



Beach Babies Child Care, Inc.
Parent Handbook

Beach Babies Child Care, Inc.
Acknowledgement of Receipt of Parent Handbook

I have received and read the Beach Babies Child Care, Inc. Parent Handbook.

I understand the policies and procedures given to me and agree to adhere to all school policies. Beach Babies Child Care Inc., policies and procedures are subject to change to reflect the needs of the program, children and families we serve.

We may also make changes or modifications in our policies if required by our licensing agencies. Beach Babies Child Care Inc., will inform parents of changes taking place whenever possible in a timely fashion.

Please Note: To access an e-copy of the parent handbook go to www.beachbabieschildcare.com, choose a location and enter the password “beachbabies” where it states, Parent Handbook.

_____ Child's Name Printed	_____ Child's Name Printed
_____ Parent/Guardian Printed Name	_____ Parent/Guardian Signature
_____ Parent/Guardian Printed Name	_____ Parent/Guardian Signature
_____ Date	_____ Date

Beach Babies Child Care

Mission Statement

Beach Babies Child Care, Inc. is a licensed Early Care and Education with staff trained to provide outstanding education, individual attention, and loving care in a safe environment. Our mission at Beach Babies Child Care is to promote and maintain self-worth and self-esteem, physical, mental and emotional growth of children through creative play and structured learning environments. Our program celebrates the diversity and uniqueness provided by each child and family. The curriculum is designed for the developmental level, abilities and interest of the children.

We are a privately-owned center. The owners/ governing bodies are Thomas, Deborah and Sean Toner. If you need to contact us, the information will be provided upon request.

Welcome

Welcome to Beach Babies Child Care and thank you for placing your child in our program. Our goal each day is to provide a safe, educational environment where children can learn through the experience of hands on activities while being encouraged by educated by our nurturing staff. Enrollment of the children reflects this along with a variety of visual displays that represent different cultures, family types and children. Beach Babies welcomes you without regard to your race, color, creed, religion, age, national origin, gender or disability. Beach Babies Child Care will not discriminate against any child or family based on race, color, national origin, gender, age, sex, pregnancy, marital status, sexual orientation, gender identity or expression, religion, creed, disability, veteran's status, or any other category protected by state and/or federal laws.

From infant through school age, we will provide all the necessary materials, encouragement and opportunities for your child to meet every level of development. This can only be obtained by working together with our families. Our door is always open, and we encourage parents to visit or take part in a project, field trip or enjoy a healthy lunch.

Our goal is that your child's experience at our center will not only prepare them for their early years of school but make that experience one they will look forward to and feel confident about. If you ever have a question, concern, suggestion or compliment please let us know.

Program Philosophy

We believe each child is a unique individual. We are sensitive to their social, emotional, intellectual and physical needs. We provide a developmentally appropriate program that focuses on the process of learning and helps children enjoy successful experiences.

We respect parents as the most significant providers of caring and nurturing their child. We encourage our parents to become involved in our program. A child thrives where there is a positive and encouraging atmosphere between child care and home.

We carefully select our staff based on their background and education of Early Childhood Development, and their ability to value, respect and sensitively respond to each child's individual needs. We strive to provide a quality Early Childhood Education program service in our community. We continually work to earn the trust placed in us.

Delaware S.T.A.R.S.

Beach Babies is proud to be a part of the Delaware Stars for Early Success. This is a quality rating and improvement system which is a method used to assess, improve and communicate the



level of quality in early care and education. It establishes quality improvement efforts. Delaware Stars was implemented in 2007. Delaware Stars is funded by the Delaware Department of Education and administered and managed by the Delaware Institute for Excellence in Early Childhood in the Department of Human Development and Family Studies in the College of Education and Human Development at the University of Delaware.

Statement of Inclusion

Beach Babies Child Care provides the opportunity for diverse learners and their families to fully participate in the learning experience. Families are encouraged to share information about their child such as an IFSP or IEP or a behavioral or health plan. Teachers will have knowledge through trainings and school to better support the children in the classroom. Families will be involved and implement in planning for the needs of their child. For families who are dual language learners, program communication with families includes their preferred method to receive information about their child.

Our teaching staff will do the following to ensure the proper support is in place:

- *Obtain information when the child is enrolled*
- *Review and sign off an IEP or IESP or notes from a therapist*
- *Review of child's current behavior management or health services*
- *Review notes from meetings with families, therapists, treatment specialists*

Location Addresses:

Lewes: 31169 Learning Lane
Lewes, DE 19958
302-644-1585

Rehoboth: 35245 Hudson Way
Rehoboth Beach DE 19971
302-645-5010

Townsend: 6020 Summit Bridge Road
Townsend, DE 19734
302-378-4778

Lewes School Age Program
31174 Learning Lane
Lewes, DE 19958
302-644-1585

Website:

www.beachbabieschildcare.com

Owners

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

Enrollment

Enrollment at Beach Babies Child Care is open to children from Six Weeks through School Age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

Parents can apply for enrollment of their child in Beach Babies Child Care by completing the Enrollment Application and placing one (1) full week's tuition on the account. ***This first week of tuition is Non-Refundable and will be applied to the last week of care if a two week written notice is given.***

Initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, deposit, health records and signed Parent Handbook receipt.

The Enrollment Application and Deposit Agreements are not meant to serve as contracts guaranteeing service for any duration.

Beach Babies Child Care reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at Beach Babies Child Care is contingent upon the parent's and child's adherence to the policies and procedures of Beach Babies as outlined in this handbook including, but not limited to, timely payment of all fees and tuition, parent professionalism, etc.

Parents are required to notify Beach Babies immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child being dis-enrolled from the program and forfeiture of any deposit.

Hours

Beach Babies Child Care operates Monday through Friday from 6:30 a.m. until 6:00 p.m. Please see center closings for when we are closed for holidays or professional development.

Absences/Late Arrivals

If your child will not be coming to school please inform the Center *by 9:30 a.m. Your child may not be permitted to attend after 9:30 if you do not contact the center.* If the absence is due to illness, we will need to know the diagnosis. We will need to determine if other families in the class or center should be made aware of the illness. The name of your child will be kept confidential. Receiving advanced notification assists staff in preparing activities and meals. We cannot hold breakfast/ lunch if your child is not at the Center when we serve the meal. Please make sure they eat prior to arriving.

Late Pick-Up

If you arrive to pick up your child after 6:00 p.m. you will be responsible for a late pick-up fee. 6:01 p.m. – 6:10 p.m. \$20.00 per child. The fee will continue to accrue at \$5 per 10-minute increment until the child is picked up. Late fees are charged uniformly regardless of the reason for lateness. Your account will reflect these charges and your child's services may be terminated

for chronic late pick-ups or non-payment of charges. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

If by 6:30 p.m. no one contacts the Center and staff is still unable to reach anyone, the local police and Department of Services for Children, Youth, and Their Families will be contacted as a last resort.

Center Closings

The center is closed on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- July 4th *If any holiday falls on a weekend, we will post-closing date.*
- Labor Day
- Thanksgiving
- The Day After Thanksgiving
- Christmas Eve
- Christmas Day
- 12 p.m. (after lunch) New Year's Eve
- 2 Professional Development Day's (will be posted each Sept.)
- State of Emergency declared - Level 2 Driving Restriction
 - *On days of inclement weather please be alert for our One Call system alerting you of any changes in hours of operation, please also check any of our Social Media for updates.*

When the center is closed on a holiday there is not a reduction in your weekly fee!

Intake Interviews

At least one family member must complete an Intake Interview with the Director and Classroom Teacher. Necessary records, authorizations, forms, policies and procedures of the center are reviewed. The classroom teacher will discuss the child's needs, special concerns, gradual starts, separation issues, methods for communication, as well as what to bring to the center. This interview should take about 30 minutes.

Gradual Start

We recommend a gradual start process when families visit the classroom and meet the teacher with their child for one (1) or two (2) short days prior to the child beginning full-time. Entering a new program may be stressful for some children. A gradual start enables them to handle separation and adjust to new surrounding and routines.

