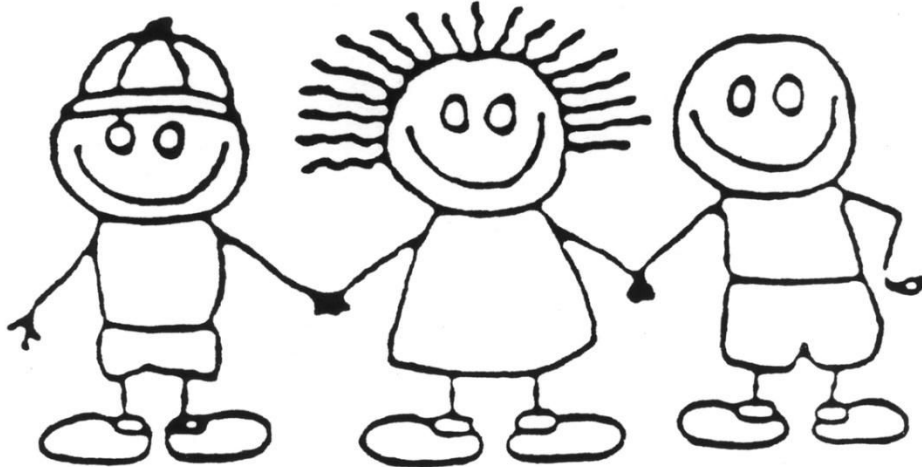


Babes on the Square, Too

Preschool and Childcare Center



1411 Foulk Rd
Wilmington, DE 19803
302-477-9190

Parent Policy Manual

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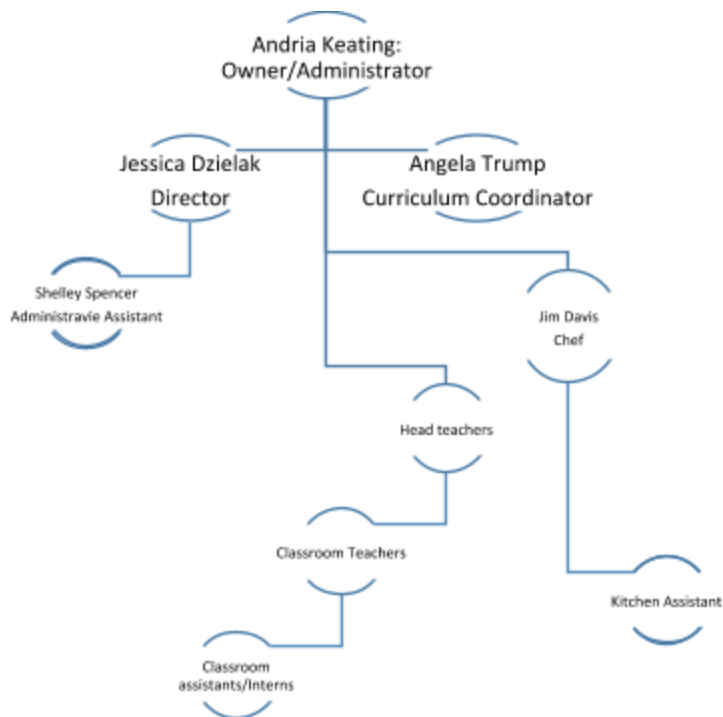
General Procedures and Policies

Babes on the Square Too welcomes children of all races and religions. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, and Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Parents Right To Know The Office of Child Care Licensing performs an annual (usually in December) inspection of our center. We are required to maintain the minimum standards as noted in the Delacare Regulations. A copy of the current regulations can be found in the office in a white binder marked Delacare. Please feel free to review any policy or regulation at any time. You may also contact the Office of Child Care Licensing (OCCL) to review our file or speak with our specialist. Please feel free to visit their website at www.state.de.us/kids/occl/occl.shtml or by phone at (302) 892-5800.

We encourage open lines of communication between parents and center staff. Please do not hesitate to speak directly to a staff member involved with the direct care of your child if you have any concerns about the care provided. Open communication is the key!

