



Parent Handbook

**Twinkle Little Stars Early Education Center
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Twinkle Little Stars Table of Contents

Philosophy and Goals of Learning.....	8
Program Curriculum.....	10
*Hours of Operation	11
.....	12
Toddler Program – Light Bright’s Room.....	12
Toddler Program – Little Twinkles Room	13
Pre-school Program – Little Starbucks Room	14
Aspects of a Daily Schedule (Subject to change)	15
Learning Centers.....	17
*Enrollment.....	19
Waiting List Guidelines	20
*Withdrawal of Child from Center	20
Statement Of Nondiscrimination Policy	20
Records/Children	21
• Special Care Plan for a Child with Asthma.....	21
• Food/Environmental Allergy Action Plan	21
• Individual Health Care Action Plan.....	21
• Special Diet Statement Form.....	21
Child Care Billing	22
Daily / Weekly Rates	22
*Billing and Payment Procedures	22
*Past Due Account Procedures.....	22
*Late Pick-up Agreement	22
Attendance and Billing Information.....	24
*Sign-In/Sign-Out Procedure.....	24
Sibling Discount	24
Child Care Billing Appeal Procedure	24
Purchase of Care Accounts Only.....	25
Attendance	25
*Center Inservice Days	25
*Dismissal of a Child	25
Cubbies	26

Nap-Time	26
Infant Room Sleeping Accommodations.....	26
Infant Toddler Room Sleeping Accommodations	27
*What Your Child Should Bring To the Center	28
*What Your Child Should Not Bring To the Center	28
Family School Partnership.....	29
Methods of Communication.....	29
Parent Communication	29
*Visiting the Center	31
Parent Volunteer/Community Volunteer	31
Meals and Nutrition.....	32
Food and Nutrition Information.....	32
Meals.....	32
Administrative Information.....	33
License & Review of Licensing Regulations	33
Insurance.....	33
Records/Staff.....	33
Grievance Procedure	33
*Discipline and Guidance	35
Suspension (Preschool and School-age Programs)	35
Child Abuse and Neglect Policy	36
Health/Safety Information.....	37
Safety Practices	37
Fire Drills.....	37
Preventing Spread of Illness.....	37
Physicals.....	37
Immunizations.....	37
*Sick Child Care Procedure	38
Contacting Sick Child’s Parent/Guardian	41
Medication Notification.....	41
Administration of Medication Procedure	41
Administration of Medication Procedure	41
Sunscreen Procedure	42
Communicable Disease Procedure.....	43

*Biting Guidelines and Procedures 44

*Emergency Procedures..... 46

 Inclement Weather Procedure 46

 Parent Emergency Notification Procedure..... 46

 Emergency Medical Procedures 46

 Shelter In Place Plan 48

 Chemical Emergency Plan..... 48

 Evacuation Plan 48

Transportation Procedures 49

Field Trip Procedures..... 50

Smoking Policy..... 50

Philosophy and Goals of Learning

Twinkle Little Stars encourages a partnership with our parents to provide continuity in the care and education of their children. We believe that the keys to early success are highly influenced by direct observation and experiences, which begins at home, and continues at Twinkle Little Stars.

At our center, we believe in the development of the child as a whole, giving equal and individualized attention to their creative, physical, cognitive, language, social, and emotional needs. We believe in providing children with a clean, safe and healthy environment in which they can make new discoveries, expand their creative qualities and feel positive about themselves and others.

In addition, the essence of Twinkle Little Stars is to provide a warm and nurturing environment and to affirm a positive self-image within each child while developing the fundamental skills needed for life-long learning and academic success.

Goals for Twinkle Little Stars Early Education Center

Learning Outcome 1: Children have a strong sense of identity

- 1.1 Children feel safe, secure, and supported.
- 1.2 Children develop their emerging autonomy, inter-dependence, resilience and sense of agency.
- 1.3 Children develop knowledgeable and confident self-identities.
- 1.4 Children learn to interact in relation to others with care, empathy and respect.

Learning Outcome 2: Children are connected with and contribute to their world

- 2.1 Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation.
- 2.2 Children respond to diversity with respect.
- 2.3 Children become aware of fairness.
- 2.4 Children become socially responsible and show respect for the environment.

Learning Outcome 3: Children have a strong sense of wellbeing

- 3.1 Children become strong in their social and emotional wellbeing.
- 3.2 Children take increasing responsibility for their own health and physical wellbeing.

Learning Outcome 4: Children are confident and involved learners

- 4.1 Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity.
- 4.2 Children develop a range of skills and processes such as problem solving, inquiry,

- experimentation, hypothesizing, researching and investigating.
- 4.3 Children transfer and adapt what they have learned from one context to another.
 - 4.4 Children resource their own learning through connecting with people, place, technologies and natural and processed materials.

Learning Outcome 5: Children are effective communicators

- 5.1 Children interact verbally and non-verbally with others for a range of purposes.
- 5.2 Children engage with a range of texts and gain meaning from these texts.
- 5.3 Children express ideas and make meaning using a range of media.
- 5.4 Children begin to understand how symbols and pattern systems work.
- 5.5 Children use information and communication technologies to access information, investigate ideas and represent their thinking.

Learning Outcome 6: Literacy and Language Acquisition & Development

- 6.1 **Speaking:** Children are able to handle a variety of communicative tasks. They are able to participate in basic conversations on topics related to formal introductions, description of items, wants, and needs.
- 6.2 **Writing:** Children are able to meet basic writing needs. They demonstrate the ability to narrate, describe and express viewpoints in major time frames about selected topics
- 6.3 **Listening:** Children are able to understand short conventional spoken narratives and descriptive dictated texts related to simple topics. They can understand the main facts and some supporting details. Comprehension may often derive primarily from situational and subject-matter knowledge.
- 6.4 **Reading:** Children are able to understand short conventional written narrative and descriptive texts. They can understand the main facts and some supporting details. Comprehension may often derive primarily from situational and subject-matter knowledge.
- 6.5 **Intercultural competence:** Children will demonstrate knowledge and understanding of other cultures and their norms.

Goals for Parents

- To develop realistic developmentally-appropriate expectations for their child(ren)
- To strengthen family-school partnerships and communication

Program Curriculum

Twinkle Little Stars offers specialized programs for toddlers, preschoolers, and school-age children. Each Program is based on learning centers and hands-on experiences which develop age-appropriate readiness skills through developmentally appropriate activities. Thematic units are integrated into the learning centers to provide direction and continuity for learning. Holidays, which occur in each unit, are explored through a multi-cultural and child's perspective.

- Lil' Twinkles: 1-2 Years Old
- Light bright Way: 2-3 Years Old
- Lil' Starbucks: 4 Years Old
- School Age Zone: 5-12 Years Old

As per DELACARE regulations regarding screen time (regulation 76), the Center implements the following precautionary measures/procedures:

Computer, television, tablet, digital video display (DVD) etc, ("Screen-time") will be incorporated into program planning in accordance with DELACARE and pre-approved in accordance with developmentally appropriate curriculum guidelines.

- A. Prohibited for children two (2) years of age or younger;
- B. Not permitted without written approval of each child's parent/guardian;
- C. Limited to programs, games and websites which are age-appropriate and educational;
- D. Provides protections from exposure to inappropriate websites such as those that are sexually explicit, violent, or use inappropriate language;
- E. Supervised by a staff member; and
- F. Not to exceed one (1) hour daily per child or group of children

Viewing time periods/Usage time periods may be extended for specific special events or occasions such as a current event, holiday/birthday celebration or homework, researching topics, special events or interests of a child or group of children and documented in monthly lesson plans.

***Hours of Operation**

Hours of operation are 6:00 a.m. - 6:00 p.m.

(Cut off time for drop off is 9:00 a.m. Because breakfast is service prior to the cut off, if dropped off after 8:30 am parents are required to provide breakfast.)

Before School Schedule:

6:00 a.m. – Before Care Drop off

6:30 – 8:00 a.m. – Breakfast and Centers

8:00 – 8:20 a.m. – Morning Drop-off

After School Schedule:

3:00 – 3:45 p.m. – After Care Pick Up/Transportation Dropoff

4:00 – 4:30 p.m. – Afternoon Snack

4:30 – 5:00 p.m. – Lesson Plan Activity

5:00 – 6:00 p.m. – Centers

Center closes at 6:00 p.m.