Tuition

All custodial parents are required to indicate to whom all billing and tax information correspondence is to be addressed.

Payments are due each Monday for that week of care. Payments not received by Tuesday, at 12 p.m. may be assessed a \$15.00 late fee.

On-Line, Cash, check, (PLEASE WRITE YOUR CHILD'S NAME ON THE CHECK) money order or credit card may pay tuition. Beach Babies accepts Debit, Visa, Master Card and Discover Card. Receipts will be given for payments made by cash or credit card. *Over the phone credit card payments are charged an additional \$5.00 fee.* All cash payments must be handed directly to the Front Desk Person. There will be a \$30.00 fee charged for any check returned by the bank. *Returned checks will not be re-deposited.* Parents will be responsible for re-issuing a second check. If at any time you have two or more returned checks all future tuition payments must be made by cash, certified check, money order or credit card.

The tuition is based on the room your child is in. (Example: If your child turns 3 while in the two-year old class the rate will remain the two-year old rate until they move to the 3 year old class) Requests may be made with the Director to move to the next class, but will only be considered if the child is developmentally ready and if space allows.
If your child is in a mixed age class (Example: 2/3-year-old class the rate is always based on the youngest age).

Tuition DOES NOT include Field Trip fees or Extra Curricular activities.

There is no credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at Beach Babies Child Care; however, if you anticipate difficulty with paying on time, please discuss the matter with your center's Director.

Note: All accounts that are left with unresolved outstanding account balances will be turned over to First-Collect, Inc., the collection agency that handles delinquent accounts for Beach Babies Child Care. The parents or custodial guardians whose signature is on the Fee Agreement will also be responsible for all additional fees incurred by the First-Collect.

Holiday & Sick Day Deductions

Our weekly tuition fees are based on yearly operating costs, with weeks containing holidays averaged into the totals. Therefore, no deductions will be made for days the Center is closed for business. In addition, no deductions will be made for days when the child is absent due to illness/vacation/suspension, since Beach Babies must hold open the child's slot. Tuition payment reserves a space for your child.

Financial Statements

Beach Babies will issue an end of year Financial Statement to parents/guardians. This will include our Employer Identification number and address. The statement will only be issued to the parent/guardian. *We will NOT* issue any statements to families who have outstanding balances.

Purchase of Care

Beach Babies Child Care does accept child care subsidies. We accept Purchase of Care Plus. Parents are responsible for the authorized weekly Parent Fee and Beach Babies *Plus Fee*. Plus Fees vary according to the child's age and the Center location.

Parents of a subsidized child must complete all required paperwork on time in order to continue enrollment at Beach Babies. Parents of subsidized children are also required to sign a Fee Agreement, agreeing to be personally responsible for the payment of tuition.

Confidentiality

Within Beach Babies Child Care, confidential and sensitive information will only be shared with employees of Beach Babies who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about staff, other parents and, or children will not be shared with parents, as Beach Babies strives to protect everyone’s right to privacy. We require written parent/guardian permission before we will disclose your child’s information. The Office of Child Care Licensing and those with other duties related to the health, safety and well-being of children will be given your child’s information for official use.

Violations of the Confidentiality:

Beach Babies Child Care takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Beach Babies. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy and may result in dis-enrollment.

Outside of Beach Babies, confidential and sensitive information about a child will only be shared when the parent of the child has given written consent, except where otherwise provided by law. Parents will be provided with a document detailing the information that is to be shared outside of Beach Babies with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. *Employees of Beach Babies Child Care are strictly prohibited from discussing anything about another child with you.*

Mandated Reporting of Suspected Child Abuse or Neglect

ALL employees of Beach Babies are considered mandated reporters under this law. Our first priority is to make sure your child is safe and his or her needs are met. The employees of Beach Babies are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be criminally responsible if they fail to report suspected abuse or neglect. We at Beach Babies take

this responsibility very seriously and will make all warranted reports to the Division of Family Services in the Department of Services for Children, Youth and Their Families.

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

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (seat belts, car seats)
- Dropping off or picking up a child while under the influence of 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 needs of a disabled child
- Sending a sick child to school medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

The following steps will be followed to aid in the prevention, identification, elimination and reporting procedures:

1. Inform the Director: Staff, families and/or other concerned individuals are asked to immediately inform the Director about any abuse or neglect suspected within or outside the Center
2. Fact Finding: The Director will immediately begin a fact-finding study based on information obtained from staff, families or other concerned individuals. This study will be completed as soon as possible to determine if a report should be made to the Division of Family Services (DFS).
3. A. Decision to Report: If the Director determines that no report should be made to the DFS due to insufficient evidence, the decision will be documented in the child's file along with a summary of the study. If the staff, families or other concerned individuals disagree with the Director's decision not to report, an individual report to DFS may be submitted. However, the Director should be informed.
B. If the Director determines that the evidence is sufficient and warrants a report, he/she will proceed in accordance with Delaware Code.
4. Investigations: Following any report, the DFS decides if the information provided is sufficient enough to warrant a formal investigation.
5. Information Control: In an effort to protect the privacy of all involved, dissemination of information concerning the existence and progress of allegations or investigations will be at the discretion of the Director. Please be aware that a final resolution may take months.

DFS REPORTING HOTLINE: 1-800-292-9582

Adult Code of Conduct

Beach Babies Child Care requires the parents of enrolled children to behave in a professional manner consistent with decency, courtesy and respect. One of the goals of Beach Babies 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 employees of Beach Babies, but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding disenrollment of the child when a parent is prohibited from accessing agency property.

Cell Phone Use:

The use of cell phones is prohibited in our buildings. Your child should have your full attention when dropping off or picking them up at the centers. Parents and adults are role models which includes giving your child, teachers and staff your full attention while entering and leaving our facilities.

Termination/Suspension:

The center reserves the right to suspend and/or terminate service immediately when mutual respect for the Center's staff, children, policies, and administration is disregarded. This includes but is not limited to, a pattern of delinquent payments, verbal abuse, threatening gestures, intimidation, or non-compliance with the policy handbook. Any past due balances must be paid within 30 days of dismissal. A terminated child and his family must call to request an appointment if they wish to return to the property following a dismissal. Deposits will not be refunded under these circumstances.

Swearing/Cursing:

No parent or adult is permitted to curse or use other inappropriate language on agency 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. At NO time shall inappropriate language be directed toward members of staff.

Confrontational Interactions

While it is understood that parents will not always agree with the employees of Beach Babies 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.

Threatening of Employees, Children, Other Parents or Adults Associated with Beach Babies Child Care

Threats of any kind will not be tolerated. In today's society, Beach Babies will not tolerate any idle threats. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. PARENTS ARE RESPONSIBLE FOR THEIR ACTIONS AND MUST BE IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

Physical/Verbal Punishment of Your Child or Other Children at Beach Babies Child Care

Beach Babies does not support nor condone corporal punishment of children and such acts are not permitted in the child care facility. Severe or brash verbal reprimands are not acceptable. Doing so may create undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing or disciplining a child that is not their own. No parent or other adult may physically punish another parent's child. If a parent should witness another child behaving in an inappropriate manner or is concerned about the behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is prohibited for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention. At that point, the teacher and/or Director will address the issue with the other parent. Although you may be curious as to the outcome of such discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled at our center are protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

Smoking

For the health of all Beach Babies employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Beach Babies. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot. Please do not dispose of cigarettes on our property.

Violations of the Safety Policy:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of Beach Babies. Please be particularly mindful of Beach Babies entrance procedures. We all like to be polite; however, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be a person not authorized to enter the premises.

Sharing your pin number is also not permitted. Please make sure authorized persons picking your child up does not use your pin number but see the front desk.

Parents Right to Immediate Access

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are at Beach Babies Child Care, as provided by law.

