

# **Pirulo's Child Care & Learning Center**

*Give Your Child the Opportunity of a Second Language*

**799 Salem Church Road · Newark, DE 19702**

**Phone (302) 836-3520 · Fax (302) 836-3653**

**Email: [piruloschildcare@gmail.com](mailto:piruloschildcare@gmail.com)**

**Website: [piruloschildcare.com](http://piruloschildcare.com)**

# **PARENT HANDBOOK**

## Message from the Director

Dear Parent,

Welcome to Pirulo's Child Care & Learning Center. 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 Child Care 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(ren), 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 Child Care & Learning Center 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,

Administration

### **Hours of Operation**

Pirulo's Child Care 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 Child Care observes the following holidays:

New Year's Eve (half day)

New Year's Day

Good Friday (half day)

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Black Friday Day (half day)

Christmas Eve (half day)

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 Child Care will 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**

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.

Pirulo's Child Care is an Equal Opportunity Provider. Applications for enrollment are accepted, nondiscrimination 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.

### **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 (excludes POC+ Families). Weekly tuition is due on Fridays of each week or Monday by 6:00pm.

Pirulo's Child Care provides services for the time a child is schedule to be in attendance. We cannot deduct days missed from your tuition 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 Child Care. If a check is return due to insufficient funds, a late fee will be added to tuition, and a \$35.00 return check fee will be charged. Each child is permitted one calendar week of absence/vacation after a year of enrollment. 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 Child Care 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. POC families will be charge a late pick up fee once all 10 hours per day authorized has been exhausted. In the event that a

parent fails to pick up their child after the 6:00 PM closing time, a \$30 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 \$2 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**

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

POC+ families are required five-days' notice when a child is withdrawn from the center.

### **Parent Participation**

Parent/guardian's visits and monitoring of the program are welcomed and permitted without prior approval (Open Door policy). 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 Child Care 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.

### **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 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 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.

### **Transportation**

Parents are responsible for transporting their child to and from the center. *Arrival and Departure* procedures still apply when dropping off child. Transportation will not be provided.

### **Attendance**

Parents are required to notify Pirulo's Child Care 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 ratios are maintained throughout the day:

Young toddler (1 year old) 12 – 23 months, 1 staff member for every 6 children

Older toddler (2 years old) 24 – 35 months, 1 staff member for every 8 children

Young preschool child (3 years old) 36 - 47 months, 1 staff member for every 10 children

Older preschool child (4 years old) 48 months or older, 1 staff member for every 12 children

### **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, 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.

It is the policy of Pirulo's Child Care to follow the public-school schedule when moving a child to the next classroom. Your child will be transitioned to a new classroom based on age, developmental readiness, and classroom availability. All children are transitioned in September. We will let you know in advance before your child has transitioned to his or her new class.

When you begin this transition, you will meet your child's teachers, 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.

### **Meals and Nutrition**

Pirulo's Child Care 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

**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.

We do not discriminate 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.

## **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 - Positive Behavior Support**

Pirulo's Child Care uses a positive behavior support system that helps the child understand if and when his/her behavior is inappropriate. Our staff members are trained on positive behavior support techniques. They do not use any physical punishment or use any act that is prohibited by licensing regulations. 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. 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 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 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.

## **Clothing and Supplies**

There are activities where a child's clothing might need to be changed (example, 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 exam for every child enrolled in Pirulo’s Child Care is required from a licensed physician or nurse practitioner. 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. 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:

<b>Symptoms of Illness for Exclusion Includes:</b>
• 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;
• Temperature of 101°F or higher without medication accompanied by behavior changes or symptoms of illness for children older than four months;
• Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;
• 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;
• Blood in stools not due to change in diet, medication, or hard stools;
• 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;
• Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptom;
• Mouth sores with drooling;
• Rash with fever or behavior change;
• Purulent conjunctivitis “pink eye” (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after starting antibiotic treatment;
• Scabies, until 24 hours after starting treatment;
• Pediculosis “head lice” or nits, until 24 hours after starting treatment;
• Tuberculosis, as directed by DPH;

• Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;
• Strep throat or other streptococcal infection, until 24 hours after starting antibiotic treatment;
• Varicella-Zoster “chicken pox,” until all sores have crusted and are dry (usually six days);
• Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
• Pertussis, until completing five days of antibiotic treatment;
• Mumps, until five days after onset of glandular swelling;
• Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;
• Measles, until four days after arrival of rash;
• Rubella, until seven days after arrival of rash;
• Herpetic gingivostomatitis “cold sores,” if the child is too young to have control of saliva; or
• 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.
• 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 as needed.