(pick-ups after 6:00 p.m. will be considered late and subject to late fees. Please refer to payments and billing section.)

The following program descriptions and sample schedules have been designed to meet the needs of Toddlers, Preschoolers and School Age children in their daily explorations. Daily schedules are posted in the Center for each program.



Toddler Program – Light Bright’s Room

Exploring, Discovery, and Learning for your toddler

In our toddler daycare program, your little one can channel his or her seemingly boundless energy and curiosity into fun activities in a safe, stimulating environment. Professional, patient teachers guide your toddler through this period of immense growth, fostering cognitive, socio-emotional, and physical development through art, movement, music, reading, and active outdoor playtime. Within our well-structured toddler programs, your child will have plenty of choices with which to express his or her blossoming independence and self-confidence.

Boosting Your Toddlers Early Development

Walking and talking at age two, your child is especially inquisitive about the world, and these are prime years for learning. The brain’s ability to develop with new stimuli is greatest in children under three because this is when trillions of brain-cell connections called neural synapses form. Unfortunately, synapses that fail to connect are lost forever. Our learning environment for toddlers are designed to stimulate early development through fun, engaging activities.

- **Cognitive:** A host of factors influence brain development during these formative years. Chief among them are the safety and security of the environment, responsiveness of caregivers, and exposure to talking, reading, singing, and other mentally stimulating activities.
- **Socio-Emotional:** Understanding individual feelings and the feelings of others, managing emotions in a constructive manner, regulating behavior, and maintaining relationships are essential to healthy socio-emotional development in toddlers. Positive ongoing relationships with nurturing caregivers and communication about thoughts and feelings are important as toddlers discover themselves, peers, and adults.
- **Physical:** Eager to explore the world around them and their newfound physical abilities, toddlers’ little bodies sometimes struggle to keep up with their imagination. As their gross and fine motor skills continue to develop, toddlers need plenty of safe indoor and outdoor spaces to walk, jump, run, and play.



Toddler Program – Little Twinkles Room

Encouraging Creativity, Curiosity, and Confidence

Our early learning curriculum is designed for curious minds and active little people. We understand that during this time of peak early development, one- and two-year-olds need secure environments and stimulating experiences. In small classroom settings, our skilled teachers fill your child's daily routine with a host of engaging activities: arts and crafts, imaginative play, language, rhyming, and counting. Regularly making independent choices and working with a group of peers helps your child gain the strong cooperation skills and confidence necessary for success in preschool and beyond.

Whole Child Education

Birth to age three are the most important years in a child's development, indicates recent brain research. During this time, your toddler is growing in leaps and bounds not only cognitively but also socially, emotionally, and physically. At Twinkle Little Stars Academy of Early Academics, we focus on all areas of development so that your youngster can reap the full benefits of a well-balanced early childhood education, which studies show can lead to long-term improvement in school success and higher educational attainment.

- **Cognitive:** Early childhood is the most intensive period of cognitive development. Critical factors include a safe, predictable environment, responsive, nurturing caregivers, and engaging, language-rich activities.
- **Socio-Emotional:** Early learning caregivers who carry on nurturing relationships with toddlers, model appropriate behaviors and responses, and communicate effectively about emotions foster healthy socio-emotional development, laying the foundation for successful interpersonal relationships.
- **Physical:** Movement plays an integral role in the progression of gross and fine motor skills, learning, and socialization. Whether tossing a ball, jumping, scribbling, or stacking blocks, toddlers learn through doing.

6:00pm – Twinkle Little Stars Closes

Your child will be engaged with their educator and free play until you arrive. When you arrive you can check your child's daily information sheet for sleeps and food eaten.

Throughout the day you will receive reports on meals, nappy changes, sleep records and get glimpses of your child's day via our communication system.



Pre-school Program – Little Starbucks Room

Preparing Kids to Enter Kindergarten with Confidence

Kindergarten these days is much more academic than it used to be, and many children enter unprepared. In fact, over 200,000 kids repeat kindergarten every year. High quality Pre-K education is essential to readying kids for the next stage of learning and life. Based on research and proven results, our pre-kindergarten program builds on your child's earlier learning experiences advance literacy, vocabulary, math, problem solving, and fine and gross motor skills. Independent and cooperative learning opportunities guided by our skilled, nurturing teachers serve to strengthen social skills, equipping your child to enter kindergarten with confidence

Empowering Children to Reach Their Full Potential

A high quality pre-kindergarten education can not only prepare children for kindergarten but also help them reach their full potential in life. Studies show that Pre-K graduates generally experience significant cognitive gains and score higher on math and reading tests than peers who receive no Pre-K education. They also enjoy greater levels of high school graduation, earnings, and overall lifetime achievement. Experts on early brain development agree: Pre-K learning has become just as necessary as kindergarten and first grade.

Developmental Domains:

- **Cognitive:** Rich environments, stimulating experiences, and responsive interactions help to develop prekindergartners' emergent cognitive skills. With a firmer grasp of logic and language, children at this age benefit from creative, theme-based activities that prime them for the next stage of learning.
- **Socio-Emotional:** Secure relationships with parents and caregivers, observance of healthy adult behavior, and early positive social interactions influence socio-emotional development. Opportunities to gently collaborate with peers and express emotions verbally rather than physically are beneficial to effective socialization.
- **Physical:** Four- and five-year-olds are full of energy and need active games and environments. Building, dancing, painting and similar activities help to develop gross and fine motor skills, as well as coordination and concentration.



Aspects of a Daily Schedule (Subject to change)

6:00am – Twinkle Little Stars Opens

When you and your child arrive at Twinkle Little Stars we ask for you to sign in at the front desk and/or electronically with a signature in your HiMama app. Parents are not permitted beyond the front desk after sign in.

Arrivals before 8:30am will gather in the Light Bright classroom. An educational movie will be played and centers will be conducted.

9:00am – 9:15am – Breakfast

Your child has their hands wiped by an educator to rid any germs as we are about to eat. Children who can eat solids will eat the morning breakfast from our menu. If your child requires a bottle, the educator will confirm specific times for this.

9:15am – 9:30am – Circle Time

Straight after morning breakfast your child will be involved in a circle time, where all the children are gathered and an educator will do a planned experience. The circle time allows for your child to experience group work and activities.

9:30am – 10:15am – Open Centers & Art/Sensory

Your child's center time allows them to **grow in their social skills**. They navigate interactions with their peers during this time, and it is happening almost constantly

10:15am – 10:30am – Circle Time

After open centers and art sensory your child will be involved in a circle time, where all the children are gathered and an educator will do a planned experience. The circle time allows for your child to experience group work and activities.

10:30am – 11:00am – Outside Play / Large Motor Activities

Immediately following circle time your child will begin outside play and large motor activities. Playing outside gives your child the chance to explore the natural environment and have adventures. She can play games, test her physical limits, express herself and build her self-confidence.

11:00am – 12:00pm – Lunch / Story Time

After outside play and large motor activities your child will enjoy a hot meal from the menu, if your child is not on solids, bottles can be given at specific times. Towards the end of lunch your child will be directed to the literacy center for story time.

12:00pm – 2:00pm – Sleep Time

If your child requires a morning rest, the educators will confirm specific times. Our educators can pat and sing to your child if required.

2:00 – 3:00pm – Afternoon Snack

Depending on what time your child wakes up, we will provide them with afternoon snack from the menu. If your child requires a bottle, the educator will confirm specific times for this.

3:30pm – 4:30pm – Play and Learn

Educators can implement planned and spontaneous experiences at this time; however, if your child is not interested then we will let them continue their free play.

4:30pm – Late Snack

It is time for your child to have a small nutritious late snack. If your child requires a bottle, the educator will confirm specific times for this.

6:00pm – Twinkle Little Stars Closes

Your child will be engaged with their educator and free play until you arrive. When you arrive you can check your child's daily information sheet for sleeps and food eaten.

Throughout the day you will receive reports on meals, nappy changes, sleep records and get glimpses of your child's day via our communication system.



Learning Centers

Centers are activities located in specific areas around the classroom for children to work independently and in small groups. This time allows children to **grow in their social skills** navigating interactions with their peers in addition to **learning a lot about themselves**. Overall, they are practicing and exploring many important concepts in a safe environment.

While this is not an exclusive list, the follow are some of the centers found through many of the classroom. The specific activities around these themes would change based on weekly themes or projects, the time of year and the needs of the students.

