

Message from the Director

Dear Parent:

Welcome to Pirulo's Childcare. We are happy that you have chosen us for this very special time in your child's early learning experiences. We are dedicated to the well being of your child. Pirulo's Childcare provides the highest-quality care, in an environment that is secure, nurturing, and stimulating. Children are given opportunities to be creative with art, music, movement, language and math activities. We depend on our highly trained and dedicated staff to meet these goals, but we cannot meet them alone.

Parents play an important role in helping us meet these goals, ensuring their children gain the very best, building a sound educational base, and preparing themselves for lifelong learning. In this handbook, you will find the policies and procedures on how we care for your child, and what you as a parent, can do to help us meet our goals. Our doors are always open should you have any questions, or need further information about anything you have read in this handbook.

We promise your child's experiences at Pirulo's Childcare will be educational, fun and safe. Thank you for giving us the opportunity to share with you and your child the beauties and wonders of Childhood.

Sincerely,

Director

Lidia Vela

Educational Program

Pirulo's Childcare aims to provide the most complete education for your child. Spanish and English are both used to enhance your child's learning experience. Full words are used to developed your child's vocabulary and prepare your child for future education. Educational materials are used based on your child's age and knowledge level. Classes are prepared around weekly topics that include science, math, letter concepts, small group skill work, arts and craft, among other topics to inspire child's curiosity.

Hours of Operation

Pirulo's Childcare is in operation from 6:00 AM to 6:00 PM. Monday through Friday, except for the following Holidays:

Holidays

The staff of Pirulo's Childcare observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, half day Christmas Eve and Christmas Day. Full tuition is charged for these holiday weeks. (If Christmas or New Year's Day Falls on a weekend, we may observe it on a Friday or Monday. Please refer to current center's calendar.

Inclement weather or Emergency Closings

Pirulo's Childcare will try to remain open during the hours of operation as long as possible due to inclement weather and other factors that could affect our ability to safely keep your child at the center (power or phone outage, fire, or contamination). Please pay close attention to radio and TV stations for further Center information.

Enrolling and Admissions

Pirulo's Childcare is an Equal Opportunity Provider. Applications for enrollment are accepted without regard to race, color, religion, sex or national origin. In order to enroll your child, a Parent Financial Agreement Form must be signed, and pay a nonrefundable registration fee. A Certificate of Health and Immunization Record must be completed and returned. PLEASE READ THIS HANDBOOK SO YOU WILL HAVE A CLEAR UNDERSTANDING OF POLICIES AND PROCEDURES.

Child Information Form

We need your help in getting to know your child and in making a smoother transition into our child center. This is why we need parents/guardians to fill out the Child Information Form to be shared with your child's teachers.

Tuition and Payments of Fees

There is a \$40.00 nonrefundable registration fee upon registration. Weekly tuition is due on Mondays of each week by drop-off time or 9:00am that Monday.

Pirulo's Childcare bills for the time a child is schedule to be in attendance. We cannot deduct days missed from your fee. When you enroll, you are reserving time, space, and provision for your child, whether or not they attend.

All checks should be made payable to Pirulo's If a check is return due to insufficient funds, a late fees will be added to tuition, and a \$25.00 return check fee will be charged. Each child is permitted one calendar week of absence/vacation (Jan.-Dec.). The parent interested in this credit must submit a notice in writing requesting the credit. All other absences require the tuition be paid in full.

Late Pickup and Overtime Charges

Late pickup is a problem for parents as well as for Pirulo's Childcare staff. A late fee will be assessed unless other arrangements have been made. This fee will be collected at the time the child is picked up. In the event that a parent fails to pick up their child after the 6:00 PM closing time, a \$30.00 charge will be assessed for every fifteen minutes parent/guardian is late for pick up. Should a second pick-up after 6:00 p.m. occur, a \$5.00 per minute late fee will be assessed. Our center is only licensed to have children on our premise until 6:00 p.m., so we ask that you have an alternative person available to pick up your child should a situation occur. If your child remains at the center past 6:30 p.m. child protective services will be contacted and your child will be turned over to the authorities.

