illness.
- You will be notified immediately by phone if your child becomes seriously ill or injured while in care.
- If you are unable to be reached, your child's emergency contact listed on the information card will be notified.
- For non-life, threatening emergencies that require prompt medical attention, a staff member will transport your child to the nearest hospital unless you are able to pick up your child immediately if we are legally authorized to do so.

Illness Policy

Each day when your child arrives at our center, a staff member will check your child for signs of ill health, communicable disease, physical injury, and signs of child abuse or neglect. If your child exhibits symptoms of illness, requires medical attention, or becomes ill during the day, you will be notified immediately. If you are unable to be reached, your child's emergency contact listed on the information card will be notified. Our staff members will ensure your child's needs for rest, comfort, food, drink, and appropriate activity are met until her or she child can be picked up. Please do not drop your child off when your child is sick.

Health Exclusions

Ensuring children’s health is of primary importance to our staff. Therefore, if your child exhibits any of the following symptoms or illnesses he or she will be unable to be in care unless the symptoms are gone or your child’s doctor provides documentation stating the child has been diagnosed and the illness poses no serious health risk to your child or other children:

Symptoms of Illness for Exclusion Includes:
<ul style="list-style-type: none"> • Temperature of 100°F or higher without medication even if there has not been a change in behavior for infants four months old and younger;
<ul style="list-style-type: none"> • Temperature of 101°F or higher without medication accompanied by behavior changes or symptoms of illness for children older than four months;
<ul style="list-style-type: none"> • Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;
<ul style="list-style-type: none"> • Diarrhea; two or more times of loose stool during the past 24 hours, or if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end;
<ul style="list-style-type: none"> • Blood in stools not due to change in diet, medication, or hard stools;
<ul style="list-style-type: none"> • Vomiting; two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration;
<ul style="list-style-type: none"> • Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptom;
<ul style="list-style-type: none"> • Mouth sores with drooling;
<ul style="list-style-type: none"> • Rash with fever or behavior change;
<ul style="list-style-type: none"> • Purulent conjunctivitis “pink eye” (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none"> • Scabies, until 24 hours after starting treatment;
<ul style="list-style-type: none"> • Pediculosis “head lice” or nits, until 24 hours after starting treatment;
<ul style="list-style-type: none"> • Tuberculosis, as directed by DPH;
<ul style="list-style-type: none"> • Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;
<ul style="list-style-type: none"> • Strep throat or other streptococcal infection, until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none"> • Varicella-Zoster “chicken pox,” until all sores have crusted and are dry (usually six days);
<ul style="list-style-type: none"> • Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
<ul style="list-style-type: none"> • Pertussis, until completing five days of antibiotic treatment;
<ul style="list-style-type: none"> • Mumps, until five days after onset of glandular swelling;

<ul style="list-style-type: none"> • Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;
<ul style="list-style-type: none"> • Measles, until four days after arrival of rash;
<ul style="list-style-type: none"> • Rubella, until seven days after arrival of rash;
<ul style="list-style-type: none"> • Herpetic gingivostomatitis “cold sores,” if the child is too young to have control of saliva; or
<ul style="list-style-type: none"> • Unspecified short-term illness, not chronic illness if your child is unable to participate in activities or our staff cannot provide care for your child and the other children.

Communicable/Contagious Disease or Condition Policy

Children with a reportable communicable disease will not be admitted for care, unless your child’s doctor provides documentation stating your child has been evaluated and presents no risk to himself/herself or others or the Division of Public Health (DPH) has advised me that your child presents no risk to others. For information regarding reportable communicable disease, please view DPH’s website, <http://www.dhss.delaware.gov/dhss/dph/dpc/rptdisease.html>. If your child’s doctor states your child may return but DPH states that your child may not, our staff will follow DPH’s instructions. If your child is exposed to a communicable/contagious disease or condition while in care, you will be notified and given information on the symptoms of the disease or condition.

Medication Policy

There are staff members who are certified by the Office of Child Care Licensing (OCCL) to administer medication on site at all times. OCCL considers anything other than soap and water to be medication. Before administering any medication, you must complete a Medication Administration Record (MAR) and include all of the required information listed on the form. Medication must be in its original container and labeled with your child’s name. When your child no longer needs the medication or the medication has expired, we will return the medication to you.