Reading Center

A cozy area set up in the classroom, with a variety of books available for the children to read. Books related to the theme, class-made books, big books, interactive writing charts, and pocket chart poems are just some of the things that can be included in the reading center.

Writing Center

A place where students can practice the various stages of writing. Sometimes this center is “free writing”, with the kiddos deciding what to do. Other times, the activity is teacher-directed. Some ideas include making words with letter tiles, writing in journals, writing in sand, and book-making.

Dramatic Play Center

A center just for imagination, creativity and pretend play. “Kitchen appliances”, a table, and chairs set the backdrop for this center. Some ideas for the dramatic play center are acting out favorite stories, running a flower shop, selling produce in a roadside stand, and caring for patients in the ER.

Building Center

Having an area set-aside for building and creating is an important part of early childhood classrooms. Building can include blocks, racetracks and cars, Lego (although sometimes people keep these in the math or fine motor area), and so many other creative building supplies. The children can have free reign to build whatever they wish, or they can build within certain guidelines.

Art and Crafts Center

The purpose of this center in preschool is to let the kids explore their creativity. For this center, we put out art materials the kiddos can use with minimal supervision. Some we may introduce a new art technique or material that requires an adult to hang out for most of center time. Students might paint self-portraits, make play dough, or paint with corn cobs. Children might see what happens when they mix different paint colors, or maybe they want to experiment with mixed-media art or sculpture.

Sensory Center

The sensory center helps kids focus in on (you guessed it!) their senses. This center might hold water, rice, shaving cream, beads, straws, dyed corn in a rainbow of colors, and so much more. Ideally, the materials would be rotated so that different senses are explored throughout the year.

Science Center

The science center helps the children learn to investigate the world around them. Teachers stock this center with magnifying glasses, tweezers, and kid-sized safety goggles. Depending on what the class is learning, the center may have pumpkins to dissect, rocks, shells, insects to observe, or snake skins in the center.

ABC Center

This center allows children to explore letters — how letters look, how they compare to each other, how they combine to form words. Using a teachers easel with a magnetic white board, is perfect for this little center. Children sort magnetic letters, match uppercase to lowercase letters, make words, write words, work with word families, etc.

Math Center

Kiddos use this center to learn more about shapes, colors, numbers, quantities, and such. Some activities for this center include playing dice games, sorting jelly beans, matching numeral cards to quantities of items, sorting items, etc.

Puzzles & Games Center

It's always fun for the kiddos to work on puzzles or play games together. Fun, cooperative play! This center will typically depend on the size of the classroom and my center time goals.



***Enrollment**

Children between the ages of 12 weeks and twelve years are eligible for enrollment in Twinkle Little Stars Early Education Center. Receipt of all registration documents secure a child's placement in our Program. To complete child registration, a parent/guardian must complete registration information online or in person at the Twinkle Little Stars Early Education Center.

Enrollment Procedures

The following information must be received before your child attends Twinkle Little Stars Early Education Center:

1. Enrollment Application Form
2. Child Care Contract
3. Authorized Pick-up & Emergency Contact Information/Emergency Care Form
4. School Photo/Activities Enrollment Authorization.
 - Written permission from parents must be obtained prior to any photographing or videoing of children.
5. Physical/Immunization Records
 - Physical and immunizations must be completed on all children planning to attend the Center within six months prior to their enrollment date and be current throughout their enrollment. Children must have a TB Test and Lead Test completed according to required guidelines. School age children may submit the physical they received prior to attending Kindergarten.
6. The following forms must be completed by child's physician if applicable:
 - Special Care Plan for a Child with Asthma
 - Food/Environmental Allergy Action Plan
 - Individual Health Care Action Plan
 - Special Diet Statement Form
7. Copy of Restrictive Custody Court Order (If Applicable)
8. Parent Handbook Acknowledgement
9. Parent Right to Know Acknowledgement and Screen Time Permission
10. Infant Safe Sleep Policy if applicable.

Your Child will need the following items the first day he/she attends Twinkle Little Stars Early Education Center:

1. Change of Clothes
2. Diapers / Bottles / Diaper Wipes
3. Fitted Crib Sheet & Blanket (Infant-Toddlers, Toddlers, and Preschoolers)
4. Toddlers & Preschoolers: Book Bag

PLEASE LABEL ALL ITEMS BROUGHT TO THE CENTER

Waiting List Guidelines

Child care applicants for Twinkle Little Stars Early Education Center are placed on a waiting list as of the date the application is received. Open enrollment slots will be filled by the next applicant with child care requirements matching the vacancy, following order of priority listed below.

Twinkle Little Stars enrolls children from the waiting list in the following order of priority:

1. Currently enrolled children's siblings
2. Regular part time and full time staff's children
3. Community children seeking admission

To qualify for "priority one" status on the waiting list, as a sibling of a currently enrolled child, the currently enrolled child must attend Twinkle Little Stars on a weekly, part-time, or full-time tuition basis.

***Withdrawal of Child from Center**

The Center requests that parents/guardians submit to the Center Director a written five (5) day notice of their child's projected end date. Determined end date will be reflected in next billing cycle.

Statement Of Nondiscrimination Policy

It is the policy of Twinkle Little Stars that child care services are available without discrimination on the basis of race, color, creed, sex, national origin, age, disability, sexual orientation (defined exclusively as heterosexuality, homosexuality, or bisexuality), or genetic information be subjected to any discrimination prohibited by the Civil Rights Act of 1964, as amended; the Age Discrimination in Employment Act, as amended; Americans with Disabilities Act, as amended; Section 504 of the Rehabilitation Act of 1973; Title IX of the Educational Amendments of 1972; the Genetic Information Nondiscrimination Act of 2008 and other applicable laws, regulations and Executive Orders.

Records/Children

Twinkle Little Stars Early Education Center maintains confidential enrollment files on each child attending the Center as well as records applicable to licensing: daily attendance records, injury reports, and daily health checks.

Upon completion of specific release authorization forms, information about a child may be exchanged with other schools, health clinics, and other agencies. Written permission from a parent/guardian is required before disclosing or using a child's written, electronic, or digital information except in the performance of official duties by employees of the OCCL or other entities with statutory responsibilities for issues relating to health, safety, and well-being of children.

Twinkle Little Stars maintains an on-site file for each child including the following registration documents:

- 1. Enrollment Application Form and a Current Contract**
- 2. Authorized Pick-up & Emergency Contact Information/Emergency Care Form**
- 3. School Photo/Activities Enrollment Authorization**
- 4. Physical/ Immunization Records**
 - Physical and immunizations must be completed on all children planning to attend the Center within six months prior to their enrollment date and be current throughout their enrollment. Children must have a TB Test and Lead Test completed according to required guidelines. School age children may submit the physical they received prior to attending Kindergarten.

The following forms must be completed by child's physician if applicable:

- **Special Care Plan for a Child with Asthma**
 - **Food/Environmental Allergy Action Plan**
 - **Individual Health Care Action Plan**
 - **Special Diet Statement Form**
- 5. Copy of Restrictive Custody Court Order (If Applicable)**
 - 6. Parent Handbook Acknowledgement**
 - 7. Parent Right to Know and Screen Time Acknowledgement**
 - 8. Infant Feeding Schedule and Safe Sleep Policy if applicable.**

Billing

Child Care Daily / Weekly Rates

Daily/weekly rates are provided at the front office of Twinkle Little Stars and also made available electronic upon request.

*Billing and Payment Procedures

- Registration fee and one week of tuition must be paid prior to the start of care. This does not apply for POC.
- Childcare accounts will be billed every Monday for a one week billing period.
- Full payment is due on the Friday of that same week for the indicated billing period.
- If full payment is not received by Friday, child care accounts will be considered past due.
 - *We request that invoices are paid by the due date listed. Tuition payments not received by 11:59pm on the Sunday following the due date will assess a \$15 late fee.*
- An account that has been in a Past Due status three times will result in child care ending immediately. POC families will be provided a 5 day notice.
- **Credit Card** payments are made through the HiMama app or through Zelle. Payments made by Zelle are sent to "Twinkle Little Stars, LLC" via 302-548-7865.
 - On-line payments must be made before 6 PM in order to be posted the same day.
 - **Automatic Weekly** payment allows the Center to automatically bill your credit/debit card for your bi-weekly account balance. To enroll, simply submit a **Recurring Payment Authorization Form** to the Front Desk staff. Transactions are easy to track because they show up on your monthly bank statement or credit card statement. You will also receive a receipt for your payment via email.
 - Any changes that impact billing must be requested prior to the Monday billing, in which the adjustment will occur, AND a new Child Care Contract must be completed.