Governing Body



Program

Health and Immunizations Records Within 30 days of enrollment, you must submit a completed health appraisal form including record of administered immunizations in accordance with the American Academy of Pediatrics completed by a physician. Results of a lead screening and a TB screening must be completed by 12 months of age. A child who is underimmunized must provide documentation from the pediatrician stating the reason and time frame in which the child will be caught up. If a parent/guardian objects to immunizations on a religious basis or whose health care provider certifies that the immunization may be detrimental to the child's health they must provide a notarized statement explaining the exception is in compliance with state law. The only exception would be a child who may fall under the McKinny-Vento Homeless Assistance Act or other applicable federal, state, or local law or regulation.

It is required that we request a yearly updated physical. You will be given notice when it is time to update your child's physical and immunizations record. If your appointment is past the 12-month date from the previous physical record, we must have a written document of the next appointment. Failure to comply with this policy will result in a suspension or termination of care.

Confidentiality Once you enroll in the program and provide us with the required documents for their file including but not limited to health appraisal, contact information for self and emergency contacts, any and all assessments, court orders, etc... you are giving us consent to review the records as needed. The content of your child's file is confidential but is available as needed to Administrators, teaching staff, the child's parent(s) or legal guardian, and legal or regulatory authorities.

DVD/Video Viewing BOTS Too does not have a television, therefore, children will not view the TV. On occasion, teachers will use internet resources to enhance the curriculum for children over the age of two- years. This screen time will be limited to no more than 15 minutes at a time and no more than 30 minutes each week and will be linked directly to the curriculum/lesson plans.

Lost/Found There is a labeled box in the lobby for all lost/found items in the facility. They will be removed on a monthly basis.

Parking There are pre- designated parking spaces in front of the center for parents to park. Be sure not to park in the handicap parking spaces unless you have the proper tags to do so. Cars should not sit idling in the parking lot, please turn your car off when you are not in it. It is imperative for the safety of all that you respect and obey posted speed limit signs within the office complex.

Tuition

- Payments are due every Monday morning at drop-off.
- If your child does not attend on Mondays or is absent on a Monday, tuition is due the first day of the week that your child attends.
- Tuition rates may be increased annually 30 days' notice will be given should there be any change in tuition.
- Babes on the Square Too will be closed 11 holidays through the year. Tuition is due in full in the event of center closing for the following holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas day, Day after Christmas, and New Year's Eve.

Payment Schedule

- The center will accept cash, money orders and personal checks made out to Babes on the Square Too.
- Checks returned for insufficient funds will incur a twenty-five dollar (\$25.00) handling charge. Subsequently, the center will be unable to accept payment by personal check.
- The center will supply a receipt, when requested.
- Tuition is due at drop off Monday morning or the first day of the week that you attend. If payment is not received by the end of the business day on Friday of the week, a ten percent (10%) late fee will be assessed based upon the total balance due.
- Frequent late payments will result in termination of care.
- We understand that family dynamics are not all the same. Please be aware that the parent(s) or guardian(s) who sign our Child Care Contract are fully responsible for all tuition payments.

Tuition Express Tuition Express is an optional program that allows tuition to be charged directly to a Visa or MasterCard or a checking or savings account. There is a 3% charge for Visa or MasterCard. Please ask for the form in the front office if you are interested. We do not provide POS service. Tuition Express will be charged on a weekly basis until a request to cancel is provided or withdrawal from the center. Declined payment through Tuition Express will result in a twenty-five dollar (\$25.00) handling charge.

Late Pick Up Should an emergency preclude a parent from picking up their child by 6:00p.m, the center must receive a telephone call apprising us of the situation. The late fee is \$1.00 per minute after 6:00p.m. It is to be paid in full in cash that evening upon your arrival to the teacher on duty.

Late Payment Fees Please be aware that any tuition or fees that are not paid will result in civil and/or criminal action. Late fees will also continue to accrue until all payments are made in full. Any fees incurred in the process of collecting monies due to Babes on the

Square Too will also be added to the total amount due this includes but is not limited to any court costs and legal fees incurred. Small Claims court will take appropriate legal action to recoup any and all fees and tuition due.

Vacation Policy Each family is allowed one (1) week vacation from the center with unpaid tuition per contract year if the following two (2) criteria are met:

- ❖ Families are enrolled in our year round academic program either part-time or full-time.
 - ❖ Families do not have any tuition balance due
- Vacations must be taken in one week increments Monday - Friday (i.e. not Wednesday - Wednesday).
 - Parents must give written notice of vacation two weeks in advance. If two weeks' notice is not given, you will be charged for the week.
 - Failure to pay for this week will result in termination of care.
 - A leave of absence from the center for any reason, will no longer allow you to be eligible for the free vacation week.