Withdrawal or Dismissal

Pirulo's Childcare requires two-week notification when a child is withdrawn from the center.

Parent Participation

Parent participation is welcomed while your child is at the daycare. This is why we encourage parents to visit children whenever possible, and to express their concern to us at any time for any situation. We encourage parents to get involved and maintain communication with child's teacher.

Arrival and Departure

Children must be signed in/out by authorized parent/guardian. Pirulo's Childcare enforces this policy as a security precaution. Your child's security is our priority. Do not bring your child later than 9:30 AM unless he/she has a doctor appointment or unforeseen circumstances. If someone other than the parent/guardian will be picking up the child from the center, prior authorization is required. Photo ID is required when child is to be released to somebody other than parent/guardian.

Transportation

Parents are responsible for transporting their child to and from the center. *Arrival and Departure* procedures still apply when dropping off child.

Attendance

Parents are required to notify Pirulo's Childcare whenever their child is absent.

Group Ratio : Ratios are established to make sure children receive the needed attention at all time while at our center. These rations are maintained throughout the day:

12 - 24 months, 1 staff member for every 6 children

25 - 36 months, 1 staff member for every 8 children

3 - 5 year old 1 staff member for every 10 children

Meals and Nutrition

Pirulo's Childcare is enrolled in a childcare food program, which enables the childcare center to serve nutritionally balanced, high quality foods at no additional cost to the parents. Meal's schedule is as follows:

Breakfast 8:00 am to 8:45am

Lunch 11:30 am

PM Snack 2:30 pm

A child needs to arrive 30 minutes prior to the start of meal time in order to be counted and served for that meal.

Nap Time

Rest is a very important part of a growing child's routine. This "down" time allows the child to re-energize. Nap time takes place after lunch each day. Each child has his/her own sleeping matt and is encouraged to sleep for at least a two hour period.

Discipline Policy

Pirulo's Childcare uses a positive behavior support system that helps the child understand if and when his/her behavior is inappropriate. Our goal is to help your child develop self-control. It is very important that parents and teachers communicate to encourage child's positive behavior. We believe that keeping children busy and actively engaged decreases the frequency of behavior problems in the classroom.

Clothing and Supplies

There are activities where a child's clothing might need to be changed (finger painting), we do ask parents to bring a change of clothes, no open toe shoes are allowed. It is important that everything a child brings to the center is labeled with the child's name. If your child uses disposable diapers, there must be at least 6 diapers in hand daily.

Health Requirements

A health appraisal for every child enrolled in Pirulo's Childcare is required from a licensed physician or nurse practitioner. A child that exhibits any of the following symptoms will not be admitted at the child care center until we receive a written note from the physician. The symptoms of illness for possible exclusion include, but are not limited to, the following:

1. An armpit temperature of 101 degrees F or greater accompanied by behavior changes or other signs or symptoms of illness. A child must be fever-free for 24 hours before returning to our care. The only exception to this will be a doctor's note.
2. Rash with fever that causes behavior changes cannot attend until a doctor determines that the child may be at child care.
3. Uncontrolled diarrhea (stool runs out of diaper or the child cannot get to the toilet in time.)
4. Vomiting more than once in the previous 24 hours until the vomiting stops or health professional determines that the child may be in child care.

5. Pink eye with white or yellow discharge (child may not return until 24 hours after treatment is started).
6. Contagious childhood illness such as: measles, Mumps, Rubella or chicken pox. Your child can not return to school until a health professional determines that the child may be in child care.
7. Severe pain or discomfort in joints, abdomen or ears.
8. Severe coughing or sore throat.
9. Mouth sore or Throat.
10. Strep Throat or scarlet fever
11. Hair Lice.

Health Consultation

The Center has made arrangements with a health care provider who has agreed to provide consultation on both routine and emergency health care for children.

Reportable Communicable Diseases

Pirulo's Child Care will not permit a child to be admitted to or remain at the center with symptoms that indicate any of the following disease: diphtheria, measles, bacterial meningitis, shigellosis, rubella, mumps, tuberculosis, hepatitis A, salmonella, German measles, hemophilia influenza, and whooping Cough.