In cases where the child is the subject of a court order, but not limited to (Custody Order, Restraining Order, or Protection from Abuse Order) Beach Babies Child Care must be provided with a Certified Copy of the most recent order and all amendments. The court orders will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal variation of the order in writing.

In the absence of a court order on file with Beach Babies, both parents shall be afforded equal access to their child as stipulated by law. Beach Babies cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Beach Babies suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Beach Babies staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director and are allowed in the child care facility only at the discretion of the Center Director. An employee of Beach Babies will monitor visitors at all times, throughout the center.

Beach Babies will dismiss any child whose parent is prohibited from entering upon property. Due to the parents' right to immediate access policy, as well as state and federal regulations Beach Babies cannot have a child at the center when the child's parent is prohibited access. Beach Babies will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

Court Orders Effecting Enrolled Children

In cases where an enrolled child is the subject of a court order (Custody Order, Restraining Order, or Protection from Abuse) Beach Babies must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) request a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Beach Babies administration, both parents shall be afforded equal access to the child as stipulated by law. Beach Babies cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to the child, Beach Babies suggests that the parent keep the child with them until a court order is issued. If conflicting orders are presented, the most recently dated order will be followed. Once presented with a Protection from Abuse Order or a Restraining Order, Beach Babies is obligated to follow the order for the entire period it is in effect. Employees of Beach Babies will take all necessary measures to protect your child's confidentiality. Parents are not required to disclose this information and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

Withdrawal

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within (30) days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks as required, and their deposit not refunded.

Parents, who wish to change their child's days or times of enrollment at Beach Babies, must submit a request to do so two weeks in advance of the proposed change. Schedule change may be subject to a change of fee.

The center Director will notify the parents in writing if the new schedule is available. If the schedule change requires an additional deposit the change will also be contingent upon payment of these monies.

If it has been determined by the Director that a family withdrawal and re-enrolls to avoid payment during Center closings, vacation, re-enrollment may not be permitted, or a re-enrollment fee may be assessed.

Staff Subpoena for Court Appearance

In the event that a staff person from Beach Babies Child Care is requested to appear in court by subpoena by an enrolled family, the account will be charged accordingly at a rate of **\$15.00** per hour (i.e. the number of hours the staff person is in court-hours are calculated when the staff person leaves the center until they return to the center).

Any administrator from Beach Babies Child Care that is requested to appear in court by subpoena by an enrolled family, the account will be charged accordingly at a rate of **\$20.00** per hour.

Requested Documents

A fee of .10 per copy will be calculated for all requested documents. A charge fee of \$15 per hour in order to prepare documents will be assessed. This fee is due before documents are released.

Right to Refuse Admission

Beach Babies Child Care reserves the right to refuse admission of a child at any time with or without cause.

Beach Babies strives to maintain an ample list of substitutes in anticipation of staff absences; however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a “first come first served” basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child to be too ill to attend.
4. Domestic situations that present a safety risk to the child, staff or other children enrolled at Beach Babies if the child were to be present at the center
5. Parents’ failure to maintain accurate, up to date records.
6. Parents’ failure to complete and return required documentation in a timely fashion.

Parents WILL NOT be reimbursed tuition for days when their child is refused admission to the program.

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.

Arrival

Parents are required to sign their child in each day using their assigned “PIN Number” at the computer located in the lobby. Parents are required to escort their child to the classroom. Please allow enough time for a comfortable transition into the Center each day. Each family should assist in the removal of outside clothing, greet teachers and children, and inform the teacher about any issues which might affect the child’s mood or abilities. If your child is in the Infant Room, you are also required to remove your shoes or use shoe coverings before entering. Children who arrive late on scheduled field trip days may be sent home due to insufficient staff coverage.

With the reassurance that their family will return at the end of the day, children seem to respond to a clear and decisive good-bye. Families should not “sneak out” without saying good-bye. Although this may temporarily ease the pain of separation, it is alarming to children when they discover that their family member has “disappeared”. If the separation seems extremely difficult, you may always phone the Center later to see how your child is doing.

Note: While our teachers love to chat and spend time with you, it is difficult for them to manage their routine and supervise children if you “overstay” your drop-off or pick-up time. If you feel you need to discuss something at length concerning your child, ask for a phone call during a quiet time such as nap. They will be happy to give you a call or set up a time to meet and discuss any matters of concern.

Pick-Up Procedures

Parents or other authorized adults are required to sign their child out of care at the computer located in the lobby. Every parent or legal guardian is assigned a “Pin Number”. Please use your “PIN Number” to sign in or out.

Please allow enough time to speak briefly with the teachers about your child’s day. If there are any issues to discuss at length, please do not do so at pick-up time. Instead, please make arrangements for a phone or conference with the teacher so they can give you their undivided time and attention.

Your child may be very involved in an activity that he/she wants to finish before going home. During these times, it is important to convey clear expectations to your child regarding the end of the day routine. It is helpful to set and follow through on limits with statements such as, “You may take two more turns, and then we will go home.

Everyone must be leaving the building by 6 p.m. to ensure on time closing for Beach Babies staff.

Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, office, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Note: Anyone picking up a child must be at least (16) year of age. Written authorization for designated pick-up is required. If you call to give permission for someone to pick up you must give us your PIN # for identification.

Parking Lot Safety

There is NO parking, picking up or dropping off in the fire lanes in front of the building except for school busses and delivery trucks. You must park in the parent parking lot. Only vehicles with a handicap designation may park in the handicap-designated parking spots. Please advise anyone authorized to pick up your child of these policies as well. Continued disregard of these policies may result in termination of services for your child.

Child Vehicle Safety

Delaware law requires children through the age of four to be in car seats and below the age of seven to be in a booster seat. All other children must use seat belts. We strongly suggest that you comply with the law to keep your children safe.

Leaving a young child unattended in a vehicle is prohibited not only at Beach Babies Child Care but anywhere in the state of Delaware and will result in a report to family services.

Persons Appearing to be Impaired by Drugs/Alcohol at Pick-Up

Should a parent or guardian appear to the staff of Beach Babies to be under the influence of drugs and/or alcohol the staff at Beach Babies will contact local police and/or the other custodial parent. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Beach Babies staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick up a child and appears to the staff of Beach Babies to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Beach Babies will contact the child's parents, local police and Child Protective Services to notify them of the situation.

Emergency/Alternate Pick-Up Forms

At enrollment parents will be presented with an Emergency/Alternate Pick-Up form. Parents are encouraged to include on this form any and all persons who, in the course of events, may at one time be asked to pick up their child from Beach Babies. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone is reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements may result in dismissal from the program.

The persons on the Emergency/Alternate pick-up form will be required to provide a valid Driver's License, Government I.D, or approved identification from Director prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate pick-up form must be made in writing, dated and signed. Only custodial parents have the right to made changes or additions to this form.

Beach Babies reserves the right to refuse/ban any person listed on the Emergency/Alternate contact form for any reason, including, but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate form of the policies/procedures contained herein.

Firearms

Firearms are prohibited in and around the Center. Other similar types of hazardous items that pose a risk to children and adults are also prohibited (including but not limited to knives)

Transportation

All field trip/transportation will be provided by our Child Care buses or a licensed and insured Bus Service. The transportation buses will have proper safety restraints that will be used when transporting your child.

Parents will be given prior notice of any field trips. Children are only permitted to participate in field trips if authorization is given by parent or guardian. Children's attendance will be taken when departing from the center and periodically during the day and upon return. Children of a certain age may require a chaperone to attend certain trips. Beach Babies also reserves the right to require a chaperone if they feel a child may pose safety issues to others or a danger to his or herself while on a field trip.

At no time is a school -age child allowed to walk by themselves whether it may be walking from the school bus or walking home.

Beach Babies Child Care will provide transportation between the public school your child attends and the center. A licensed bus service will provide the transportation.