*Past Due Account Procedures

- If full payment is not received by the due date, child care accounts will be considered past due. Please notify the center as soon as possible if you know a payment will be late.
- An account that has been in a Past Due status three times will result in child care ending immediately. POC families will be provided a 5 day notice.
- On Monday, the Center will distribute Past Due Account Notices, to any parent/guardian who did not pay their bill the previous Friday, requiring payment in full by the end of that week. Notices will also include late payment fee. Phone calls will be made to any family unable to pick up their Past Due Account Notice
- If payment is not received by Friday, child care will end on Friday, and the family will receive a Termination of Service Notification. Your child care slot will be filled with a child from the Center's waiting list. POC families will be provided a 5 day notice.
- Terminated accounts, with a past due balance, will be submitted to a collection agency and reported to the credit bureau.

*Late Pick-up Agreement

- Failure to pick-up a child before closing time will result in a \$10.00 charge for every 5 minutes late.
- Late pick-up fees will be posted to childcare accounts.

- Examples of late pick-up calculations are:
- 6:01-6:05 = \$ 10.00
- 6:06-6:10 = \$ 20.00
- 6:11-6:55 = \$ 30.00

For POC families late pick up fees apply once authorized hours have been exhausted.

Attendance and Billing Information

***Sign-In/Sign-Out Procedure**

The following procedures will be followed when releasing child(ren) from Twinkle Little Stars Early Education Center.

1. Children must be signed in and out daily using the sign-in and out binder located at the front desk.
2. It is imperative that individuals dropping off children address the classroom teacher to release children to their supervision. Children are the responsibility of the family member/friend until proper transfer of supervision has been conducted.
3. When an authorized person removes a child from the Center, all responsibility for that child is released to the authorized person upon pick-up from the classroom/supervising teacher.
4. No child will be released to persons showing a clear sign of drug or alcohol intoxication. The next authorized person will be called to pick up the child.
5. Proper identification must be made available should an authorized person notify the Center about the release of a child to a person unknown to the Center staff. If a person is not listed as an authorized person for pick-up in the child's file, the Administrative Assistant has the option to make a call back to the parent/guardian to verify pick-up information given over the phone.
6. As a part of our safe secure practices, in addition to verifying the identification of an authorized pick up person parents will be provided an option to add a security code/word to the account for additional security.
7. Authorized individuals must provide a valid driver's license and/or valid photo identification to verify parent/guardian's information and the security code (if applicable)
8. Only authorized individuals, authorized by parent/guardian, will be permitted to pick-up children registered at Twinkle Little Stars. Authorized pick-ups will be provided access through the security door.

Sibling Discount

Sibling discount will not be applied to accounts receiving subsidized child care (i.e. Purchase of Care, etc.) or accounts charged part-time/daily tuition rates.

Child Care Billing Appeal Procedure

Child care account adjustments may be applied in the event that a child cannot attend Twinkle Little Stars Early Education Center due to extenuating medical/emergency circumstances that result in financial hardship to the respective family. Billing appeal requests will be reviewed on an individual basis with relevant documentation provided by the family. Account adjustments will be granted based on administrative approval of the Twinkle Little Stars 'Administration'.

Purchase of Care Accounts Only

1. Parents **must** notify the front desk by 8:00 a.m. if their child will be absent from Twinkle Little Stars to ensure an accurate lunch count and to maintain communication with Center on reasons for absences.
2. Parents **must** keep Purchase of Care Authorizations up to date. It is not the responsibility of Twinkle Little Stars to notify parents of upcoming expiration dates. If Purchase of Care expires before the Center receives a new authorization, the **parent will be responsible for paying the regular rate** charged by Twinkle Little Stars.

Attendance

Regular attendance is based on child care schedule submitted to the Center. A child needs to attend the Center on a regular basis in order to maintain his/her status as an enrolled participant in the Program. Please notify Center if your child will not be in attendance, whether vacation or illness. This will help our teachers in tracking illnesses in a time efficient manner. If a child should be absent for more than five (5) scheduled days, please call the Center to prevent withdrawal from the Program.

***Center Inservice Days**

Twinkle Little Stars conducts two employee inservice days each academic year. Notification will be provided to families in ample time for alternative child care arrangements to be made. Inservice days are incorporated in the rate structure. Families are charged the regular weekly rate during the week an inservice day occurs.

***Dismissal of a Child**

Twinkle Little Stars Early Education Center works cooperatively with families and community support agencies in an effort to meet the varying needs of the children we serve. If at any time the Center's Administration feels that the Center is unable to meet the needs of a child/family, the Center reserves the right to terminate enrollment. The child's enrollment will be terminated at a date determined by Twinkle Little Stars Administration.

The following steps will precede any enrollment termination:

1. Parent Conference to establish family partnership plan to address needs of child
2. Consultation with family physician and/or social agencies if deemed necessary
3. A Center Behavior Modification Plan implemented if deemed appropriate
4. Documentation of measures taken concerning child's behavior/needs
5. Final approval by Twinkle Little Stars Administration

Cubbies

Help your child develop independent skills as he/she stores personal gear in the cubbies and takes his/her work home each day. The key to your child's success will be encouragement and confidence in his/her own ability to manage his/her belongings. All cubbies must be emptied on Friday or child's last scheduled day of the week.

Nap-Time

Rest time is an option, not a requirement for children at Twinkle Little Stars Early Education Center - National Association for the Education of Young Children (NAEYC) Standard. Teachers will assess a child's needs to determine if a rest is necessary. Children are given the opportunity to relax quietly for a short period of time following lunch. Children not requiring nap for any particular day, following the short quiet down period, will have the option to participate in quiet activities (i.e. avenue time, outdoor activities and quiet center activities).

Once it has been determined that a child will be taking advantage of rest time, gentle relaxation techniques such as quiet music, quiet talking, rubbing back, rocking, patting back, stroking the face etc, will be implemented by teachers, early childhood education interns, early childhood education lab students, and volunteers.

The Center follows appropriate practices in allowing all children to sleep as desired any particular day. The duration of naps varies from child to child based on wellness, growth spurts and individual needs. Children who fall asleep will not be woken up per parent's request.

Infant Room Sleeping Accommodations

Mats

Twinkle Little Stars Early Education Center utilizes mats, as an option, for rest time. Children must be twelve (12) to eighteen (18) months and walking to utilize a mat. Children are reassured and monitored closely during rest time as teachers provide relaxation techniques such as soft music, dimmed lights, and reassuring voices to facilitate children during their transition into a restful slumber.

Signature of the Parent Handbook Acknowledgement form acknowledges parents acceptance and acknowledgement of the Center's procedure concerning sleeping arrangements.

DELACARE regulation #84 requires that:

Children under eighteen (18) months of age and not walking shall sleep in a crib or playpen. A child who is between twelve (12) and eighteen (18) months of age and is walking may sleep on a cot, bed, or mat and bedding with written permission from the child's parent(s)/guardian(s).

Sleeping Sacks

As recommended by the American Academy of Pediatrics, parents/guardians are asked to bring a "Sleep Sack" for Center usage daily. Blankets will only be utilized for rocking and soothing, prior to placement in cribs.

Infant Toddler Room Sleeping Accommodations

Twinkle Little Stars Early Education Center utilizes mats for nap-time in the Infant Toddler Room. Children are reassured and monitored closely during rest time, and teachers provide relaxation techniques such as soft music, dimmed lights, and patting/rubbing children's backs to facilitate children during their transition into a restful slumber. DELACARE regulation #84 requires that:

Children under eighteen (18) months of age and not walking shall sleep in a crib or playpen. A child who is between twelve (12) and eighteen (18) months of age and is walking may sleep on a cot, bed, or mat and bedding with written permission from the child's parent(s)/guardian(s).

Children entering the Infant Toddler Room have reached the walking milestone. Signature on the Parent Handbook Acknowledgement form acknowledges parents acceptance and acknowledgement of the Center's procedure concerning sleeping arrangements in the Infant Toddler Room.

