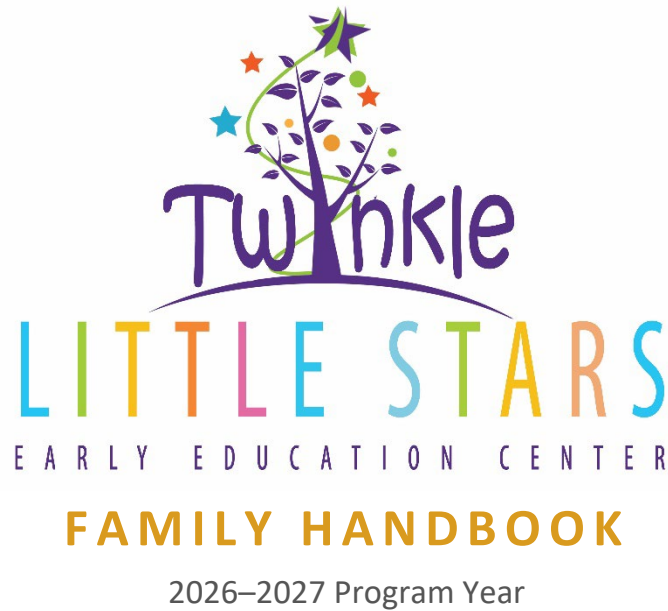




34 Parkway Circle, New Castle, DE 19720
(302) 305-5623 • info@twinklelilstars.com
twinklelilstars.com

Licensed by the Delaware Office of Child Care Licensing • CACFP Participant • Delaware Stars Program

★ Welcome to Our Family

Dear Families,

Welcome to Twinkle Little Stars Early Education Center. Choosing someone to care for your child is one of the biggest decisions a family makes, and we don't take that trust lightly. We're glad you're here.

This handbook explains how our center works day to day: our hours, tuition, health and safety practices, how we guide behavior, and how we'll stay in touch with you. We've kept it as short and clear as we could. Please read it, keep it handy, and ask us anything. There is no such thing as a small question when it comes to your child.

Our promise to you is simple: your child will be known, cared for, and challenged to grow every single day. Our promise to each other is partnership. When families and teachers work together, children shine.

Warmly,

Shariese L. Moore

Center Administrator & Director

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★ About Twinkle Little Stars

Our Mission

Our mission is to provide a creative and inspiring learning environment where children can excel in early development, serving and educating every child with integrity, care, and uncompromising compassion.

What We Believe

The keys to early success are shaped by observation and experience that begin at home and continue with us. That's why we treat families as true partners. We care for the whole child, giving individual attention to each child's creative, physical, cognitive, language, social, and emotional growth, in a clean, safe, and joyful place where children feel good about themselves and others.

We want every child who leaves Twinkle Little Stars to:

- Feel safe, secure, and confident in who they are
- Get along with others with care, empathy, and respect
- Be curious, persistent, and excited to learn
- Communicate their needs, ideas, and feelings with words
- Enter kindergarten ready, socially, emotionally, and academically

Who We Serve

Twinkle Little Stars is a licensed private child care center serving children from **12 months through preschool age** (up to kindergarten entry). We do not currently enroll infants under 12 months. We proudly serve both private-pay families and families using Delaware Purchase of Care (POC).

Quality & Oversight

- Licensed by the **Delaware Office of Child Care Licensing (OCCL)** and operated under DELACARE regulations
- Participant in **Delaware Stars for Early Success**, the state's quality rating and improvement system
- Participant in the USDA **Child and Adult Care Food Program (CACFP)**
- Bilingual English/Spanish staff and dual-language learning experiences

Who to Contact

For...	Contact
Enrollment, tuition, billing, POC	Front Office: (302) 305-5623 • info@twinklelilstars.com
Policies, concerns, schedule changes	Shariese L. Moore, Center Administrator & Director s.moore@twinklelilstars.com
Your child's day, learning, and progress	Your child's Lead Teacher (via Brightwheel messaging)
Absences and same-day updates	Brightwheel message or call the Front Office by 9:00 a.m.

★ Programs & Curriculum

Our Classrooms

Children are grouped by age and development. Each classroom has a consistent Lead Teacher and Assistant Teacher so your child builds strong, trusting relationships.