Families who are enrolled for the school year only: You may keep your deposit on your account when you leave for the summer. If you chose to use your deposit at the end of the school year, your child's spot cannot be guaranteed and you will need to re-enroll. Please provide us in writing with the dates of your departure and return as soon as you know them.

Families who are enrolled for summers only: If your child will be involved in other camps that will result in time away for weeks at a time you could be excused from paying tuition if the dates your child will not be attending Babes on the Square Too is given to administration in writing upon enrollment.

Holidays Babes on the Square Too will be closed eleven (11) holidays through the year: New Year's Eve and New Year's day, Good Friday Memorial Day, Fourth of July, Labor Day, Thanksgiving day and the day after, Christmas day, and the day after Christmas.

Health and Safety

Signing in/out Children must be signed in and out on the computer located in the lobby/reception area. By signing in you are formally releasing your child into our care and this is the record of you doing so. By signing out you are relieving us of the responsibility of caring for your child. When arriving and/or departing, keep an eye on them for their safety and that of others in the building.

Although you may be short on time it is important that you and your child's teacher have an opportunity to check in with each other on how the child's night has been, any changes for pick up, how the day has gone etc... We ask that infant parents also complete the top portion of your child's daily so the teacher knows how your baby's night and morning were.

- Once the teaching staff has been notified that you are picking up, the child becomes your responsibility.
- For the children's safety it is important that they stay with you throughout the building and do not run in the hallway.
- For the safety of all, please be sure that you do not leave your car running when you drop off or pick up your child.
- Children should be accompanied by their parent, or guardian, from door to door.
- When dropping off your child please be sure that you bring your child all the way into their classroom and sign them in.

Please be aware that if a staff member or other parent witnesses a child being left in a car unattended or without a proper safety seat, they have the right and responsibility to contact the police. A child left unattended or without a car seat is considered neglect. (Delaware Code 16 Ch. 9: level 3 abuse and neglect section 10.1.13. Title 21 Ch 48 Section 4803: Child restraint and motor vehicles)

All personal items should be labeled and stored in your child's cubby.

Releasing Children Parents will designate in advance to whom their child should be released. If someone other than you will take the child home, you must notify the office staff. The office in turn will inform your child's teacher.

- Only authorized persons will be permitted to take the child. Please remind your pick up person to bring photo identification, as a child will not be released without proper identification if we have not met them. If a person arrives to pick up a child and the person is not on the authorized list or a parent has not notified us, the child will not be released to that person.
- In the event of custody situations, we must have on file any court orders regarding authorization to release the child. In the event that a non-custodial parent attempts to pick up a child, custodial parent and as needed the appropriate authorities will be notified.
- If you, or the person regularly responsible for picking up your child, will not be available by phone in the event of an emergency, please write down alternate phone numbers and/or names of persons who can be called in such an event.
- Children may not be released to persons displaying obvious signs of being under the influence of drugs or alcohol, or otherwise incapable of transporting the child safely. Center staff will attempt to contact the other parent or adult to come pick up the child. If necessary, the proper authorities will be notified.

Inclement Weather

- A decision will be made no later than 6:00 am regarding closing of the center due to inclement weather.
- Information will be posted on our website www.babesonthesquare.com or you can check the following radio station: WSTW.
- Tuition is not discounted due to inclement weather closings.
- This information will also be available on our answering machine if you are without internet or power.

Smoking Smoking on the premises is not allowed at any time. This includes the playground and parking lot areas. Our staff does not smoke on the premises and we expect all visitors to respect this policy.

Physical Environment Safety and Sanitation

- All outer fire doors are only accessible from the inside and will sound an alarm if they are opened.
- The main entrance is not secure and is open to any visitor or enrolled family.
- The inner door in the lobby area leading to the classrooms is secure and can only be accessed if a parent/guardian or staff use the computer to sign in or if a staff person approves and allows entrance by using a door card.
- Staff is responsible for daily upkeep of their classrooms.
- Each classroom cleans and disinfects toys, walls, cubbies, and mats/cots weekly.
- Infant toys are removed from play as they are soiled and disinfected daily.
- We use bleach and water solution when disinfecting.
- The center floors are vacuumed and mopped each night.
- Tables and chairs are cleaned frequently throughout the day.
- Foulkstone Plaza services the building each night with commercial cleaning of all classrooms and bathrooms.
- Diapering and handwashing procedures are posted in each appropriate area and are followed as required by Public Health.
- Staff wear food gloves when serving
- Hands are washed before and after handling food for both staff and children.