***What Your Child Should Bring To the Center**

1. **What to Wear?** Comfortable, well-fitting clothes are best. If your child wants to dress up, please make sure the Center has something to adequately cover his/her special clothes. Rubber-soled shoes are preferred to prevent slipping. No flip-flops unless there is a strap on the back to prevent injury from shoes falling off during active play.
2. **Dress for the weather.** A child should be dressed for the weather of the season so that he/she may explore the wonderful outdoors.
3. **Please leave a complete change of clothes** (shirt, pants, socks, and underclothes) in the child's cubby. All items brought to the Center need to be labeled.
4. **Please leave an adequate supply of disposable diapers and baby wipes**, if applicable.
5. All children have the option to take a nap or rest after lunch, so please leave all **nap items** and, if desirable, a soft nap toy in your child's cubby. Label all items. Please launder applicable items each weekend.
6. **Enjoy birthday celebrations.** Each child's birthday is recognized in a special way by Twinkle Little Stars. Parents are welcome to send in healthy birthday treats for the afternoon (p.m.) snack. Please inform your child's teacher a few days in advance so that preparations can be made.

***What Your Child Should Not Bring To the Center**

1. Toy guns or other "weapons"
2. Items which are small enough to be a choking hazard to other children
3. Money
4. Gum/Candy
5. Toys from home (Exception: Soft nap toy)

Family School Partnership

Nothing is more important to a young child than his/her relationship to his/her parents. Consequently, good teacher-parent interaction is necessary for quality child care at Twinkle Little Stars Early Education Center. To promote a good working relationship, the staff at the Center will do the following:

1. The staff will take time to explain the Program to parents, both in person and in writing.
2. The staff will provide families with a "Welcome Packet" prior to their child starting in any classroom. This "Welcome Packet" introduces aspects of the classroom to the parents including:
 - a) Welcome Letter & Names of teachers
 - b) Forms utilized in classroom
 - c) Procedures specific to that classroom
 - d) Aspects of the daily schedule
3. The staff will provide frequent opportunities for conversations between parents and staff about the child's activities and development, both informally during "drop-off" and "pick-up" times, and at scheduled parent- teacher conferences (2). There are 3 developmental checkpoints annually through the Teaching Strategies Gold with two parent teacher conferences held. Additional conferences can be scheduled as needed.
4. The staff will work with parents to resolve concerns in a positive manner. Family and staff will work together to set goals, plan action steps, and follow up on the goals. Screening and referrals to community services when appropriate will also be provided.
5. The staff will provide opportunities for parents to give valuable feedback about the Program.

The basis of this parent-staff relationship is two-way communication. The relationship is based on a common concern for the good of the child.

Methods of Communication

The Center will communicate formally with parents/guardians on a regular basis through monthly newsletters, Parent Information Board, Center website, and individual daily notes for our younger age groups. Child-focused parent-teacher conferences will also be encouraged for mutual feedback between home and school. Twinkle Little Stars Early Education Center follows confidentiality practices at all times.

To ensure confidentiality and clear communication between school and home, only the Lead Teacher or Center Director are to communicate information concerning children to parents/guardians, unless alternative arrangements have been authorized by the Lead Teacher/Center Director.

Parent Communication

Parents/guardians of children entering the Infant/Toddler, and Toddler programs will receive a daily note. Parents/guardians of preschoolers will receive a weekly note in their mailbox upon request. Daily/weekly notes contain basic information pertaining to a child's care i.e. "How much I ate", "How long I slept". Daily/weekly notes will cover the

spectrum of activities explored by the child each day. Language will be specific so that communication provides families with knowledge of their child's day i.e. Lunch – "ate all". Message should be specific as to what foods tried and what foods were eaten in their entirety.

Issues of concern for a child should be discussed as a classroom team so that there are consistent proactive measures implemented throughout the day.

If the Lead Teacher decides that a parent/guardian needs to be notified of a concern for a child, the Lead Teacher will personally contact the parent/guardian, indicate on a daily note that he/she will be touching base with the family to share ideas concerning their child, or convey pertinent information to parent/guardian through the Classroom Aide.

In the event that the Lead Teacher is not present and a concern for a child is in question, the staff will consult the Center Director. The Center Director will decide the course of action as follows:

1. Center Director will conference with parent/guardian and share information with the Lead Teacher.
2. Center Director will notify parent/guardian that the Lead Teacher will be touching base with the family. Prior to the Lead Teacher making contact with the family, the Center Director will update Lead Teacher of area of concern for child.

***Visiting the Center**

While the Center encourages parents to actively engage in their child's development, parents are currently not permitted to visit for observation with access to classrooms within the center without permission from the Center Director.

Parent Volunteer/Community Volunteer

Each child's family is encouraged to take part in Center activities. This participation will add to parent and child's early education experiences. Volunteering helps support the Program by providing additional help in the classroom and elsewhere. When volunteering, there are certain guidelines which must be considered. As a volunteer you must follow the same guidelines that the teachers and other staff follow. All community volunteers must have a current TB test and complete an orientation with the Director.

Opportunities for Volunteering

1. Reading to children
2. Assisting with Center activities
3. Donating learning materials (books, toys, etc.)
4. Classroom and family activities
5. Teacher appreciation activities

Our Transition Process

When the staff and family feel confident that a child is ready to move up, a transition process will begin. During this process, the child will have a chance to visit their new room with one of their current teachers. They will spend increasing amounts of time in their new room over the course of several weeks. When the teachers in both classrooms, the one they are transitioning from and the one they are transitioning to, feel confident that the child is ready to graduate, the teachers will schedule a conference with the parents/guardians. If everyone agrees that the child is ready, the child will officially graduate into their new room.

Meals and Nutrition

Food and Nutrition Information

A monthly menu of Breakfast, lunch, and snacks to be served to the children will be posted for each month. Snack time is an opportunity to further explore our thematic units through nutritional awareness.

Meals

Staff must know if your child has any allergies or intolerance to any food and documentation must be provided by your child's primary physician on a Special Diet Statement Form and/or Food/Environmental Allergy Action Plan.

Twinkle Little Stars Early Education Center will supply a breakfast, lunch, morning and afternoon snack for children each day.

All lunches include the following basic food groups:

- A.** Milk: fluid pasteurized cow's milk;
Children one (1) year to two (2) years shall have whole pasteurized cow's milk when not on formula or breast milk;
- B.** Proteins: meat, fish, poultry, eggs, yogurt, cheese, peanut butter, dried beans, peas, and nuts;
- C.** Fruits and vegetables: include a variety of fresh vegetables and fruits; and
- D.** Grains: Whole grain and enriched products such as breads, cereals, pastas, crackers and rice.

Why Limit Juice: (100% fruit and vegetable juices with no added sweeteners)

- Excessive juice intake may be linked to overweight
- Excessive juice consumption is associated with tooth decay and diarrhea in children
- The American Academy of Pediatrics recommends that a majority of fruit and vegetables come from the whole food rather than juices.
- No juice for children under 12 months
- No more than ½ cup (4 oz.) per day for 12 months and older – Per DELACARE Requirements Actual Recommendation:
- No more than ¼ cup (2 oz.) per day for 12 to 24 months No more than ½ cup (4 oz.) per day for 2 to 3+ years old

The Center is able to warm-up food items, if so desired. Please pack items needing to be warmed in microwave safe serving containers. Please mark lunch boxes and additional containers with child's name. If utensils are necessary, please provide.

Administrative Information

License & Review of Licensing Regulations

Twinkle Little Stars Early Education Center is licensed by the State of Delaware. This license is displayed in the lobby of the Center. A copy of "DELACARE" (Rules for Early Care and Education and School-age Centers), developed by the State of Delaware, Department of Services for Children, Youth, and Families, is available at the front desk, and in the Program Manager's and Education Curriculum Coordinator's Office, as well as each classroom. Please take time to review current licensing regulations. The Office of Child Care Licensing allows parents, under the "Parents Right to Know Act, to review any center's licensing file by written request.

Information concerning DELACARE and Parents Right to Know may be obtained at www.kids.delaware.gov/occl/occl.shtml.

Insurance

Twinkle Little Stars, LLC carries insurance for all children while attending the Twinkle Little Stars Early Education Center Program.