In order to comply with the Americans with Disabilities Act, we will make reasonable accommodations for children with medical needs. If your child needs accommodations, please speak with our administrator to discuss your request.

A school-age child may self-administer medication with written parent/guardian and health care provider permissions. These permissions must indicate the child is able to safely self-administer the prescribed medical care, identify and select the correct medicine and dosage, if applicable, and administer the medical care at the correct time and frequency.

Accidents, Injuries, and Serious Incidents

- If your child becomes injured, is bitten, or involved in a physical altercation with another child, emergency action will be taken to protect your child from further harm and you will be notified.
- If your child receives a serious injury, you will be notified immediately. Per licensing regulations, a serious injury includes any impact to a child’s head. Therefore, if your child falls and bumps his or head, lips, mouth, or face you will be notified immediately.

- An accident/injury report will be completed and provided to you within one business day and a copy of this report will be kept in your child's file.
- You will be notified of less serious accidents/injuries before your child is released at the end of the day. Less serious injuries include bumps, scrapes, and scratches.
- If your child has a life-threatening injury or illness or a serious medical incident such as a seizure, allergic reaction, burn, drowning, etc., you will be notified immediately after an ambulance is contacted and you will receive an incident report.
- You will be required to sign the report as proof that you were notified of the accident/injury/serious incident.

Suspension and Expulsion

Our staff members have completed many trainings to learn to provide social and emotional nurturing and redirection for each individual child, particularly those who present challenging behaviors. These trainings included developmentally appropriate behavior, cultural responsiveness, family engagement, adverse childhood experiences, trauma informed care, and evidence-based practices. They complete training each year to help them understand children who have challenging behavior.

We work hard to ensure that each child feels special and that each child gets along well with others in the group. If your child is unable to control his or her behavior such as using disrespectful language, throwing objects, or hitting others, our staff members will work with you to help your child change his or her behavior and you may need to seek professional services for your child. We will use interventions to help your child learn to manage his or her behavior. If a therapist is involved, we will work with him or her and use the techniques/interventions that he or she recommends. These behaviors and interventions will be documented. After working to help your child, if the child continues to hurt others, he or she will be suspended for one day. If your child returns and continues to hurt others, you will be given five days to find alternate care and your child will be expelled. Decisions regarding suspension and expulsion are at the sole discretion of the Program Administrator.

You child's care will be terminated immediately in the following situations:

- Your child's presence becomes a serious safety threat to himself/herself or others;
- You or a family member or associate becomes a safety threat by becoming hostile and we cannot resolve the situation; We reserve the right to provide notice of termination of this agreement at any time; or
- You fail to pay for services, as stated in the Admission Agreement.
- You do not provide required paperwork on time, as stated in the Admission Agreement.

Positive Behavior Management

Our center has rules to keep all children safe. If your child breaks a rule, he or she will be redirected and a staff member will explain the importance of following the rule so the child may understand. If breaking rules becomes a persistent problem, a parent or guardian will be

notified so we may discuss ways to handle the problem together. If your child has a special need or an emotional disability, our staff will work with you and professionals, if needed, to create effective ways to manage your child's behavior.

Our staff members teach by example and use positive reinforcement techniques by praising a child when he or she is behaving. Throughout the day, our staff members will offer praise, attention, compliments, and rewards to your child. The rewards are typically stickers of popular characters. We find these techniques work best to encourage good behavior.

Occasionally, a child, ages 3 and older, who is misbehaving may be asked to take a break. This involves the child going to a quieter area of the classroom with a staff member so he or she can take some deep breaths and let off some steam. Our staff members are trained on positive behavior management techniques. They do not use any physical punishment or use any act that is prohibited by licensing regulations. Our administrator routinely steps into classrooms to observe the staff members interactions with children. In addition, staff members are asked to bring any concerns regarding another staff member's behavior/interactions to the administrator and immediately report suspected child abuse or neglect to the Child Abuse and Neglect Report Line.

Food and Nutrition Policy

Meals and snacks will be provided each day by the center as described below.