General safety precautions are used on the playground.

- There is a fall zone of at least 6 inches of approved materials.
- Equipment is observed daily to ensure there are no broken pieces or unsafe areas.
- The playgrounds are locked and not accessible to outside public.

If you ever see anything that we have missed, please let us know.

Babes on the Square Too has created an emergency procedure manual to be followed in case of any emergency.

- Fire drills are performed each month as required by the Fire Marshal.
- All rooms have a posted evacuation plan.
- If we have to be evacuated for an extended period of time we are able to use the

Harris School Cafeteria or St Paul's Lutheran Church across Foulk Road. At that time, we will notify all parents for pickup.

Illness/Sick Policy

Children with any of the symptoms of illness specified on the sick form will not be admitted to, or allowed to remain at the Center until the child has been symptom free for 24 hours without the aid of medication, or unless written documentation from a health care provider states the child has been diagnosed and poses no serious health risk to the child or to other children.

- This includes reportable communicable diseases as specified by the Division of Public Health.
- It will be at the discretion of the staff as to whether a child should be in attendance.
- Children with low-grade fevers, diarrhea, vomiting, lice, scabies, or any contagious virus will not be accepted into care.
- If your child becomes ill during the day, we will try to separate him/her from the other children until someone arrives to pick your child up. We ask that you arrive as quickly as possible.
- A No Sick Policy is in the best interest of all children and staff. Upon enrollment you will be asked to review and sign a copy of our No Sick Policy.
- Tuition will not be discounted for sick days when your child is not in attendance. If your child is not in school on a Monday due to illness, tuition is due the day the child returns. No late fees will be charged in this situation.
- Whenever a communicable disease outbreak occurs, a note will be posted in the applicable classrooms, a written notice and email will be sent home when required.

Medication Administration

Medicines will only be administered by staff that have passed the Administration of Medication course provided by the Department of Services for Children, Youth and their Families. All members of the Administrative Team have their Administration of Medication. BOTS Too requires that all Lead Teaching staff obtain their Administration of Medication certification within a reasonable period of time after hire unless they have requested not to be responsible for medication administration.

- A parent must give written permission for all medications to be administered whether it is a prescription or over the counter medication.
- The medication form must be completed fully by the parent.
- The staff that administered the medication will sign the form and note the time and date that the medicine was administered, as well as any adverse effects observed.
- Without a doctor's note we cannot give medicine **as needed** such as Tylenol or Motrin.
- We need a specific time to give the medicine.
- Medications, which do not need to be refrigerated, will be kept in the child's classroom.
- Refrigerated medicines will be kept in the kitchen refrigerator in a marked container with lid.
- Medication may only be given to the child whose name appears on the prescription.
- Siblings may not share prescriptions.

- For medicines that need to be given over an extended period of time, parents must fill out a new medication form each month.
- All medications must be taken home when no longer needed. Any medication that is not retrieved within one week from last use will be discarded.

Prescription medication:

- must be in its original container,
- properly labeled
- authorized by the child's health care provider.

Non-prescription medication:

- must be in its original container
- properly labeled with the directions for administration.
- Please label the container with your child's name.
- If a child is under the specific weight or age on the manufacturer's container, a physician's written statement is required before administering any medication.
- If you have given medicine in the morning before arriving, please document the time and type on your child's daily.

Epi-Pens:

- will be stored in the child's classroom.
- We must have the original container.
- You will need to fill out a medication form that will need to be updated each time the medicine expires.
- It is the family's responsibility to update Administration about any changes.

Nebulizers and asthma inhalers: if needed for emergency may be kept onsite for extended periods of time. In this case, a new form must be completed monthly. If there is a need for medical procedures that are beyond the scope of Medication Administration Certification I would require that the parent or child's medical care team provides training to those who would need to manage or perform those procedures for the child.

Diaper Cream and Sunscreen:

- A separate release needs to be signed for the use of diaper creams and sunscreen and is included in your packet.
- The lotions will be applied when necessary provided the parent brings the diaper cream or sunscreen to the center in its original container and it is clearly labeled.