Records/Staff

Twinkle Little Stars Early Education Center maintains an on-site file for all staff including:

1. Application/References/Job Description
2. Qualification Application Early Care and Education Centers/Verification of Experience
3. Current Adult Health Appraisal
4. Current Tuberculosis Inoculation Verification
5. Current Federal and State Criminal Check Verification
6. Current Abuse Registry Check
7. Employment History/Service Letters
8. Pediatric CPR Certification
9. Pediatric First Aid and Safety Certification

Grievance Procedure

Although Twinkle Little Stars Early Education Center makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents/guardians have concerns about particular events, situations, or staff. In this event, parents are encouraged to talk to their child's Lead Teacher as a first point of contact.

If they have tried this without satisfactory results, parents/guardians should follow protocol by speaking to the Center Director within five (5) days of the concern. The Center Director will then schedule meetings as necessary with appropriate parties to gather relevant information to determine what proactive measures will be taken to address the grievance. Parents/guardians will be informed within five (5) days, in accordance with confidentiality requirements, as to the result of the Director's inquiry and action taken.

If the parents/guardians are still not satisfied with the resolution to the grievance, they must submit the grievance in writing, along with any supporting documentation, to the Administration (Owners) within five (5) days of receipt of the Center Director's response. The Administration will review all documentation and respond with the final resolution of the grievance to the

parents/guardians within fifteen (15) days.

Again, the goal is quality child care and parents/guardians are encouraged to bring their concerns to staff so that all parties may work together to ensure the safety and well-being of the children in our care.

***Discipline and Guidance**

Twinkle Little Stars Early Education Center shall ensure that all staff use positive age-appropriate methods of discipline and guidance of children. The methods will encourage self-control, self-direction, self-esteem, and cooperation. Twinkle Little Stars Early Education Center abides by the State of Delaware Department of Services for Children, Youth, and Their Families regulations regarding discipline and guidance.

What is Twinkle Little Stars Early Education Center's Philosophy of Discipline?

We believe that children learn best through experiences. We believe that the teachers must lovingly guide and redirect the children to help them learn how to cooperate with their peers and have positive, educational experiences which encourage and enhance their growth and development while in our care. We believe that we can best accomplish this by:

1. Encouraging interest of children through stimulating age-appropriate learning centers.
2. Utilizing group management techniques and providing sufficient materials and space for children to foster positive interactions.
3. Using positive language with children to give praise for appropriate behavior and guiding children through positive redirection for inappropriate behavior.

On rare occasions, when redirection or other group management techniques are unsuccessful, a monitored age-appropriate time-out will be implemented. This is an opportunity for the child to compose himself/ herself by sitting quietly in a chair and for the teacher to encourage age-appropriate positive resolution strategies to remedy the situation.

Suspension (Preschool and School-age Programs)

If any preschool or school-age child engages in any of the following inappropriate behaviors, the child may be suspended for a minimum of one day. No tuition credits will be issued for the time that the child is suspended from Twinkle Little Stars Early Education Center. Suspensions must be approved by the Director and parents will be notified verbally prior to suspension.

1. Threatening language
2. Coercing children to bully others
3. Hitting, pushing, biting, or pulling hair
4. Inappropriate touching
5. Throwing or shoving objects
6. Taking and/or destroying objects of others
7. Vulgar and/or inappropriate language or gestures
8. Defying teacher's instructions/Disruption of program environment
9. Bringing any item which may cause risk or injury to self or others

Child Abuse and Neglect Policy

The purpose of this policy is to aid in prevention, identification, elimination and reporting of child abuse and neglect. Twinkle Little Stars Early Education Center shall ensure that children are not abused or neglected. It is our intention to report all suspected child abuse and neglect cases in accordance with the State's reporting laws. The Center shall report any suspected or alleged incident of child abuse or neglect to the Division of Child Protective Services.

In the event that a staff/teacher of Twinkle Little Stars Early Education Center is suspected of child abuse:

- The person who is accused of child abuse will be immediately removed from working with any child until an investigation is completed; however, the employee in question will continue working for the Center in another capacity until the investigation is complete.
- If the person has been found not guilty, he/she may return to the Center.
- If it has been proven that the employee is found guilty, he/she will be terminated immediately.

Health/Safety Information

Protecting children from injury and illness is a primary goal of the Program. To accomplish this goal, close attention must be paid to physical surroundings, preventing the spread of infection and encouraging good health and safety practices in both children and staff.

Safety Practices

Safety practices will be integrated into the regular curriculum at Twinkle Little Stars Early Education Center. Topics such as the following will be explored at the appropriate developmental age:

1. Safety habits on the playground
2. Safety habits in the Center
3. Riding safely in cars
4. Walking near or across streets
5. How to act with strangers
6. What to do near strange animals
7. "Stop, drop, and roll" if clothes catch on fire
8. Shelter in place

Fire Drills

Fire drills are exercised monthly as required by the Fire Marshal. All teachers and staff are trained in fire and safety techniques. Shelter in place drills are conducted several times a year.

Preventing Spread of Illness

Ensuring a healthy environment at the Center requires the constant attention and commitment of all staff members. The Program meets State licensing requirements in regard to the preventive measures taken to guard against the spread of infection.

Physicals

A physical examination must be completed on all new children entering the Center. Physicals need to be completed within one year prior to the first day of attendance. Current physical and immunization records must be on file with the Center to ensure continued enrollment.

Immunizations

It is the parent's responsibility to provide health records to Twinkle Little Stars Early Education Center upon the child's enrollment. Parents must have their child's physical and immunization records updated as recommended by the American Academy of Pediatrics and be sure that the information is received by the Center. If a child is ill and unable to get

his immunizations when needed, the parent must get a statement to that effect from the doctor and submit a copy of that statement to the Center Director. A tuberculosis (TB) test and a lead test are required.

***Sick Child Care Procedure**

All staff are trained to recognize the symptoms of common childhood illnesses. The staff will evaluate the health of each child upon arrival at the Center during health check and throughout the day. In the event that a child should become ill during the day, he/she will be immediately separated from the other children with proper supervision. Twinkle Little Stars Early Education Center has an isolation room for the care of a sick child until a parent/guardian or emergency contact can be notified that it is necessary for the child to go home. Please contact the center to notify us if your child has a communicable disease. This information is posted by number of cases per room so that staff and families can be proactive in the management and care for the other children.

Please make alternative care arrangements for your child in the event that your child becomes ill. This will help eliminate problems when a parent is asked to take his/her child away from the Center if he/she arrives sick or becomes sick during the day. If a child is sent home from public school due to illness, they are excluded from Center activities as well. It will be necessary for parents to make other child care arrangements when their child has a fever. Parents or emergency contacts will be called so the child can be picked-up from the Center. Children with a fever or children who have been placed on prescription medication must not return to the Center until 24 hours have passed without a temperature and/or medication has been administered, and the physician provides written verification that the child has been diagnosed and poses no serious health risk to the child or to other children. Fever reducing/pain tolerance medication may only be administered with written physician documentation.

- If your child has noticeable signs of illness such as excessive runny nose, significant cough, fever, loss of appetite, body aches, and fatigue parents will be notified.
- If your Child has over 100.0 degree fever parents will be contacted to pick up their child an unable to return until child is fever free for 24 hours.
- If your child is absent due to illness for more than two days, we will require a doctor's not clearing he/she for daycare.

It is the Center's discretion, upon the return of the child, to determine if a child is able to attend the Center due to sickness.

Health checks completed by teachers upon arrival and throughout the day will be the basis for Center staff to determine if a child is required to go home due to illness.