Emergency Closing & Inclement Weather Information

In the event of an Emergency Closing and/or Inclement Weather, parents will be notified of the closing by our One Call phone system, text and/or email. A message will also be and posted on our website www.beachbabiescare.com or any of our other social media pages. During inclement weather, the center will only close if a State of Emergency is declared.

Should the center need to close in the middle of the day, parents will be notified by the One Call phone system, text and/or email. The persons listed on the emergency contact form will be called until pick-up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call; of the pick-up location should the children need to be evacuated from the center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the center need to close for any reason, tuition will not be refunded or reduced for closures.

Daily Schedule of Activities

A weekly curriculum will be posted on the outside board of each classroom. Listed will be all activities and curriculum planned for that week. Teachers plan the curriculum with the Creative Curriculum guidelines. Developmental milestones and portfolios are on file for every child. You can also review activities and special events on our website calendar.

www.beachbabieschildcare.com

School/Teacher Partnerships

A child's school readiness can be enhanced when they partner with their local schools. Information-sharing and participation in shared events and professional development are ways in which schools and programs can work together as a team to support children and families successful school experiences. Several Beach Babies staff at each center are members of their local school Readiness Team. They attend meetings and events to support community partnerships. Our school-age children also participate in community and fund raising for the Readiness Team.

Diverse Languages

When families speak and/or read another language, every effort will be made to provide Center information in that language. We utilize internet resources to translate documentation when necessary. Our website can also be changed to any language.

Communication/Messages

Infant Rooms will be provided a written documentation which includes sleeping times, diapering, what they ate, and activities and learning experiences. Classrooms with children in the Infant through Pre-K will receive a Daily Email through Bright Wheels which includes your child's sleeping time, diapering routines, learning experiences activities, what they ate, well-being and information about your child's social and emotional development.

All messages are assumed to be read once sent out by Beach Babies.

Each classroom also has a bulletin board outside the classroom where the weekly curriculum posted, menu, class list and the teacher's hours. Our School-Age program will have weekly curriculum posted outside each classroom along with additional information on the wipe off board. Also, posted are any illnesses within the classroom and upcoming events. You can also check out our Events Calendar at www.beachbabieschildcare.com.

Input/Parent Surveys

Once a year we distribute a Family Survey asking for your input or suggestions about Center policies and our program. We use this information to look for commonalities and trends and use it to plan our program. Your input is important as the Center continually strives to provide quality service. The results of the survey will be distributed to families after review in a cumulative, non-identifying format as a means for sharing family satisfaction with the program.

Visitation

Families are always welcome to visit the classrooms. Families, who want to spend time in the classroom, should discuss their request with the teacher. Additionally, children need to know about the change in routine. Surprise visits are sometimes viewed by children as unusual and they may behave accordingly. Depending on their age, children may be dismayed when they cannot leave with the family member.

Class Assignments & Transitions

Children are placed in classes according to their age and development. With this in mind, we make transitions as smooth as possible by slowly integrating children into our center from home or from another child care program or into a new classroom.

The success of a child’s experience at our program is building trust with not only them, but you as a parent. We will provide a personal tour with your family and introduce your child to their teacher. We also require a completed “Getting to Know You” form prior to their first day so we can learn a little more about your child. When they are scheduled to move to the next classroom (age group), you will receive a “Move-Up” letter with information about that class and who the teacher is. You can then visit the classroom with your child and meet the teacher. The child’s portfolio will be given to the new teacher to ensure continuity of care and education.

First Day: When this is scheduled for the morning, the child eats breakfast with new friends.

Second Day: The child visits the new classroom for half of the day.
The child will experience a full lunch time routine.

Third Day: The child visits the new classroom the entire day.
The child will nap on his/her new cot and wake up with new friends to complete the afternoon.

Transitions to other Programs – Kindergarten/After-School/Summer Camp

When children transition from our Pre-Kindergarten program to Kindergarten, a school packet containing information about the school and the kindergarten program will be distributed to each family. A field trip to one of the elementary schools will also be scheduled before the end of the school year. Beach Babies partners with each elementary school and is part of the School Readiness Team.

Before/After School Program: When children transition to the school age program, a school age family handbook will be distributed and information about the program. An open-house will be held each spring for families to tour the school age building/classrooms and meet the teachers.

Summer Camp: When children transition to Summer Camp, information and a Summer Camp handbook will be available to families. A calendar of activities and scheduled field trips will also be provided. Families and children will have the opportunity to tour the building during open-house in the spring.

Staff to Child Ratios – The number of staff ratios and maximum group sizes are as follows:

Infants	Under 1 Year	1:4	Maximum Group 8
Younger Toddler	1 to 2 Years Old	1:6	Maximum Group 12
Older Toddler	2 to 3 Years Old	1:8	Maximum Group 16
Young Preschool	3 to 4 Years Old	1:10	Maximum Group 20
Older Preschool	4 to 5 Years Old	1:12	Maximum Group 24
School Age	5 Years and up	1:15	Maximum Group 30

The tuition is based on the room your child is in. (Example: If your child turns 3 while in the two-year old class the rate will remain the two-year old rate until they move to the 3 year old class) We only move children who are developmentally ready and if there is space in the next classroom prior to scheduled moves.

Continuity of Care

A system of primary caregiving establishes an environment in which teachers work to minimize the number of teachers a child interacts with during a day and over time. Our program runs from June – June so the children only make one classroom/teacher transition. A primary teacher ensures consistency of relationships, environment and communication between families in order to strengthen relationships and the child’s early learning experiences.

We do this by:

- Children staying in the same class for one year
- Teacher’s being assigned to the same classroom
- Tracking and counting children during the day is completed by primary teachers
- Communication with families is through classroom teachers

Staff Limitations

To facilitate professional relationships between Center staff and families, the following boundaries have been established.

Employees, whether full or part-time cannot:

- *Be placed on pick-up lists*
- *Provide Babysitting Services*
- *Provide early or after care to any child attending the Center*
- *Transport a child in their own vehicle at the request of the family*
- *Be your “Friend” on Facebook or other social medial type providers*
- *Take your personal call or texts*

The above-mentioned items should not be requested of Center staff. Thank you in advance for your understanding and cooperation.

Staff Qualifications

Staff, including Student Interns, meet and often exceed the qualifications outlined by the Department of Child Care Licensing for their positions. In addition to being trained in CPR and First Aid, they have been screened for tuberculosis and cleared for relevant criminal history.

Administrative staff has either an Associates or Bachelor’s Degree. In addition, administrators have completed the Delaware Administrator Credential.

Teaching staff complete 18 hours of Early Care training a year. In addition many teachers complete credentials which is a level of achievement and expertise for best practice in Early Childhood by the Dept. of Education. These credentials may be: Infant/Toddler, Inclusion, Preschool, or School Age Care.

Nap/Rest Time

Nap Time/Quite time is an important part of each child’s day. Infants are on their own schedule and are provided an assigned crib. Toddlers through preschool age children have a rest time after lunch as per Office of Child Care Licensing. They are provided with their own cot and may bring a travel size pillow and small blanket. The children must rest quietly on their cots for one hour, after which time, if they are awake, they are offered quiet activities until the remaining children are up.

Infant Room

The Infant Room accommodates children between the ages of six (6) weeks and twelve (12) months old. Our teachers follow the schedule of the infant and not by-the-clock. This rhythmic response involves communication with parents to assess what the infant's current needs might be. Children eat and nap according to their own schedules. Families must communicate the child's schedule including when the child should eat, receive bottles, and/or sleep. Diapers are checked throughout the day and changed every two (2) hours or as needed. The time as well as the number and nature of changes are recorded. The classroom environment is arranged to increase the children's growth and development in the following areas: gross and fine motor, emotional, cognitive, language, and self-help. The curriculum involves stimulation, sand and water play, puzzles, manipulative toys, books, music and are taken outdoors every day (weather permitting). Children are continually provided with learning activities that encourage and challenge them to develop their potential and increase confidence.