If parents do not follow the medication policy correctly, children will not receive medication.

Medical Emergencies Forms authorizing permission for initiation of medical emergency procedures and transportation if necessary are completed upon enrollment.

- An emergency telephone number must be on file with names of persons to whom your child can be released, please update as needed.

- If someone other than the regular person(s) will pick up your child, please notify us either by telephone or in writing in case of an emergency.

In the event of a serious medical emergency, we will immediately call 9-1-1, then we will call you. If needed, CPR will be administered until paramedics arrive. As per the Office of Child Care Licensing, we are required to complete an incident report for any child taken from our care to receive medical attention. Please provide the office with information needed in such an event.

Injuries Minor cuts or bruises are evaluated by the staff and appropriate treatment such as ice, washed with soap and water or band-aids are administered. You will be notified of these types of injuries at pick-up time by an accident report placed in your child's cubby. Administration will evaluate serious injuries. You will be immediately notified only if the injury is of a more serious nature. Parents will be contacted by phone should their child receive an injury located from the shoulders up or if the child is bitten.

Mandatory Reporting Laws / Child Abuse and Neglect As per Delaware Code Child Abuse Reporting Law title 16 Chapter 9, staff are required to report any suspected cases of abuse or neglect. We will document any suspicions and contact the Child Abuse Hotline if we feel that the child is in danger. All employees will review and sign the OCCL required Child Abuse & Neglect Recognition & Reporting Procedures waiver as part of initial orientation. Our staff have been trained in the detection of indicators of physical, sexual and/or emotional abuse. To aid in the protection of your children, all staff have had a criminal background check.

Upon the report of abuse or neglect of a child by any member of the staff, the staff person in question will be removed from the classroom immediately and be reassigned to other duties that do not involve contact with children if feasible and appropriate. The incident will then be investigated thoroughly by Administration. A written report will be made and signed by the appropriate parties. If the report is unfounded or unconfirmed, the employee may return to the classroom. Immediate termination of the employee will be the result, if a full investigation confirms there was abuse or neglect a of child by a staff member. In an effort to protect the rights of all who may be involved in a report of abuse and or neglect, an investigation conducted will be by a member of Administration and only discussed with those who were a witness to the report of abuse and or neglect and the administrative team. Information will be shared with all necessary and appropriate parties.

Staff

Staff Orientation Staff are carefully selected, hiring only those that are the most qualified, meeting at least the minimum requirements set forth by The Office of Child Care Licensing as well as our current Delaware Stars level. Upon hire all staff are given an orientation to review all BOTS Too policies & procedures, Office of Childcare Licensing

regulations, and kitchen/food policies/procedures. Each staff person is also given a further orientation/training with the curriculum coordinator that is specific to their position and responsibilities. Such items include curriculum, curriculum implementation, developmental screening, child assessments, etc... All staff undergo a ninety-day provisional period and are then evaluated by Administration. If the staff member achieves a satisfactory evaluation, then they are accepted as permanent employees. If accepted as a permanent employee the curriculum coordinator will then meet with the staff person and develop a professional development plan for continued growth and education.

Continuing Education Standards All staff must meet the continuing education requirements set by the State of Delaware -- 1.) Full time 18 2) Part time 9 hours of annual training in the areas of early childhood development and education. BOTS Too continually reviews the needs of our staff and create Professional Development Plans that are for the individual teachers as well as program wide.

Babysitting By Staff Member Any parent/guardian who employs a staff member to babysit their child/children or for any other reason are required to sign a release form during enrollment. Should you chose to employ one of our staff as a babysitter, or for any other purpose, this arrangement is completely between you and the staff member. Our program assumes no responsibility or liability for the staff member's performance and employment by our program is in no way a recommendation of the staff member.

Contact Us

Should you have any questions, comments, concerns, or suggestions, do not hesitate to contact us.

Babes on the Square Too
1411 Foulk Rd
Wilmington, De 19803
Phone: (302) 477-9190
Fax: (302) 477-9590
Email: bots2@verizon.net

Thank you for choosing to enroll your child at Babes on the Square Too. We hope that you and your family find it an educational and happy experience.

Andria V. Keating
Owner/Administrator

Jessica Dzielak
Director

Angela Trump
Curriculum Coordinator