The symptoms of illness for possible exclusion shall include, but not be limited to any of the following:

1. Temperature: infants four (4) months old and younger, equivalent to 100 degrees or greater even if there has not been a change in behavior
2. Temperature: children older than four (4) months, equivalent to 101 degrees or greater; accompanied by behavior changes or other signs or symptoms of illness – until medical evaluation indicates inclusion in the facility. Oral temperature shall not be taken on children younger than four (4) years (or younger than three (3) years if a digital thermometer is used). Rectal temperature shall be taken only by a licensed health care professional
3. Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, inexplicable irritability, persistent crying, difficult breathing, wheezing, or other unusual signs) – until medical evaluation allows inclusion
4. Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper – until diarrhea stops
5. Blood in stools not explainable by dietary change, medication, or hard stools
6. Vomiting illness (two (2) or more episodes of vomiting in the previous twenty-four (24) hours) until vomiting resolves or until a health care provider determines the cause of the vomiting is not contagious and the child is not in danger of dehydration
7. Persistent abdominal pain (continues more than two (2) hours) or intermittent pain associated with fever or other signs or symptoms
8. Mouth sores with drooling, unless a health care provider determines that condition is noninfectious
9. Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease
10. Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until after twenty-four (24) hours after antibiotic treatment has been initiated
11. Scabies, until twenty-four (24) hours after treatment has been initiated
12. Pediculosis (head lice), until twenty-four (24) hours after treatment has been initiated and NITFREE
13. Tuberculosis, until a health care provider states that the child is on appropriate therapy and can attend care
14. Impetigo, until twenty-four (24) hours after treatment has been initiated
15. Strep throat or other streptococcal infection, until twenty-four (24) hours after initial antibiotic treatment and cessation of fever

16. Varicella-Zoster (Chicken pox), until all sores cannot be covered by clothing or a dressing; if not exclude until sores have crusted and are dry
17. Pertussis, until five (5) days of antibiotic treatment
18. Mumps, until nine (9) days after onset of parotid gland swelling
19. Hepatitis A virus, until one (1) week after onset of illness, jaundice or as directed by the health department when passive immunoprophylaxis (currently, immune serum globulin) has been administered to appropriate children and staff
20. Measles, until five (5) days after onset of rash
21. Rubella, until six (6) days after onset of rash
22. Herpetic gingivostomatitis (cold sores), if the child is too young to have control of oral secretions
23. Unspecified illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without comprising the health and safety of other children

Contacting Sick Child's Parent/Guardian

If a parent/guardian cannot be located in his/her scheduled class or by phone numbers provided by parent/guardian, then we will proceed to make contact with emergency contact individuals listed on the Enrollment Form to ensure the child gets the necessary medical help that is needed. (See Emergency Procedures)

Medication Notification

If your child has been given any medication, prior to arriving at the Center, the Lead Teacher must be notified. In the event of an emergency, it is necessary for Twinkle Little Stars staff to notify emergency personnel of medications your child is currently taking. Medicating a child without notification to Center staff poses a risk to your child as well as to the other children who may be exposed to an illness.

Administration of Medication Procedure

Medication will be administered by staff that is certified in the administration of medication by the Department of Services of Children, Youth, and their Families. A minimum of one staff will be on Center premises at all times, who is state certified in medicine administration according to Delaware Licensing Requirements. Medicine will not be administered without parental permission. All medication must be labeled and in original container.

Prescription medications and medications without age appropriate directions must be authorized by a licensed physician. All medication will be stored properly and refrigerated if required. All medication will be stored in locked storage boxes and be "stored so as to be secure and inaccessible to children", per DELACARE Rule 63.

Infant Toddler Room: Non-refrigerated Medication Box in classroom. Refrigerated Medication Box in main kitchen.

Toddler Room: Non-refrigerated Medication Box in classroom. Refrigerated Medication Box in main kitchen.

Preschool Room: Non-refrigerated Medication Box in classroom. Refrigerated Medication Box in main kitchen. **School-age Medications** - Medication Boxes in main kitchen (Non-refrigerated & refrigerated in separate containers)

- Classroom Medication Logs will be kept of all medicines given within each classroom each month. Expired Medication Authorization Forms will be filed in the Main Medication Log and archived for one year. The Main Medication Log is located at the front desk and managed by the Center Director.

Administration of Medication Procedure

1. Parents must bring medicine to the Center in original labeled container.
2. All medications must be authorized by parents.
3. Prescription medications and medications without age appropriate directions must be authorized by a licensed physician.
4. Parents must completely fill out a Medication Authorization Form including month, date, year, dosage and frequency. (Each month a new Medication

- Authorization Form must be completed).
5. Med certified staff must record on Medication Authorization Form the date, time and staff initials when administering medication. A list of Center staff currently certified to administer medication is located in the Main Medication Log and posted on the Center Isolation Room door.
 6. A current roster of all allergies and medical concerns is filed in the front of the Main Medication Log as well as provided to all Head Teachers, monthly, to be included in classroom Medication Notebook.
The family's primary physician's telephone number and address must be on file with the Center in case of allergic reaction to medication.

Sunscreen Procedure

Application of sunscreen is an important part of protecting your child from the harmful rays of the sun. Please send in a new bottle of sunscreen and complete a sunscreen authorization form for your child every spring. All children must have a sunscreen applied before participating in outdoor activities. We are asking parents to apply sunscreen to their child prior to coming to school in the morning. The Center will reapply the sunscreen after nap.

Communicable Disease Procedure

Twinkle Little Stars Early Education Center shall not permit a child with a reportable communicable disease, as specified by the Division of Public Health to be admitted to or remain at the Center, unless:

- A. Written documentation from the child's licensed physician states the child has been evaluated and presents no risk to the child or to others;
- B. The Center has reported the illness to the Division of Public Health and has been advised the child presents no health risk to others; or
- C. If there is conflict in the opinions of the health care provider and the Division of Public Health regarding the exclusion of a child, the Center shall follow the instructions of the Division of Public Health.

A Center shall report any reportable communicable disease to the Division of Public Health in accordance with Division of Public Health procedures. For current information on reportable communicable diseases, contact the Division of Public Health or refer to the website:

<http://www.dhss.delaware.gov/dhss/dph/dpc/rptdisease.html>

***Biting Guidelines and Procedures**

It is common and developmentally appropriate for children under the age of three to bite. While biting among children seems a natural part of childhood, there are those extreme and rare cases when biting actually breaks the skin. The risk of these bites leading to bacterial infections is extremely low. Therefore, a good cleansing of the wound should decrease the risk of a bacterial infection to almost zero.

Young children bite for different reasons. Most reasons are not related to behavior problems and are categorized into three categories:

1. Developmental issues – developmental delays and/or social emotional delays
2. Expression of feelings - frustration, self-assertion, need for control, sensory exploration, imitation, attention, anxiety, panic, or experimenting with cause and effect
3. An environment or program that needs to be modified for the child – examine stimuli or lack of stimuli within the environment.

Staff will be sensitive to the circumstances when biting occurs and use preventive measures to stop biting behavior. The objective is to maintain the health, safety, and comfort of each child. In order to accomplish this, the following measures will take place:

1. Determine the significance of the bite (skin breakage, presence of open wound or puncture wound).
2. Provide immediate first aid to the bite wound.
3. Inform parents of both children of the biting incident. If the bite was significant, encourage the parents to consult with their primary health care provider about any follow-up measures.
4. Document the incident as established by procedure.

Measures to stop biting behavior:

1. Discourage biting from the first incident
2. Give children short, simple directions such as “no biting” or “we don’t hurt our friends”
3. Coupled with direct eye contact and a firm voice (Not necessary to yell)
4. Setting children to the side while directing attention to child bitten provides the child the opportunity to see that they will not gain attention through this choice of behavior.
5. Repeat offender-more drastic measures must be taken. A consultation with the parents will be set up to discuss measures to be implemented by both the parents and the child care center. Continued placement in the program will be based upon partnership with family and ability of Center to meet the individual needs of the child.

Adapted from information from: www.kidshealth.org,
<http://www.ehow.com/info 8088389 ncc-child-development-ages-stages.html>
www.allkids.org
Department of Health and Social
Services Delaware Division of
Public Health
Health Information and Epidemiology
<http://www.dhss.delaware.gov/dhss/dph/chca/files/childcaremanual.pdf>

***Emergency Procedures**

Inclement Weather Procedure

Twinkle Little Stars Early Education Center Communication program will provide Center information, in the event of an emergency or inclement weather delay or closing information for Twinkle Little Stars.

Parent Emergency Notification Procedure

When serious illness, accident or injury occurs to a child during the hours of care at Twinkle Little Stars Early Education Center, the Center shall take the necessary emergency action to protect the child from further harm and shall notify the child's parent/guardian. In the event the parent/guardian cannot be reached by using the emergency phone numbers provided on the Authorized Pick-Up & Emergency Contact Information/Emergency Care Form, then the Center will proceed to make contact with the other individuals listed as contact persons and seek assistance from them to locate the parents. Emergency contacts must be within 20 miles of the Center. The Authorized Pick-Up & Emergency Contact Information/Emergency Care Form must be signed by parent/guardian to ensure proper medical care is provided to children registered at the Center in case parent/guardian or emergency contacts are not able to be located at the time of a medical emergency.

The Center shall maintain an injury report for each incident in the Center and shall report to the Office of Child Care Licensing or the appropriate social service agency an accident or injury which results in death or hospitalization (an injury, how it occurred and first aid or medical care required).