Before entering the classroom and walking on surfaces that the infants use specifically, we require that you cover your shoes/feet with our paper booties. *No bare feet or socks please!*

Infant Supplies Needed:

Bottles (labeled)

Diapers & Wipes

Crib Sheets are provided and cleaned by Beach Babies. Crib sheets are available for purchase upon request.

Diapering Procedures

Families are responsible for providing disposable diapers. Diapers are checked throughout the day and changed at least every two (2) hours or whenever soiled or wet. The time, number, and nature of changes are recorded. During each diaper change, the child is cleaned with individual single-use disposable wipes provided by parents.

The hands of staff and children, including infants, are washed with soap and running water after each change. Individual paper towels are used to dry hands.

The changing table or diapering surface is cushioned and used for no other purpose. It is adequately covered by a disposable covering. The surface is disinfected after each use.

Soiled, disposable diapers are placed in containers with a foot pedal, a tight-fitting cover, as well as a plastic liner. The container is emptied and sanitized daily.

Safe Sleep Policy

A Safe Sleep Policy exists for children less than twelve (12) months of age. Each staff member is informed about the policy during orientation. The policy states that while working in the Infant Room, staff will do the following:

- Infants are placed to sleep on their backs.
- If your child requires a different sleeping position, you must provide documentation from your child's doctor stating the new sleeping position. If a device is to be used, the child's doctor must state which device is to be used and how to use it.
- If your child falls asleep in a car seat, swing, or seat, he or she will be immediately moved to his or her assigned crib.

- Infants will only be permitted to sleep in certified cribs with mattresses set at their lowest position.
- The crib mattresses are firm and tight fitting to the frame and are covered with a tight fitting sheet.
- Blankets, comforters, quilts, pillows, and stuffed animals will not be used in cribs.
- Sleep sacs or blanket sleepers will be used rather than blankets to ensure your child is cozy.
- If you would like your child to be swaddled, you must provide written permission as well as a swaddle-blanket sleeper.

Toddler Room

In their constant explorations toddlers demonstrate endless curiosity, a short attention span, a sense of autonomy, as well as a need for physical movement and personal will. However, they are still developing self-expression and self-control and depend on predictability in their daily routine as a basis for security. Our teachers will provide a nurturing environment with a predictable schedule that includes indoor and outdoor exploration, one-on-one time and flexibility to accommodate individual physical requirements for food and rest.

The weekly planned activities are child and teacher oriented. Language, social/emotional, cognitive, fine and gross motor sensory are the domain focus areas on which curriculum is based. Free play activities include painting, blocks, clay, manipulative toys, puzzles, peg boards, dramatic play, climbing, music, dancing, table toys and play dough. Dancing, singing, stories, and musical instruments are components of group activities. Outdoors, children have free play and organized group games.

Children are also encouraged to learn, accept and appreciate the similarities and differences in other. Children receive individual care that nurtures based on their needs (i.e. hugs, high fives).

Toddler Supplies Needed:

Diapers & Wipes	Pull-ups
Blanket & Sheet for Nap	Extra change of clothes
Comfortable Shoes & Clothing (no open-toed shoes)	

Pacifiers

We allow pacifiers for our children in our infant and one-year old rooms. Once children enter the two (2) year old classrooms we no longer permit pacifiers.

Toileting Procedures

Toilet training begins in our two (2) year old room. Children are not punished for soiling, wetting, or not using the toilet and are supervised during toileting. Children are not coerced, but introduced to the bathroom and child size toilet during bathroom time. If they choose to use the toilet we will begin working towards training.

After using the toilet, children wash their hands with soap and running water. Staff members assisting children with toileting are also required to wash their hands with soap and running water.

Clothing soiled by feces, urine, vomit, or blood is “double-bagged”, placed in sealed plastic bags, and stored apart from other items. Because rinsing or laundering these items at the Center could spread germs and diseases, these articles of clothing are sent home daily.

Families are asked to always have a change of clothing at the Center. Clothing should be clearly marked with the child's name. If necessary, clothing will be loaned to a child.

Preschool Room

The Preschool Rooms consist of an interactive environment comprised of three to five year olds. Preschool age children spend most of their time in active play. Therefore they need an environment that encourages independent choices. Educational materials will be available during center time and child-initiated free play time both indoors and outdoors. Teacher initiated activities will be used to set the stage for the day, teach important learning concepts and emphasize each child's role in the social group. Activities such as classroom clean-up, meal time, small and large group projects and story time are important for teaching children a wide array of learning skills and responsibilities. Large group activities will provide children with choices, and include material for children to handle such as small, identical copies of "Big Books" or puppets that will correspond to the story read by the teacher. This will keep the activities engaging and fun. Our goal is that preschool age children are not only academically prepared for their early school years, but look forward to them.

Puzzles, woodworking, books, blocks, games, art, dramatic play, and dancing are examples of activities available to children during free play. Large group time may include finger plays, stories, discussions, calendar, current events, musical instruments, and songs. Gross motor activities occur indoors as well as outdoors.

Preschool Supplies Needed:

Blanket & Sheet for Nap

Extra Change of Clothes

Comfortable Shoes (no open-toed shoes) & clothing

Curriculum

Beach Babies offers specialized programs for infants, toddlers, preschoolers, and school-age children. Based on learning centers and hands-on experience, the *Creative Curriculum* develops appropriate readiness skills through developmentally appropriate activities. Thematic units are integrated into the learning centers to provide direction and continuity of learning. Holidays, which occur in each unit, are explored through a multi-cultural and child's perspective. A weekly curriculum will be posted on the outside board of each classroom.

Listed will be all activities and curriculum planned for that week. Teachers plan the curriculum with the *Creative Curriculum* guidelines. Developmental milestones and portfolios are on file for every child. You can also review activities and special events on our website calendar, "beachbabieschildcare.com".

Curriculum Support

In order to enhance our curriculum, we also utilize supplemental curriculums that focus on specific aspects of learning such as literacy, math, social-emotional development or healthy lifestyles. "*Mudpies & Magnets*" is a science curriculum. "*Sesame Street*" has various topics, and "*Growing, Moving & Learning*" enhances healthy lifestyle.

Child Development Screening

A child development screening is completed once a year to identify children who may be at risk for developmental problems. We use “*Ages & Stages*” for 3 years through school age which is approved the Delaware STARS as an approved screening tool. It is one component of a comprehensive assessment system and the first step in determining if a child needs to be referred for further diagnostic assessment or evaluation. Staff attend trainings and we share the results with you. If a referral is needed we will let you know. If you determine you do not want your child to take part in this assessment you may fill out the required form.

Child Assessments

Our teachers use information gathered through observation, screening and assessment, in addition to comprehensive curriculum materials linked to the *Delaware Early Learning Foundations* to plan for both group and individualized learning experiences. We use *Teaching Strategies Gold*, a Delaware STARS approved assessment tool to determine what areas the teacher needs to focus on with the child. Each infant/toddler and preschool children will receive a developmental assessment within 45 days of enrolling. A plan will be based on the assessment which includes developmentally appropriate goals as well as activities and experiences.

Conferences

Classroom conferences are conducted with families twice a year. Reminders will be sent out to families of upcoming conference date and times, as well as a written conference form highlighting the topics of discussion. Teachers will discuss the child’s growth and development, progress towards current learning goals, identification of new goals, and give an insight into the child’s classroom experiences. Conferences will be kept on file with the child’s portfolio. The parent has the opportunity to share information about life at home, participate in goal setting and ask questions to help understand the child’s learning experiences and activities.

While we strongly encourage all families to participate in the parent/teacher conferences, it is not a requirement. Should you decide you to opt out of a conference, proper documentation will need to be completed.

Records: Confidentiality/Distribution

Information contained within a child’s record is privileged and confidential. These records will not be released to anyone without written family consent. Children’s records are accessible to families upon request within two (2) business days. Upon written family request, records will be transferred to the family or other identified person when a child is no longer enrolled at the Center.