Classroom	Ages	Lead Teacher
Lil' Twinkles Ones	12–24 months	Saniya Moore (English & Español)
Lil' Twinkles Twos	2–3 years	Tina Flowers
Lil' Starbucks Preschool	3 years to kindergarten entry	Shondell Taylor

Our assistant team includes Monzerrath Mendiola (Spanish Immersion Assistant), Rajhane Cottman, and Verlina Alexander. As we grow, we are opening additional small-group toddler and preschool classrooms; families will be notified of classroom placements in advance. Classroom placement is based on age, development, and space, and is always discussed with families.

Experience Curriculum

Twinkle Little Stars uses **Experience Curriculum**, a research-based early learning program aligned with state early learning standards and NAEYC. Each month brings a new theme with hands-on materials, storybooks, music, art, games, and daily lesson plans. Learning is organized around key domains, including:

Literacy & Language • Math & Reasoning • Science & Discovery
Creative Arts • Motor Skills • Social-Emotional Growth

Children learn through play, exploration, and small-group activities at learning centers such as reading, writing, blocks, dramatic play, art, sensory, science, and math. Teachers adjust activities so every child is supported and challenged at their own level. Spanish vocabulary, songs, and stories are woven into the day.

Tracking Growth

- Teachers record observations, photos, and milestones in **Brightwheel** so you can see your child's progress.
- We use the **Ages & Stages Questionnaire (ASQ-3 and ASQ:SE-2)** developmental screening. Families complete the questionnaire with our support, and we review results together.
- Family conferences** are offered twice a year, and anytime you or your child's teacher want to talk.
- If we notice a possible delay or concern, we'll talk with you first and can help connect you with free resources such as Child Development Watch or your school district's Child Find program.

Moving Up to a New Classroom

Transitions happen based on age, development, and available space, not just birthdays. When your child is ready, we'll talk with you first. Your child will visit the new classroom with a familiar teacher for short periods over one to two weeks before moving up, so the change feels natural and safe.

Screen Time

Following DELACARE rules, children **under 2 years old have no screen time**. For children 2 and older, screen time is rare, educational, supervised, limited to no more than **one hour per day**, and only with your written permission on file.

A Typical Day

Every classroom follows a predictable routine, adjusted for the age group. Schedules are posted in each classroom. Here is a sample:

Time	Activity
6:30 – 8:00 a.m.	Arrival, health check, and quiet centers
8:00 – 8:30 a.m.	Breakfast
8:30 – 9:00 a.m.	Morning circle: greeting, calendar, songs, theme introduction
9:00 – 10:15 a.m.	Learning centers and small-group lessons (Experience Curriculum)
10:15 – 11:15 a.m.	Outdoor play and large-motor activities (weather permitting)
11:15 – 12:00 p.m.	Handwashing, lunch, and story time
12:00 – 2:30 p.m.	Rest / nap time (quiet activities for early risers)
2:30 – 3:15 p.m.	Wake-up, toileting/diapering, afternoon snack
3:15 – 4:30 p.m.	Afternoon enrichment, art, music, and outdoor time
4:30 – 5:30 p.m.	Free-choice centers, quiet activities, and departure

★ Hours, Calendar & Attendance

Hours of Operation

Monday – Friday, 6:30 a.m. – 5:30 p.m.

Please arrive by **9:00 a.m.** so your child doesn't miss the morning's learning. Breakfast is served until **8:30 a.m.**; if your child arrives after 8:30, please make sure they have eaten.

Pick-ups after 5:30 p.m. are late and subject to late fees (see Tuition & Billing).

Before and after care for school-age children is being developed through partnerships with local feeder-pattern schools. Please ask the Front Office about current availability.