Emergency Medical Procedures

Staff members of Twinkle Little Stars Early Education Center are trained in First Aid and Pediatric/Child CPR. A First Aid and Emergency Care flip chart is located by each main First Aid Kit for quick reference to refresh memory on correct procedures. These main First Aid Kits are located in the central kitchen and child isolation room. Emergency conditions and First Aid procedures are also posted and each staff member is required to be familiar with them.

In case of injury or severe medical condition: In case of injury or severe medical condition:

1. Remain calm; do not panic.
2. Before taking action, observe the situation quickly but carefully.
3. If child needs immediate attention, give only necessary help according to prescribed methods.
4. Call an ambulance (911) and notify Public Safety (302-259-6666), if necessary. In case of medical emergency, the child will be transported to an appropriate medical facility by the local emergency unit for treatment, if the local emergency resources deem it necessary.
5. Give CPR or first aid, if necessary. (Refer to emergency flip chart)

6. Contact the parent/emergency contact person.
7. Staff remains with the child until parent/guardian takes over the supervision of the medical needs of the child. Twinkle Little Stars will act on behalf of the child's parent/guardian to secure proper medical treatment until parent/guardian is located.
8. Designated staff will go with the child to emergency room if parent/emergency contact has not arrived. Designated staff will take emergency information/permission for treatment (Authorized Pick-up & Emergency Contact Information/Emergency Care Form).
9. Complete Twinkle Little Stars Early Education Center Accident Report if hospital care is not required. Have Parent/Guardian sign and take original. File copy in front desk file located behind front desk.
10. If hospital care is required, a Public Safety Officer must complete a Twinkle Little Stars Injury Report and Center staff must complete an Office of Child Care Licensing Accident or Illness Report in addition to a Center Accident Report.

Report Distribution:

- OCCL Report: Public Safety, Faxed/emailed to OCCL Agent, TLS File
- TLS Accident Report: Public Safety, Faxed/emailed to OCCL Agent, TLS File, Parent

Any expenses incurred in securing medical treatment for a child by the Twinkle Little Stars Early Education Center shall be borne by the child's family. Twinkle Little Stars and their staff and administrators are released and discharged from all claims, demands, actions, and judgments as a result of securing medical treatment for a child under Twinkle Little Stars Early Education Center's supervision.

Shelter In Place Plan

Shelter in place will be initiated by Twinkle Little Stars Early Education Center in the event of any unforeseen emergencies, which require shelter to be established to those on the premises. Center personnel will direct all children and adults away from rooms/areas which contain exterior glass panels, whenever possible, until further direction is received from a college official or the college Emergency Response Team.

Chemical Emergency Plan

In the event of a chemical emergency, Center personnel will follow the directions given from Emergency Response Plan/Team.

Evacuation Plan

In the event of an emergency which requires evacuation, Center personnel will follow the directions given from Center Director or Emergency Response Team in accordance with the Emergency Evacuation Procedures posted in all rooms.

Transportation Procedures

Daily transportation to and from the Center is the responsibility of parents. In the event of a medical emergency, the Center may arrange for the transportation of your child to an emergency medical care provider as acknowledged in the signed "Authorized Pick Up & Emergency Contact Information/Emergency Care" form on file at the Center.

In addition, the Center periodically offers off campus field trip opportunities to enhance the educational experience of children in the School-age Program. Depending upon the location and circumstances of the activity, the Center may provide transportation for the field trip. Where field trip transportation is provided by the Center, the driver shall be at least twenty-one (21) years of age, have a valid commercial driver's license, and maintain a safe driving record. The driver shall not transport more persons, including children and adults, than the capacity of the vehicle. Nor shall the driver operate the vehicle if there are any physical conditions present that would impair the driver's ability to drive. All other Delaware regulations for transportation, including Rule 53, shall be employed or otherwise followed in field trips where the Center offers transportation. Parents are encouraged to review these Delaware Daycare regulations at:

<http://kids.delaware.gov/occl/announcements/Center-Regulations-2015.pdf>

Where the Center provides bus transportation for school age children the bus may not be equipped with child safety restraints. When any vehicle other than a bus is utilized by the Center for field trips, all children shall be properly secured in child safety restraints appropriate for the age, weight, and height while the vehicle is in motion. Providing appropriate safety carriers or booster seats under these procedures is the responsibility of parents.

The Center will inform parents in writing of any transportation provided by the Center for field trip activities in a written field trip permission slip. The permission slip will identify the specific mode of transportation offered by the Center, where and when the children will be transported, the identity of the driver, as well as the activities provided on the excursion. Parents who authorize the Center to provide transportation on field trips must identify the specific needs or problems of a child which might require special attention during transportation. Parents who do not authorize the Center to provide field trip transportation are solely responsible for their child's transportation to and from the field trip activity site.

Field Trip Procedures

A signed Field Trip Form and Release, for school-age excursions off campus grounds, must be submitted by parents, in advance of any off campus field trips. Signed field trip permission slips are required even if transportation is not provided by the Center or where the parent provides transportation to and from the field trip activity site. Children not able to attend curriculum field trips must have alternative child care arrangements, since all Center staff will be attending field trip, to ensure the safety of the children. Child care fees will not be credited for children's inability to attend curriculum planned field trips.

The Center adheres to all Delaware Daycare regulations pertaining to off campus field trips. At least one (1) member of the Center's staff with age-appropriate First Aid and CPR training will attend the field trip. Standard first aid kits are maintained on all Center field trips. At a minimum, staff shall also have access to all of the following on Center excursions:

- Water;
- Liquid soap;
- Emergency medications required for children with special needs;
- The "Authorized Pick Up & Emergency Contact Information/Emergency Care" forms for all field trip participants, including home and work phone numbers of parents/guardians, and the Poison Control Center phone number (1- 800-222-1222);
- A roster of all field trip participants that shall be reviewed by Center staff in documented roll checks at all times in the course of the excursion;
- Identification tags detailing the Center's phone number that shall be worn by all field trip participants during the excursion; and
- At least one operating phone to make emergency calls.

Center staffing for field trips is determined by the location, activities, transportation, and age grouping as set forth in the Delaware Childcare regulations. Parents are advised that under no circumstances will less than two (2) Center staff members be present at all times for any excursion undertaken at the Center. Parents are encouraged to contact the Center for any questions about field trip opportunities.

Smoking Policy

In order to ensure a safe, healthy environment, all Twinkle Little Stars Early Education Center facilities are tobacco free for employees, volunteers, and visitors. The use of all tobacco products is prohibited within the boundaries of the center location including all indoor and outdoor spaces and grounds owned, rented, operated, and/or licensed by the center. This policy applies to parking lots, walkways, sidewalks, vehicles and private vehicles parked or operated on Center property. For the purposes of this policy, tobacco is defined as any type of tobacco product including, but not limited to: cigarettes, cigars, cigarillos, electronic cigarettes, pipes, bidis, hookahs, smokeless or spit tobacco or snuff.

**Twinkle Little Stars Early
Education Center**

Parent Handbook Acknowledgement

I, the undersigned, acknowledge that I have received a copy of the Parent Handbook for Twinkle Little Stars Early Education Center. While I understand that the Parent Handbook is neither a contract nor a legal document, I recognize that it is my responsibility to read and understand the policies, provisions, and procedures contained in the Parent Handbook.

In addition, I understand that the contents of the Parent Handbook are subject to change. I acknowledge that the Parent Handbook will be revised in accordance with the rules or regulations of state, federal, and accrediting entities, best practices for child care service providers, or at the discretion of the Administration. I recognize that any such revisions will supersede, modify, or eliminate the current contents of the Parent Handbook.

I acknowledge that it is my responsibility to stay informed of policy and procedure revisions to the Parent Handbook, which will be posted on the Twinkle Little Stars web site at <http://www.tlsde.com/updates>. In the event I do not have internet access, I understand that I can obtain a hard copy of the updated Parent Handbook upon request to Twinkle Little Stars Early Education Center.

Moreover, I recognize that it is my responsibility to contact Twinkle Little Stars Early Education Center's Center Director for any questions I might have about the contents of the Parent Handbook now and in the future.

Guardian Name (Print): _____ **Date:** ____/____/____

_____ Hard copy, _____ Electronic Copy of Parent Handbook Provided: _____

Twinkle Little Stars Early Education Center Representative – Signature: _____

Name of Child(ren) Registered