Written documentation from the child's licensed physician indicating that the child has been evaluated and present no risk to himself or to others will be required before a child is admitted.

Medications:

Pirulo's Childcare believes that over the-counter medicines should be treated with the same caution as prescription drugs. Pirulo's Childcare should be informed of any medications that should be administered to the child. An authorization to Administer Medication Form must be signed and dated by parent/guardian and the child's physician. All medication should be in its original container, and the container must be labeled with child's name, current date, time and dose to be given to the child, number of days the drug should be administered, and pharmacy's name. This policy is strictly enforced for both prescriptions and over-the-counter drugs.

Emergency Notification Card

Emergency notification cards are necessary and are kept on file at our center. These cards are used to notify parents/guardians or emergency contact of the child's status. Card information needs to be updated. If any of the following changes at any time, please notify us:

Emergency authorization form must be signed and on file. Phone numbers where you can be reached (work, cell phone, home)

Addresses for home and work

Names of emergency contact if parent cannot be reached in an emergency

Names of all persons authorized to pick up the child. See *Arrival and Departure*

Injuries and Accidents

In case of injury or accident, a trained staff member will administer first aid. In case of an emergency both 911 and parents will be called. If parents or emergency contact cannot be reached, the child will be taken by ambulance to the nearest hospital. A staff member will stay with the child until parent/guardian arrives.

Fire Drills

Your child's safety is one of our main concerns. At Pirulo's Childcare fire drills are conducted on an unscheduled periodic basis. Staff will announce the drill and take children out of the building using emergency exits. Record of all drills can be found at the Front Desk, including date, time and length of drill, and teacher to children ratio. Children are closely supervised during drills, and each drill is treated as if it were an actual emergency until the "clear" signal is given.

Lost and Found

If your child is missing something, please ask one of the teachers as soon as possible. It is much easier to return a lost item if it is labeled with the owner's name.

The Parent- School Partnership

Teachers and Staff:

All of our teachers and staff have been carefully interviewed and selected on the basis of educational background, experience, attitude and most importantly, their love of children. Caregivers supervise all children attending our program by sight and hearing at all times, even when children are sleeping. All staff is required to undergo to an annual physical exam, have a criminal background check and a child abuse history clearance before beginning to work. All staff members are FIRST AID and CPR certified.

Reflecting Diversity and Respecting Differences:

Our Program strives to reflect diversity and respect the differences of all individuals and families. We may have families with varying parenting styles values and beliefs other than those of your family. Our children have daily opportunities to explore diversity through curriculum, books, music, learning centers, etc.

Parent Communication:

Parents are required to keep us informed of any changes such as: address, phone numbers, etc. Parents are welcome to call or visit the center at any time!

Incident Report:

An incident Report will be sent home with your child if they incurred any injury while in our care. Parents will be called if any injury is moderate to serious in nature. This would include but not limited to: a cut that bleeds, a contusion, a bite from another child that leaves a mark or broken skin, a fall from any classroom or outdoor play equipment. Minor scratches and scrapes will be reported daily.

Parent - Teacher Conferences:

Parent - Teacher Conferences will be held every six months, once the children's development evaluation is done. The conference will consist of information concerning your child's educational progress, behavior and goals. The teacher will have documentation concerning your child's progress. If we feel there is a need for your child to receive additional services we will refer you to an outside agency to ensure that your child progress to his/ her fullest ability. A parent- teacher conference may be requested at any time by the parent if there are questions concerning a child's progress or a specific problem.

Birthday Celebrations

Pirulo's childcare center allows parents to bring cupcakes or other special treats to school to celebrate a child's Birthday. If a parent wishes to hand out invitations for a private party, they must do so discreetly, as the feelings of uninvited children may be hurt. Please give the invitations to the classroom teacher privately to be put into a child's bag.

Show and Tell

Special "Show and Tell" days have been set aside during the month when children are permitted to bring a toy from home into school. Otherwise, personal toys are not permitted in the school.

Special Events:

The center holds informal gathering throughout the year for parents/guardians to come together and become better acquainted with each other, the children and the staff, please make sure you check the posting for these events.