2026–2027 Closures & Half Days

Date	Reason	Status
Mon, Sept. 7, 2026	Labor Day	Closed
Fri, Sept. 25, 2026	In-Service / Parent ASQ Assistance (1:30–3 p.m.)	Half Day
Fri, Oct. 30, 2026	Staff Professional Development	Closed
Thu–Fri, Nov. 26–27, 2026	Thanksgiving / Native American Heritage Day	Closed
Mon, Dec. 21, 2026 – Fri, Jan. 1, 2027	Holiday & New Year's Break	Closed
Mon, Jan. 18, 2027	Martin Luther King Jr. Day	Closed
Fri, Feb. 12, 2027	Staff Professional Development	Half Day
Mon, Feb. 15, 2027	Presidents Day	Closed
Fri–Mon, Mar. 26 & 29, 2027	Good Friday & Easter Observance	Closed
Fri–Mon, May 28 & 31, 2027	Staff Professional Development & Memorial Day	Closed
Fri, June 18, 2027	Juneteenth (observed)	Closed
Fri, July 2, 2027	Staff Professional Development	Closed

Professional development days keep our teachers trained, certified, and growing, which directly benefits your child. **Tuition is based on your enrolled spot, not days attended, so weekly tuition is not reduced for holidays, closures, or half days.** We announce any additional closures as early as possible through Brightwheel.

Weather & Emergency Closings

If severe weather or an emergency requires us to close, open late, or close early, we will notify families through **Brightwheel** and post on our social media. Please make sure your phone number and notification settings in Brightwheel are up to date. Tuition is not credited for emergency or weather closures.

Attendance & Absences

- Please let us know by **9:00 a.m.** through Brightwheel or by phone if your child will be absent or late. This helps with meal counts, staffing, and tracking illness.
- Tell us when your child is out sick and what symptoms they have, especially if it may be contagious.
- If your child is absent for **five (5) scheduled days in a row** without contact from the family, we will reach out, and the spot may be considered withdrawn.
- Planned vacations: please let us know in advance. Tuition is still due to hold your child's spot.

★ Enrollment

How to Enroll

1. Tour the center and confirm availability with the Front Office.
2. Complete the **online Brightwheel enrollment packet** (it takes less than 20 minutes). Start at twinklelilstars.com/enroll.
3. Pay the registration fee (**waived for Purchase of Care families**) and the first week's tuition.
4. Submit all required health records before your child's first day.
5. Schedule your child's start date and meet the classroom teacher.

Required Before the First Day

- Enrollment application and signed tuition agreement
- Emergency contacts and authorized pick-up list (with phone numbers)
- Current **physical/health appraisal** signed by your child's health care provider
- Up-to-date **immunization record** and lead screening results
- Child's health care provider and health insurance information
- Care plans signed by your child's health care provider, if applicable: Allergy Action Plan, Asthma Plan, Individual Health Care Plan, or Special Diet Statement
- IEP, IFSP, or 504 Plan, if applicable
- Copy of any custody or protective court order, if applicable
- Photo/media, screen time, sunscreen, and mat-rest permissions
- Signed Parent Handbook Acknowledgement (last page)
- Purchase of Care authorization, if applicable

Health records must stay current the entire time your child is enrolled. We'll remind you when something is due to expire, but it is the family's responsibility to keep records up to date. **Children cannot attend with missing or expired required records.**

Waiting List

When a classroom is full, families are added to the waiting list by the date their application is received. Openings are offered in this order:

1. Siblings of currently enrolled children
2. Children of Twinkle Little Stars staff
3. Families from the community

The First Weeks

Starting child care is a big step. Some children jump right in; others need time. We encourage a gentle start: a shorter first day or two when possible, a comforting goodbye routine, and a family photo for your child's cubby. Your child's teacher will send updates and photos throughout the first days so you can relax knowing how they're doing.

Withdrawal

Please give the Director **written notice at least five (5) business days** before your child's last day. Tuition is due through the notice period. Purchase of Care families should also notify their DSS caseworker.

★ Tuition & Billing

Rates

Current weekly tuition rates, part-time options, and the drop-in rate are listed on our **rate card**, which you receive at enrollment and can request anytime from the Front Office. We review rates yearly and will give families **at least 30 days' written notice** before any change.

Billing & Payment

- Tuition is billed weekly, every **Monday**, and is **due by Friday** of the same week.
- Payments are made through **Brightwheel**. We strongly encourage **AutoPay** with a card or bank account; it's the easiest way to stay current.
- Payments not received by **11:59 p.m. on the Sunday** after the due date receive a **\$25 late fee**.
- Tuition reserves your child's spot. It is not reduced for absences, illness, vacations, holidays, or closures.
- Schedule changes (full-time/part-time, days) must be requested before the Monday billing date and require an updated tuition agreement.