**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.

For information regarding reportable communicable disease, please view DPH’s website, <http://www.dhss.delaware.gov/dhss/dph/dpc/rptdisease.html>.

**Medications:**

Pirulo's Child Care believes that over-the-counter medicines should be treated with the same caution as prescription drugs. Pirulo's Child Care should be informed of any medications that should be administered to the child. All staff members 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

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. 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.

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*

### **Accidents, Injuries and Serious Incidents**

- In case of injury or accident, a trained staff member will administer first aid.
- 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.
- 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, 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.
- An ambulance will be notified in the event of a life-threatening accident, injury, or illness.
- Parents will be notified immediately by phone if your child becomes seriously ill or injured while in care.
- If Parents are unable to be reached, your child's emergency contact listed on the information card will be notified.
- If emergency contacts 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 Child Care 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!

### **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.

### **Educational Program**

Pirulo's Child Care 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.

### **Parent – Teacher Conferences:**

Once enrolled in our program, 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. 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.

Conferences will be held every six months, once the children's development evaluation is done, you will be given the opportunity for a conference to discuss information concerning your child's developmental, educational progress, behavior and goals. 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.

### **Developmental and Educational Goals**

Our staff members follow lesson plans for 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.

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.

### **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.

### **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.

### **Birthday Celebrations**

Pirulo's Child Care 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.

### **Photographs and Publicity**

Photographs or video tapes of the children participating in our programs may be taken from time to time. 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. 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.

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.

### **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 resulting in termination of services.

### **\*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.

**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 manner, 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.

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

**\*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 changes 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.

### **Suspension and Expulsion Policy**

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.

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

- Your child's presence becomes a serious safety threat to himself/herself or others;
- You or a family member becomes a safety threat by becoming hostile and we cannot resolve the situation; or
- You fail to pay for services, as stated in the contract.

Pirulo's Child Care Center reserves the right to suspend or dismiss any child without 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.

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.

### **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.

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, Parents can review a copy of the DELACARE: Regulations for Early Care and Education and School-Age Centers, please speak with our administrator to see a copy in the office.

### **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.

### **PARENTS RIGHT TO KNOW NOTICE**

UNDER THE DELAWARE CODE, YOU ARE ENTITLED TO INSPECT THE ACTIVE RECORD AND COMPLAINT FILES OF ANY LICENSED CHILD CARE FACILITY. TO REVIEW A CHILD CARE FACILITY RECORD CONTACT: the administrative specialist, OFFICE OF CHILD CARE LICENSING, 3411 SILVERSIDE ROAD, CONCORD PLAZA | HAGLEY BUILDING, WILMINGTON, DELAWARE 19810, phone (302) 892-5800. You may also view substantiated complaints and compliance review histories by visiting the Office of Child Care Licensing's child care search at <https://kids.delaware.gov/occl/search-for-child-care.shtml>

## **Young Toddler Daily Schedule**

**6:00am – 9:30am** Arrival / Health Check / Free Play

**8:00am - 8:45am** Breakfast Served

**8:45am - 9:30am** Regroup / Free Play / Diaper changes

**9:30am - 10:00am** Circle Time

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

**10:30am - 11:00am** Morning Lesson / Activities (Fine Motor Activities)

**11:00am - 11:30am** Diaper Change

**11:30am - 12:00pm** Lunch

**12:00pm – 12:15pm** Clean Up/ Preparation for nap time

**12:15pm - 2:30pm** Nap Time

**2:30pm - 3:00pm** PM snack

**3:00pm – 3:30pm** Diaper Change

**3:30pm - 4:00pm** Outdoor Play (Gross Motor Activities)

**4:00pm - 4:45pm** Structured Activities (Fine Motor Activities)

**4:45pm - 6:00pm** Regroup / Outdoor Play / Departure

## **Preschool Daily Schedule**

**6:00am – 9:30am** Arrival / Health Check / Free Play

**8:00am - 8:45am** Breakfast Served

**8:45am - 9:30am** Regroup / Free Play / Bathroom

**9:30am – 10:00am** Circle Time

**10:00am - 11:00am** Morning Lesson/ Activities (Fine Motor Activities)

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

**11:30am – 12:00pm** Lunch

**12:00pm - 12:30pm** Clean Up / Bathroom

**12:30pm - 2:30pm** Nap Time

**2:30pm - 2:50pm** PM snack

**2:50pm – 3:15pm** Bathroom

**3:15pm - 4:00pm** Art & Crafts (Fine Motor Activities)

**4:00pm - 6:00pm** Regroup / Outdoor Play / Departure