- Breakfast will be typically served daily from 7:30 am to 8:30 am
A typical breakfast will include whole milk for one-year-old children and 1% milk for children aged 2 years and older, a banana, and whole grain cereal. Portions will be based on the Child Adult Care Food Program (CACFP) recommendations.
- Lunch will be typically served daily from 11:30 am to 12:00 pm
A typical lunch will consist of green peppers, mushrooms, broccoli, beans, and cheese served on whole grain fajitas. Milk will be served as the beverage.
- An afternoon snack will be provided at 2:30 pm (3:00 for School Age Classrooms)
A typical snack will include whole grain pretzels, apple slices, and water.

The weekly menu will be posted on the bulletin board. Please note all meals and snacks served will follow the nutritional guidelines set forth by the Child and Adult Care Food Program (CACFP). Your child will be encouraged to eat, but not forced to eat. If you do not want your child to eat certain foods due to food allergies, religious reasons, or your family's food preferences please list those on the child's information card. If these foods modify your child's basic meal patterns written documentation is required from your child's doctor. If your child requests a second portion of food or milk, we will gladly provide it.

Breast Feeding

If you are a nursing mother, we will be happy to make arrangements for you to breast feed your child in a private location that is comfortable for both you and your child. Please speak with the administrator for details.

Sanitation

All teachers are trained in proper hygiene practices, which include hand-washing procedures, standard precautions, cleaning, sanitizing, disinfecting, safe food handling, and diapering procedures. Each classroom is thoroughly cleaned and disinfected according to licensing regulations. To prevent the spread of infections and viruses, equipment and toys used by infants and toddlers are to be cleaned and disinfected daily. The non-porous toys and play equipment in the other classrooms are cleaned with soap and water and then disinfected weekly or more frequently if needed. Our administrator routinely checks each classroom to ensure staff members are using the training that they received.

Safety

Safety is very important to our center. Our staff members are thoroughly screened, highly trained, and have successfully completed a comprehensive criminal background check. Our building has a safety plan in place to ensure unauthorized people do not have access to your children. Our classrooms are set up to be kid friendly and hazard free.

Physical Activity

Children are given multiple opportunities for physical activity each day. Weather permitting, each day all children will be taken outdoors to play, exercise, and to run around. Please ensure your child has outdoor clothing that is appropriate for the weather.

Transportation

- Transportation will not be provided.
- Field trips will be planned throughout the year for preschool-age and older children.
- A parent/guardian must complete a permission slip for each trip in order for your child to attend.
- A first aid kit, children's emergency contact information, a cell phone, children's emergency medications, a fire extinguisher, the phone number for poison control, and children's medical consent forms will be taken on all trips.
- Children's attendance will be taken upon departure from the center, periodically throughout the trip, at arrival and departure from the destination, and upon returning to the center.
- Phone number will be provided for children to wear during the field trip.
- The center will use a bus that has proper safety restraints that are used when transporting your child.

Screen time

Periodically, children over two years of age may view an educational program on a TV with written parent/guardian permission. The program will be age-appropriate and limited to one hour or less. We do not permit gaming devices, tablets, smart phones, etc. to be used and are not responsible if they are lost or stolen.

Documentation Requirements for Enrollment

Before your child begins care, we must have the following information on file:

- Completed Child Information Card
- Information regarding allergies
- Special dietary needs
- Documentation of any current illnesses or injuries
- Current medications and completed Medication Administration Record
- Signed Parents Right to Know
- Written feeding statement for infants
- Permission to sleep on a nap mat for 12-18 month old children who walk
- Permission for screen time or use of electronics
- Any court orders on custody and visitation arrangements, if applicable
- An IEP, IFSP, or Section 504 plan, if applicable
- Transportation permission, if applicable
- Using electronics, if applicable

Within 30 days of enrollment, you must provide your child's health appraisal that includes his or her health history, a physical examination, growth and development, age-appropriate immunizations, and medical information for treatment in cases or emergency, the child's blood lead level, and recommendations regarding required medication, allergies, restrictions or modifications or the child's activities, diet, or care, if applicable.

Hours of Operation and Holidays

The center's hours of operation are Monday through Friday from 6:30 am until 5:30 pm.