Past-Due Accounts

- If you know a payment will be late, talk to us early. We'll work with you when we can.
- Past-due families receive a notice in Brightwheel requiring payment in full by the end of that week.
- If payment is still not received, care may end and the spot may be offered to the next family on the waiting list. **Purchase of Care families receive a 5-day written notice.**
- An account that becomes past due **three times** may result in the end of enrollment.
- Unpaid balances after enrollment ends may be sent to a collection agency.

Discounts

A **10% sibling discount** applies to the tuition of each additional child enrolled full-time. Discounts do not apply to Purchase of Care accounts, part-time, or drop-in rates, and discounts cannot be combined.

Late Pick-Up

The center closes at **5:30 p.m.** Late pick-ups are charged **\$10 for every 5 minutes** (or part of 5 minutes) after 5:30, posted to your Brightwheel account.

5:31–5:35 = \$10 • 5:36–5:40 = \$20 • 5:41–5:45 = \$30, and so on.

For POC families, late fees apply once authorized hours are used. Repeated late pick-ups will lead to a meeting with the Director.

Billing Appeals

If a serious medical or family emergency keeps your child out of care and creates financial hardship, you may request a billing review in writing to the Director with supporting documentation. Requests are reviewed individually and are not guaranteed.

★ Purchase of Care (POC) Families

Twinkle Little Stars proudly accepts Delaware **Purchase of Care (POC)** through the Division of Social Services (DSS). We're happy to help you understand your authorization and what you owe.

- **Registration fee is waived** for POC families.
- Families pay any **parent co-payment** set by DSS, due on the same weekly schedule as tuition.
- If you choose a **POC Plus (POC+)** spot, you pay the difference between the State's daily rate and our private rate, as allowed by DSS. This will be explained in writing and agreed to in your tuition agreement before care starts. POC+ is always a family choice, never a requirement.
- **Keep your authorization current.** Please watch your expiration date and complete redeterminations on time. If your authorization lapses before we receive a new one, **the family is responsible for our regular private rate** for that time.
- Report changes in your hours, schedule, or authorization to both DSS and our office right away.
- Please notify us by **9:00 a.m.** of any absence; attendance is reported to DSS.
- Late pick-up fees apply once authorized hours are used.
- POC families receive a **5-day written notice** before care ends for non-payment or other reasons.

★ Arrival, Departure & Pick-Up

Signing In and Out

- Every child must be **checked in and out in Brightwheel every day** by an authorized adult. This is our legal attendance record and how we account for every child in an emergency.
- Walk your child to the classroom and hand them directly to a teacher. Your child remains your responsibility until a teacher has received them.
- Please share anything important from the morning (a rough night, a missed breakfast, medicine given at home).

Authorized Pick-Ups

- Children are released **only to adults listed on the authorized pick-up list** in Brightwheel. Update it anytime.
- Anyone we don't know will be asked for a **valid photo ID** every time until staff recognize them. Please let us know in advance if someone new is coming.
- Families may add a **security code word** for extra protection.
- We will not release a child to anyone who appears impaired by alcohol or drugs. We will contact another authorized adult and, if needed, local authorities.
- We follow court orders only. Without a court order on file, both legal parents have equal rights to pick up their child.

If No One Arrives

If a child has not been picked up by closing and we cannot reach the parents or any emergency contact within **30 minutes**, Delaware rules require us to contact the Division of Family Services and/or local police for the child's safety. Please always keep your contacts current.

Parking Lot Safety

Please drive slowly, hold your child's hand in the parking lot, and **never leave children alone in a vehicle**, even for a minute. Turn off your engine while inside.

★ Family Partnership & Communication

Families are a child's first and most important teachers. We keep you informed, and we want to hear from you.

How We Stay in Touch

- **Brightwheel:** daily reports on meals, naps, diapering/toileting, activities, photos, messages, incident reports, billing, and announcements.
- **Daily conversations** at drop-off and pick-up.
- **Monthly updates** on curriculum themes, menus, and upcoming events.
- **Family conferences** twice a year, plus any time you request one.
- **Family events** throughout the year. We love to see you.

To protect privacy, only your child's **Lead Teacher or the Director** will discuss your child's progress or concerns. Teachers will not discuss other children with you.