Publicity Releases

From time to time we would like to post photos of your child during special events or during activities. Examples include but are not limited to; Beach Babies Facebook, newspaper, or internally at the center. There is an agreement that must be signed that indicates whether a parent grants permission for his or her child to be filmed or photographed.

Referral Process

Classroom teacher's concerns about a child's development/behavior are reported to the Director. If the Director is in agreement, the family is notified and observation and/or documentation is shared. Possible referral resources may be suggested at this time by the Director. Any written records of this process are maintained by the Director, including family meeting and referral.

The family is also given all documentation. In the event an IEP has been documented parents need to share this information in order to provide the proper recommendations. All documents will be kept in the child's file.

Graduation

Preschool Graduation is held each year in May. The time and place will be announced.

Discipline

Beach Babies believes in using positive, age appropriate methods of discipline. All Beach Babies staff is trained to use *Conscious Discipline*. *Conscious Discipline* is a comprehensive classroom management program and a social-emotional curriculum which Beach Babies follows. It is based on current brain research, child development information, and developmentally appropriate practices. Conscious Discipline is a way of organizing classrooms around the concept of a School Family. Both adult and child learn the skills needed to successfully manage life tasks such as forming relationships, communicating effectively, being sensitive to others' need and getting along with others.

When a teacher is approached with a difficult situation it will be dealt with through:

- Choices – Visual Rules, Behavior Charts “You Have a Choice. You can sit down here or next to me”.
- Encouragement – Ways to be helpful board, Job Board, Connecting Rituals
You did it! Good for you!
- Composure S.T.A.R. – (Smile, Take a Breath, Relax!)
- Positive Intent – “You wanted the ball. You may not take the ball without asking. When you want the ball you may ask your friends to share.
- Empathy – We Care Center – 1. “Your face is going like this” (demonstrate) 2. You seem (sad, mad, etc.) 3. You wanted ___or were hoping to ___

Suspension and Dismissal of a Child

Occasionally, we encounter a serious problem with a child's behavior. Beach Babies works cooperatively with families and support agencies in an effort to meet the needs of the children in our program. If Beach Babies is unable to meet the needs of the child/family, the center reserves the right to terminate enrollment immediately. The termination date will be determined at a date set by the administration.

The following steps will be taken prior to enrollment termination:

1. A parent conference to create a partnership to address the child's needs.
2. A consultation with a family physician or social agency if necessary.
3. A Behavior Modification Plan applied if appropriate.
4. Documentation of actions taken concerning the child's needs/behavior.

Vandalism

Vandalism is defined as the willful or malicious defacement of public or private property. Children who commit vandalism will receive one or more of the following:

1. Parent/guardian notification
2. Parent /guardians will be required to either restore or replace damaged property
3. Possible suspension and/or dismissal for subsequent offenses.

Toys from Home

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to include, with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by Beach Babies staff for safety and appropriateness and may be prohibited at the sole discretion of Beach Babies. *Beach Babies is not responsible for lost or damaged toys.*

Dress Code: Children

Children are engaged in various activities during the course of the day; some of these activities can be messy and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Parents are prohibited from dressing children in overalls, or clothing with difficult closures.

These types of clothing present particular challenges for children in relation to toileting.

Coats, hats, gloves, scarves and gloves must be provided in the winter months. Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children ages 3 through 5 are required to have one seasonably appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonable and size appropriate, complete changes of clothing and shoes at the center. A complete change of clothing includes shirt, pants, underwear, socks and shoes. Teachers will post reminders for parents to update changes of clothing as weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves and shoes. *Beach Babies is not responsible for lost or damaged items of clothing.*

Dress Code: Parents

Parents are required to be dressed in appropriate clothing while at Beach Babies. Inappropriate clothing would include revealing tops, extremely short, ripped/torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

Parents wearing high heels, work boots, or shoes with wet/dirty soles will be required to remove their shoes prior to entering any classroom with children under 3 years of age.

Jewelry:

Jewelry is a safety hazard to your child as well as the other children enrolled in the program. Post only earrings with secure backs are acceptable. All other jewelry is not permitted. In addition, Beach Babies will not be responsible for lost or stolen valuables. Should a child come to school wearing any jewelry besides post earrings, parents will be required to take it with them, or to return to the center to remove the jewelry.

Field Trips:

Beach Babies Child Care frequently supplements class curriculum with off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out completely and accurately. All trip costs must be paid in advance in order for your child to attend.

If parents wish to attend the trip with their child, they should discuss this with the Curriculum Coordinator.

Parents will not be permitted to transport any child, other than their own, on a field trip.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate, please discuss this with your child's teacher prior to the trip. Your child will be permitted to attend if required ratios can be maintained. An additional fee, as well as the cost of the trip and signed permission slip will be due prior to the date of the trip.

Parent Participation/Volunteers

Parents are invited and encouraged to be involved in their child's activities. There are many different ways in which parents can participate and volunteer. Parents may attend trips, read in the classroom or assist teachers during special events.

Any parent or custodian with felony convictions, sex offender convictions and/or open investigations into criminal activities will not be permitted to volunteer in the classroom or on field trips.

Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody as per the order.

Parent Surveys

In order to provide the highest quality of care and education for our children and families we conduct a parent survey once a year. We value your input make every effort to make any changes to improve our program. Upon completion of the survey we collect from families, we implement this into planning our program. The results will be shared with families in a written format explaining what our plan will be.

Fundraising/Community Involvement & Services

Fundraising and Community Involvement provides an opportunity for Center families and staff to join forces and raise money for our community, family events as well as teacher appreciation items. Some examples of fundraisers but not limited to are:

- Joe Corbi's Pizza
- St. Jude Trike-A-Thon
- Winterfest
- Friendly's Ice Cream
- Coat Drive
- Canned Food Drive
- Scholastic Book Fair
- Peach Festival
- Local Parades
- Clothing Our Kids

Family Events

Community involvement is very important to the environment at the Center. Therefore, opportunities to gather with families and staff are promoted. Several times throughout the year, events are sponsored by the Center. Additional social gatherings may also be held within each classroom.

Some examples of events but not limited to are:

Educational Events:

- | | |
|----------------------------------|-----------------------|
| ○ Ice Cream Social | Flu Clinic |
| ○ Fall Festival | CPR/First Aid Classes |
| ○ Spring Graduation | Educational Classes |
| ○ Preschool Cookout and Picnic | |
| ○ Family Reading Night/Book Fair | |
| ○ Costume Parade | |
| ○ Lion Club Eye Sight Checks | |

Classroom/School Involvement

There are many ways in which families can be involved in the planning and implementation of events at the Center. Your input is valued and appreciated. The contributions of time and materials help the Center promote the highest quality of care for children.

- Field Trips
- Special Classroom Activities
- Picture Day
- YMCA Swim Class for Pre-K
- Fall Costume Parade

Health & Safety Pre-Enrollment Requirements:

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center prior to the child’s first day of attendance. All children are required to have a complete up to date immunization record of file. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the center Director for an immunization waiver form. You may discuss whether your child may be enrolled if they are not immunized.

All children are required to have a physical examination form filled out by a licensed medical professional in order to attend. The physical examination form must be completed by a licensed healthcare professional and returned to the center within thirty (30) days of enrollment or prior to starting.

Health Care Exclusions/Descriptions

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

Symptoms of Illness for Exclusion Includes:
• 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;

<ul style="list-style-type: none"> • Strep throat or other streptococcal infection, until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none"> • Varicella-Zoster “chicken pox,” until all sores have crusted and are dry (usually six days);
<ul style="list-style-type: none"> • Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
<ul style="list-style-type: none"> • Pertussis, until completing five days of antibiotic treatment;
<ul style="list-style-type: none"> • Mumps, until five days after onset of glandular swelling;
<ul style="list-style-type: none"> • Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;
<ul style="list-style-type: none"> • Measles, until four days after arrival of rash;
<ul style="list-style-type: none"> • Rubella, until seven days after arrival of rash;
<ul style="list-style-type: none"> • Herpetic gingivostomatitis “cold sores,” if the child is too young to have control of saliva; or
<ul style="list-style-type: none"> • Unspecified short-term illness, not chronic illness if your child is unable to participate in activities or our staff cannot provide care for your child and the other children.