Photographs and Publicity

Photographs or video tapes of the children participating in our programs may be taken from time to time. They may be hung in the center or placed in a photo album or other publicity materials. Photograph permission forms are signed during enrolment and shared with staff.

Mandated Reporting of Suspected Child Abuse and/or Neglect:

Under the Child Protective Service Act, mandated reporters are to report any suspicion of abuse or neglect to the appropriate authorities. According to the law, the staff of Pirulo's Child Care Center is considered mandated reporters. The staff is not required to discuss their suspicion with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of suspicious marks, behavior or condition prior to making report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Pirulo's child care take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective services Act is designed to protect the welfare and best interest of all children.

Causes for reporting suspected child abuse or neglect, but are not limited to:

- Unusual bruising, marks, or cut on the child's body.**
- Severe verbal reprimands.**
- Improper clothing relating to size, cleanliness and season.**
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)**
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol.**
- Not providing appropriate meals including a drink for your child**
- Leaving a child unattended for any amount of time.**
- Failure to attend to the special need of disabled child.**
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.**
- Children who exhibit behaviors consistent with an abusive situation.**

Parent Code of Conduct

Pirulo's childcare center expects, at all times, the parent of enrolled children to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Pirulo's child care center is to provide the most appropriate environment in which a child can grow, learn and develop.

Achieving this ideal environment is not only the responsibility of the staff of Pirulo's childcare center but, is the responsibility of each parent or other adult who enters the center. Parents are expected to behave in a manner which fosters this ideal environment. Parents who violate the parent code of conduct will not be permitted on the property thereafter.

***Swearing/Cursing:**

No parent or adult is permitted to curse or use other inappropriate language on center property at any time, whether in the presence of a child or not.

Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language.

***Threatening of employees, children, other parents or adults associated with Pirulo's Child Care Center:**

Threats of any kind will not be tolerated. Pirulo's child care center cannot afford to sit idly by while threats are made. The police will be called immediately and service will be terminated. Parents must be responsible for and in control of their behavior at all times.

***Physical/verbal punishment of your child or other's children at the center:**

While Pirulo's Child Care Center does not necessarily support or condone corporal punishment of children; such acts are not permitted in the child Care facility. While verbal reprimand may be appropriate, it is not appropriate for parents to verbally abuse their child. Doing so may cause embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice regarding proper disciplinary procedures to be used. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. Furthermore, It is also inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behaviors concern should be brought to the teacher or Director Attention. At that point, the teacher or Director will address the issue with the other parent. Teachers and the center Director are strictly prohibited from discussing another child with you. All children enrolled have privacy rights and are further protected by our Center confidentiality Policy. Please be assured that we will not discuss anything about your child with another parent or adult visiting the center.

***Smoking:**

For health reason of all Pirulo's Child Care Center employees, children and associates, smoking is prohibited anywhere on center property. Parents are prohibited from smoking in the building, on the grounds and in the parking lot of Pirulo's Child Care Center. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

***Confrontational Interactions with employees, other parents and associates of Pirulo's Child Care Center:**

While it is understood that parents will not always agree with the employees of Pirulo's Child Care Center or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Safety and Sanitation Policy:

Pirulo's child care takes the responsibility of keeping the children in our program safe very seriously. Here is a list of our procedures that we follow every day to ensure the safety of the children all the time;

- **Staff- child ratio will be maintained at all times to ensure proper supervision.**
- **No child shall ever be left alone or unsupervised.**
- **Any and all equipment purchased will meet Federal Safety Standards.**
- **Equipment will be inspected regularly to ensure safety.**
- **A plan is posted in each classroom explaining staff responsibilities in case of fire emergency and weather alerts.**
- **All children and staff will wash hands immediately after toileting/diaper changes, before and after meals/snacks, after outside play, after crafts and when any obvious germs may be passed to others.**
- **Bathroom will be disinfected multiple times daily.**
- **Changing tables will be disinfected after every diaper change.**
- **Tables and chairs will be disinfected after meals and crafts.**
- **Gloves will be worn by all staff when serving meals/snacks and while toileting/diaper.**
- **All linens will be sent home weekly for cleaning.**

Toileting/Diapering:

The Bathroom is always open to the children. Special attention is given to toileting during transition times such as: going outside, before and after meals, rest time, etc. Children are encouraged to clean themselves and never made to feel "bad" about accidents. Teachers assist the child in clean up and employing future strategies to master toileting skills.