The center shall be closed or operating on a modified schedule on the following days:

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|-------------------------|-----------------------------|
| * New Year's Day | Martin Luther King, Jr Day |
| President's Day | Good Friday |
| Day Before Memorial Day | *Memorial Day |
| * Independence Day | Day Before Independence Day |
| * Labor Day | *Thanksgiving Day |
| Day After Thanksgiving | Christmas Eve |
| *Christmas Day | New Year's Eve |

If any of the holidays mentioned above happen to fall on a weekend, the holiday will be observed on a weekday to be determined by the administrator. The days indicated above with an asterisk are the days allowable for closing by Delaware's Purchase of Care Program. We will be open for at least 4 hours on all the other days above.

Because our center recognizes the need for staff to be well trained in current health, safety and instructional practices, we reserve the right to operate on a modified schedule or to close for staff training sessions. A sign will be posted in the lobby 30 days in advance of such a schedule change.

No tuition credit is given for school holidays, inclement weather closings, staff Professional Development days, closings due to Acts of God, pandemics, family vacations or sick days. In the case of inclement weather, please call our regular phone number for a recorded message.

Withdrawing Children from Our Program

We request that you give us 5 days written notice (written note given to administrator or email to administrator) when you wish to withdraw from our program. Failure to give 5 days notice as described will result in charges for that week.

Late Pick-Up Policy

Our center closes at 5:30pm. Children who are picked up after 5:30pm are considered a late pick up and the following charges will apply. We charge \$5.00 per child for each 5 minute increment of lateness. Purchase of Care clients are charged based on their authorization. Late fees must be paid at pick up or the following morning at drop-off. The center reserves the right to disenroll any family that is repeatedly late. Purchase of Care clients are given a five day notice of termination of services.

Drop-Off Policy

All children must be in the building by **9:00 am** unless they have a written excuse from a health care provider, therapist etc. This allows us to provide a healthy breakfast to each child. If your child does arrive after breakfast has been served, you are welcome to have a plate of breakfast prepared for your child by our cook, but the child must remain in your custody while he or she eats. Please bring your child directly to the classroom when finished. Breakfast times for each class are posted in each classroom as are weekly menus.

Tuition

An application fee (\$20) is due upon receiving your paperwork, which will be applied toward your first week's tuition. Application fees are non-refundable. There is no application fee for Purchase of Care clients.

Purchase of Care clients are welcomed as space permits. Our administrator will determine if we have a space for a new client. Our **POC Number is 1710292600**. Purchase of Care clients will not be admitted without current authorization papers from Social Services. If POC authorization lapses, the client must pay the center's private daily fee (\$60.00 per child/per day) in advance until new POC paperwork is provided. It is the client's responsibility to know when POC paperwork expires and to provide the center with new paperwork. There is no guarantee that Social Services will backdate any form, so please get new authorizations before the old ones expire. Be advised that we do not accept verbal authorizations from Social Services. Purchase of Care clients without current authorization papers or daily private pay funds (\$60.00 per child/per day) in advance, cannot be admitted.

Tuition (or co-payments for Purchase of Care) is due one week in advance. Clients who do not pay their tuition or co-payments one week in advance may be disenrolled from the center. Please use the tuition box in the lobby near the receptionist's desk.

All fees are non-refundable.

Civil Rights/Non-Discrimination Policy

The US Department of Agriculture and other government agencies prohibit discrimination against clients, employees and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, political beliefs, marital status, sexual orientation, income source or any activity funded by the government. Our program participates in the Child and Adult Care Food Program. We welcome all persons at our facility.

Personal Possessions

Please write your child's name on his or her jacket, backpack etc. Please persuade your child to leave personal possessions at home as they are easily lost. The center is not responsible for loss or damage to personal property.

Diapers and Wipes

Please provide diapers and wipes for your child who uses them.

Blankets and Cups

Please provide a blanket, marked with your child's name, for nap time use. Please take this blanket home to be laundered each week (usually on Fridays) and return to us on the following school day. If your child uses a sip cup, please provide one, marked with your child's name. Please take it home each evening to clean and sanitize it and return it to us the following school day.

Informational Changes

Please notify the administrator in writing regarding changes in addresses, telephone numbers, emergency contacts etc as soon as possible. For the safety of your child, this information must be accurate.