Allergies

For the safety of your child, parents are required to provide a signed copy of the “Authorization for Emergency Care for Children with Severe Allergies” form, detailing any allergies, food or otherwise, from which their child suffers at the time of enrollment or when allergy is discovered. Parents must also execute a “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” form.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

For the safety of young children we are a “Peanut Free” facility.

Masking Fevers

Children requiring acetaminophen, ibuprofen, or other antipyretics to maintain functionality throughout the day are considered too ill to be at the center.

Exclusion for Non-Functionality

Whenever children are non-functional, but have no additional symptoms, the decision to send them home will be made by the Director. In these situations, family or authorized individuals may be called to pick the child up.

Family Notification

The center will notify families about real or potential exposure to infectious diseases. This written notification will also contain symptoms to look for while monitoring your child at home.

Communicable Diseases

The Division of Public Health will be contacted if a child or employee of the center has any of the following diseases (Regulation: 208)

Respiratory

- Diphtheria
- German Measles
- Measles

Gastro-Intestinal

- Giardiasis
- Hepatitis A
- Salmonellosis

Meningitis
Mumps
Whooping Cough
Rubella
Tuberculosis

Shigellosis

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

Hand Washing and Disinfecting

Careful hand washing after diapering, toileting, and nose wiping is the single most effective way to prevent the spread of disease among children. Mouthed toys and dishes are disinfected with each use. Surfaces are disinfected frequently throughout the day by staff.

Illness During the Day

Center staff is trained to recognize the symptoms of common childhood illnesses. The health of each child is evaluated upon arrival at the Center and throughout the day. In the event that children become ill during the day, they may be isolated and cared for in the designated "Sick Area". *Families will be called and given one (1) hour in which to pick up the child.* It is imperative that the response to this pick-up requirement be prompt. Delays can seriously impair the day to day operations of the Center.

If a member of the family cannot be located, the process of contacting individuals listed on the Emergency Contact List will begin. It is important to update this information as necessary. If we are unable to reach a parent or Emergency contact or if the child is not picked up we may call 911 or Child Protective Services. This will depend on the circumstances.

Return to the Center After Illness

Return to the Center after an illness is conditional upon the child's ability to participate in the group and not pose an infectious risk to others. The child must be symptom free and not taking fever-reducing medication for twenty-four (24) hours prior to returning to the Center. Although arranging alternative care during times of illness can be inconvenient, your understanding and cooperation is necessary and appreciated. Please be assured that the rationale behind these guidelines is in the best interest of the children and staff.

Beach Babies Child Care reserves the right to decide upon the appropriateness of a child's return to the center. A child will be excluded if his/her condition poses an increased risk to other children and/or adults with whom the child comes in contact. In the event of conflicting opinions between health care provider and the Division of Public Health regarding the exclusion of a child, the center will follow the recommendations of the Division of Public Health.

Dispensing Medication

Prescription and non-prescription medications can only be administered by authorized staff possessing Medical Administration Certification. Families are required to sign the *Permission to Administer Medication Form* for all medications, including topical ointments. The child's name should be clearly inscribed. Written instructions regarding medication dosage should be clear and legible. A physician's written order, and medication label is required. In the absence of a physician's order, parents/guardians may come to the center and administer medication to the child. Any medication passing its noted expiration date will be returned to the family. It is the parent's/guardian's responsibility to monitor expiration dates on all medications especially Epi-Pens. Medication is administered at 11:00 a.m. and 3:00 p.m. daily.

We do not administer "As Needed" medication. SEE UPDATED MEDICATION REGULATION ON PAGE 35

Minor Injuries

Families will receive written notification of all injuries. These reports include when and how the injury occurred, the treatment given, and whether a call to the family was made. If a child receives a head injury parents will be notified with a phone call. Copies of all reports are kept in the child's file.

First Aid

First Aid Kits are located in each classroom and are taken on all field trips along with emergency numbers and information on each child. All staff are First Aid and CPR certified.

Medical Emergencies

In the event of a serious illness, accident or injury, Beach Babies staff will take the necessary emergency action to protect the child from additional harm and then notify the family. If the family cannot be reached, individuals listed on the Emergency Contact List (please keep this information current) will be contacted. If both the family and the emergency contacts cannot be reached during a medical emergency, proper medical care (i.e. first aid, ambulance, other medical emergency services) will be provided to the child. It is required that all families sign a medical release for these services.

Any and all expenses incurred by the Center in the process of securing medical treatment for a child shall be assumed by the child's family. The staff and administrators of Beach Babies Child Care are released and discharged from all claims, demands, actions, and judgments which may result after securing medical treatment for a child under the Center's supervision.

Telephone

The Center maintains and posts a list of the following emergency numbers:

- Ambulance Service or Emergency Medical Service
- Police Department
- Fire Department
- Poison Control
- Child Abuse Reporting Numbers
- Office of Child Care Licensing

Biting

Beach Babies Child Care recognizes that biting is a developmentally appropriate behavior for children infant through 2 years old. Parents with children in these classrooms should expect that their child may be bit or bite another child. Child care experts agree that due to their lack of communication skills, it is not uncommon for young children to bite. This is a natural stage that will usually disappear through guidance and direction of families and teachers. Beach Babies staff will re-direct children from the situation. Procedures regarding the care of the child bitten include washing the bite with soap and water, completing an Accident and Injury Report and notifying the parents. The staff will work with parents to identify methods and strategies to curb the behavior. Uncooperative parents may have their child care services terminated.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. A child may be sent home as deemed by the Director after accessing the incident. Furthermore, services may be terminated if biting continues. The safety of all the children in the program is of the utmost concern.

The staff may not discuss the identity of the child involved in a biting incident. The information is considered to be confidential and cannot be disclosed. It is recommended that any child involved in a biting incident where the skin has been broken be seen by their physician if parents are concerned about communicable diseases.

Safety Practices

The Center is committed to providing a safe environment for children and staff. In an effort to protect children from injury, close attention is paid to providing safe physical surroundings and encouraging safety practices. Policies and procedures are developed and periodically reviewed to maintain this commitment to safety.

Safety issues are integrated into the regular curriculum. This includes, but is not limited to, remaining safe in the classroom, on the playground, while crossing the streets, or when in the presence of strange adults and/or animals. Fire safety topics include “Stop, Drop and Roll” when clothes catch on fire and a visit from members of the local fire department during Fire Prevention Week.

Inspections

Periodic safety inspections are performed in the Center and on the playground. Additional inspections completed by the Office of Child Care Licensing, Fire Marshall, Murphy Electric and The Department of Public Health are kept on file.

Outdoor Play

Fresh air promotes good health and is not a contributing factor to catching colds or flu. Please do not send your child to the center if you do not want him/her to spend time outside. Outdoor play is critical for children’s well-being. Please provide children with ample and appropriate clothing for cold, wet, snowy, or hot outdoor weather. Because wind can be uncomfortable to an ear infection, a hat or hood is recommended. *Children in the Toddler, Preschool and School Age*

Classes go outside when the temperature is 25 degrees F. (including wind chill) or above.

Infants go outside when the temperature is 33 degrees F. (including wind-chill) or above. If weather advisories are posted, children will not have outdoor play. Instead, they will have the opportunity for indoor Large Motor Activities.

During the summer months, water play is added to the children's outdoor experience. Again, if a child is well enough to attend the Center, he/she is well enough to participate in water play. The outside temperature benchmark is 68 degrees F. Please provide your child with towels, bathing suits, and water shoes.

When there are extreme heat indexes we may limit the time, the children are outside.

Fire/Emergency Drills

Beach Babies conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans. We will also conduct Lock/Down drills yearly.