Toileting training policy:

Experts agree that children who potty train easily have parents who are calm and patient. The staff at Pirulo's Child Care Center is prepared to work with the parents in preparing our older toddlers for this important milestone in their lives. We know that toilet training is a gradual process that takes time and understanding.

Student Dress Code:

Dress your child for fun and play. Clothing should be appropriate to the season and include outerwear (hat, mittens and scarf) in the winter. Children should wear comfortable shoes conducive to outdoor play. Sneakers are preferred as they offer the best protection.

What to bring:

Toddlers: Provide disposable diapers and wipes (until potty trained), 2 complete change of clothes (seasonally appropriate) in labeled bag, blanket and sheets are needed for nap time.

Preschool: Provide a complete change of clothes (seasonally appropriate) in labeled bag, blanket and sheets are needed for rest time.

Parents: check cubby to make certain that the items needed are available for your child. All linens must be taken home weekly for cleaning and brought back on Monday. REMEMBER TO LABEL EVERYTHING! We are not responsible for articles that are lost or stolen.

Dismissal Policy

Pirulo's Child Care Center reserves the right to dismiss any child with cause. Parent will be refunded any unused tuition within 2 weeks of dismissal. An invoice detailing any past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balance remaining after the 3 days period will be referred to the center's legal counsel for collection. The Director will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner.

Complaint Procedures:

Should you have a complaint concerning the Center, employees or procedures, the following steps should be taken to resolve the problem:

- 1. Talk to your Child's teacher; if you are not satisfied:**
- 2. Speak with the center Director**
- 3. Call the office of Child Care Licensing (302)892-5800**

As a parent you have the right to inspect, at any time, the active record and complaint files of our facility which is available at the Office of Child Care Licensing.

Office Child Care Licensing

Pirulo's Child Care Center is a licensed center under the Delaware Office of Child Care Licensing. Our center must maintain standards for continuous operation. As a parent, you can always expect Pirulo's child care center to adhere to all county and state regulations governing safety, fire, nutrition and child/staff ratios. Our goal is to provide a safe, nurturing environment for all children with programs to suit each development level.

Toddler Daily Schedule

6:00 – 8:00 Arrival/ Health Check/ Free Play

8:00- 8:45 Breakfasts Served

8:45- 9:15 Clean up/ Diaper changes/ Bathroom

915:-9:30 Circle Time

9:35-10:00 Morning Lesson/ Activities (Fine Motor Activities)

10:00-10:30 Outdoor Play (Gross Motor Activities)

10:30- 11:15 Clean Up/ Diaper Change/ Potty

11:130-11:45 Lunch

11:45 – 12:15 Clean Up/ Preparation for nap time/ Story time

12:15-2:30 Nap Time

2:30 – 3:00 Wake up/ Diaper Change / Potty

3:00-3:20 PM snack

3:20- 3:45 Outdoor Play

3:45 – 4:15 Indoor Activity (Teacher directed)

4:15-4:30 Clean up/ Diaper change/ Potty

4:30-5:00 Group Activity

5:00- 6:00 Free Play/ Departure

Preschool Daily Schedule

6:00 – 8:00 Arrival/ Health Check/ Free Play

8:00- 8:50 Breakfasts Served

8:50- 9:00 Clean up/ Bathroom

9:00-9:30 Circle Time

9:30-11:00 Morning Lesson/ Activities (Fine Motor Activities)

11:00-11:30 Outdoor Play (Gross Motor Activities)

11:30- 11:40 Clean Up/ Bathroom

11:40-12:15 Lunch

12:15 – 12:30 Clean Up/ Preparation for nap time/ Story time

12:30-2:30 Nap Time

2:30 – 3:00 Wake up/ Diaper Change / Potty

3:00-3:20 PM snack

3:20- 4:00 Art & Crafts

4:00-4:45 Outdoor Play

4:45-6:00 Free Play Activities/ Clean Up/ Departure