Evacuations due to Natural or Man-Made Emergencies

In the event of an actual emergency, families will be notified through One Call of where they can pick up their children. As with the sick policy, children must be picked up within one hour of the call. The evacuation process is as follows:

Center only evacuation – staff will take the children to the

Alternate Safe Location. Please check with your center Administrator for that location.

During an Emergency Evacuation staff will use whatever necessary means to transport children. Every appropriate measure will be taken to protect the children.

NOTE: If a drill or emergency occurs while you are at the Center, you are required to follow the Center's procedures and immediately evacuate the building with the children and staff.

Emergency Food Supply

Each child is required to have an Emergency Food Supply. This supply should be in a labeled Ziploc Baggie and should include 2 water bottles, 1 can of fruit or veggies and a peanut free snack.

Utility Losses

The Center will call families to pick up their child if the facility experiences a power outage or loss of water for more than two (2) hours.

Physical Activity

The Center is committed to your child's health. It is important for staff to serve as a positive role model for the children to live healthy lives. Throughout the day, children have a variety of engaging and vigorous physical activities from which they are encouraged to choose. It is recommended that children participate in a minimum of sixty (60) minutes of physical activity each day.

Nutrition/Meals

Children are exposed to topics such as good eating habits, healthy reasons to eat, the importance of food variety when making choices, and why foods prepared in certain ways are not always healthy.

We are also required to follow the Office of Child Care Licensing and Department of Education's Child/Adult Food Program nutrition guidelines. Menus are posted monthly outside each classroom and on our website.

Families are encouraged and required to participate in the center's efforts to promote healthy eating habits by not sending high sugary foods in with children.

Breakfast is served in the classroom each morning at 8:30 a.m.

Lunch is served in the classroom each day at 11:15 a.m.

Snack is served in the classroom each day at 2:30 p.m.

Your child must be in the classroom prior to these times in order to be served.

Whole Milk will be served for Breakfast & Lunch to children younger than two years old. 1% or Fat Free Milk will be served for Breakfast & Lunch to children two years and older.

Water is served for snack during the day.

We are committed to children's health and recognize the importance of the staff as positive role models for the children as they learn to live healthy lives. Therefore, the staff will not drink soda, sugary beverages or eat unhealthy foods in front of the children in their care.

Meals for children two years and older are served Family Style. This gives the children the opportunity to learn how to take turns passing foods and using proper table manners. The staff will discuss the foods they are eating and why they are healthy for you.

Prohibited Foods

- Items containing Peanuts/Tree Nuts or traces of peanuts
- Sodas
- Juice
- Breakfast items such as donuts, pop-tarts, etc. Please do not bring other items in for your child for breakfast. The other children do not understand why they will not be offered the same food.
- Chewing gum, hard candies and lollipops

Modification to Meal Pattern Requirements

If a modification is required due to a child's medical need (i.e. food allergy or intolerance), families must provide the center with written documentation from the child's health care provider. If a modification of the basic meal pattern is requested due to a family's cultural or religious beliefs, written documentation specifying which foods are unacceptable and the food group must be provided.

Our kitchen staff will work together with families to possibly substitute foods. If this is not possible, we require families to send necessary food substitutes. These substitutes must meet the

CACFP requirements. No other food substitutes are permitted without the above documentation. We do not provide Soy, Rice or Almond milk. These items will also need to be labeled and sent.

The monthly 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.

Breastfeeding

Breastfeeding mothers are welcome to come to the center during the day to feed their child. Appropriate, private feeding locations will be made available in the Infant Room or other private room. Please discuss your desire to come to the center with the classroom teacher.

Peanut/Nut Free Center

Due to the extreme nature of allergic reactions to Peanuts in some children, Beach Babies prohibits peanuts and/or foods containing peanut products on our property or events. These peanut allergies can be so severe that exposure to peanuts can result in an anaphylactic reaction. An allergic child can have a reaction from simply smelling peanuts/nuts or touching peanut oil residue left on a counter top, not only from consuming peanuts or peanut products. As an alternative we serve Soy Butter. The children love it!

Surveillance Video

Cameras are located in each classroom, throughout the center and also on the playgrounds. This allows observation of children and teachers while they are at the center. Should an incident occur, our Program Director or Administrator in charge will review any footage and provide families with detailed accounts of the footage observed. Beach Babies prohibits parents, guardians, or any other outside entity/person from viewing video footage because it is a violation of privacy.

Screen policy

Beach Babies Child Care centers do not permit the use of TV, any electronic devices, smart phones, etc. at the center and we will not be held responsible for any lost or stolen devices.

Special Celebrations/Birthdays

Special foods are sometimes included in Center celebrations such as birthdays, holidays or a child's last day at the Center. These foods must also be in alignment with healthy guidelines and our Peanut Free policy. These restrictions are due to liability issues as well as regulations established by the Department of Health.

Families are not permitted to send food treats unless they are "store bought" in the original package and follow healthy guidelines. We encourage families to make healthy choices.

Healthy Suggestions for Celebrations

Fruit Kabobs	Mini Muffins
Whole Grain Fig Bars	Small Oatmeal Cookies
Yogurt Parfait	Graham Crackers
Mini Soft Pretzels	Fruit Tray

Grievance Procedures

Although the Center makes every attempt to offer the highest quality of care possible to children, there may be occasions when families have problems and/or concerns about specific events, situations, and/or staff members. Please follow protocol by first speaking to the appropriate staff member. Open communication is encouraged as a means of addressing and resolving situations. By working together, families and staff can ensure the well-being of each child. Please do the following if you have a problem and/or concern regarding:

Policy/Procedure: Discuss your problem/concern with the Director. She may consult with the owner.

Classroom Teacher/Curriculum Coordinator: Discuss your problem/concern with the teacher or Coordinator. If the situation remains unresolved, ask to meet with the teacher/Coordinator and the Director.

Director: Discuss your problem/concerns with the Director/Administrator.

Under no circumstances should the owners be reached out to directly by any family, including but not limited to parents, guardians, aunts/uncles, friends, etc. All grievances shall be handled through your centers Director. Just because you do not talk with an owner does not mean they do not know about your grievance.

Review of DELACARE Regulations

Beach Babies 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 DELACARE: Regulations for Early Care and Education and School-Age Centers. A licensing specialist will also visit the center if the Office of Child Care Licensing receives a complaint. If you would like to review these regulations or our compliance reviews, please speak with our administrator.

Sample Daily Schedule

6:30 am – 8:30 am **Arrival Breakfast**
8:30 am – 9:30 am **Free Choice Activity Centers**
9:30 am – 10:30 am **Outdoor Time**
10:30 am – 11:15 am **Bathroom Free Choice Centers**
11:15 am – 12:00 am **Lunch**
12:00 pm – 12:30 pm **Bathroom/Story Time**
12:30 pm – 2:30 pm **Nap Time**
2:30 pm – 3:00 pm **Snack**
3:00 pm – 4:00 pm **Outdoor Time**
4:00 pm – 4:30 pm **Bathroom and Circle Activity**
4:30 pm – 6:00 pm **Free Choice Activity Centers until pick-up**

Medication Policy

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

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

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

Accidents, Injuries & Serious Incidents

- If your child becomes injured, is bitten, or involved in a physical altercation with another child, emergency action will be taken to protect your child from further harm and you will be notified.
- If your child receives a serious injury, you will be notified immediately. Per licensing regulations, a serious injury includes any impact to a child's head. Therefore, if your child falls and bumps his or head, lips, mouth, or face you will be notified immediately.
- An accident/injury report will be completed and provided to you within one business day and a copy of this report will be kept in your child's file.
- You will be notified of less serious accidents/injuries before your child is released at the end of the day. Less serious injuries include bumps, scrapes, and scratches.
- If your child has a life-threatening injury or illness or a serious medical incident such as a seizure, allergic reaction, burn, drowning, etc., you will be notified immediately after an ambulance is contacted and you will receive an incident report.
- You will be required to sign the report as proof that you were notified of the accident/injury/serious incident.

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