Visiting

Parents and guardians are welcome at the center anytime during hours of operation. For everyone's safety, please check in with the Front Office. To protect nap time and routines, we may ask longer visits to be scheduled. Every visitor who is not a parent/guardian must sign in and be accompanied by staff.

Volunteering

Reading a story, sharing your culture or career, helping with events, or donating books and materials: there are many ways to be involved. Volunteers who are ever alone with children must complete the background checks Delaware requires. Please talk to the Director to get started.

Sharing a Concern

We want to know when something isn't right. Most concerns are resolved quickly with a simple conversation.

1. **Talk to your child's Lead Teacher** first.
2. If it isn't resolved, contact the **Director**, who will respond within **five (5) business days**.
3. If you are still not satisfied, put your concern in writing to **Ownership** within five business days of the Director's response. You'll receive a final written response within **fifteen (15) business days**.

You always have the right to contact the **Office of Child Care Licensing** at **(302) 892-5800** (New Castle County) with any concern about a licensed center. Under Delaware's **Parents' Right to Know**, you may also request to review any licensed center's licensing file.

★ Health & Wellness

Health Records

Delaware requires a current **physical/health appraisal** and **immunization record** for every child, plus required lead screening. Records must be updated according to the pediatric well-child schedule. If a child is medically unable to receive an immunization, a signed statement from the health care provider is required.

Daily Health Checks

Teachers do a quick health check as each child arrives and watch for signs of illness during the day. If your child seems ill at drop-off, we may ask that they go home.

When Your Child Must Stay Home or Go Home

We follow DELACARE health exclusion rules and Division of Public Health guidance. If your child becomes ill at the center, they will be separated from the group with a caring adult and **you must pick up within one hour** of our call. Please have a back-up care plan ready. Children must stay home, or be sent home, for:

Symptom or Condition	May Return When...
Fever of 100.4°F or higher with behavior change or other symptoms	Fever-free 24 hours without fever-reducing medicine
Vomiting (2 or more times in 24 hours)	No vomiting for 24 hours
Diarrhea not contained by diaper/toilet, or increasing frequency	Diarrhea-free for 24 hours
Pink eye with white or yellow discharge	24 hours after treatment begins
Strep throat, impetigo, scabies	24 hours after treatment begins (and fever-free)
Head lice	After treatment and nit-free
Rash with fever or behavior change	Health care provider clears the child
Mouth sores with drooling	Health care provider says not contagious
Chickenpox	All sores dry and crusted
Trouble breathing, unusual lethargy, persistent crying, or other signs of severe illness	Health care provider clears the child
Illness that keeps a child from participating comfortably or needs more care than staff can give	Child is well enough to participate

If your child is out sick for **more than two days**, or has a reportable disease, we may require a note from the health care provider. The Director has final say on when a child may return. **Please tell us if your child has a contagious illness.** We notify families (without names) when a contagious illness is in a classroom and report diseases to the Division of Public Health as required.

Medication

- Medicine is given only by staff trained in medication administration, and only with a completed **Medication Authorization Form**.
- All medicine must be in the **original labeled container** with your child's name. Prescription medicine and any medicine without directions for your child's age require written authorization from the health care provider.
- Hand medicine directly to staff. **Never leave medicine in bags or cubbies.**
- Tell your child's teacher about any medicine given at home that morning.
- Emergency medicines (such as inhalers or epinephrine auto-injectors) must stay at the center with a current care plan.

Allergies & Special Health Needs

Please tell us about any allergy or health condition at enrollment and any time it changes. Care plans signed by your child's health care provider are required and are shared with every staff member who cares for your child.

Sunscreen & Insect Repellent

With your written permission, we apply sunscreen before afternoon outdoor play. Please apply sunscreen before arrival and provide a labeled bottle for your child. Insect repellent is used only with written permission.

Injuries

Minor bumps and scrapes happen when children play. Staff give first aid and document every injury in an incident report shared through Brightwheel the same day. We will **call you right away** for any head injury, bite that breaks the skin, or injury that may need medical attention.

★ Meals & Nutrition

Twinkle Little Stars participates in the USDA **Child and Adult Care Food Program (CACFP)**. Our meals meet federal nutrition standards and are included in tuition. Children are served **breakfast, lunch, and an afternoon snack** each day.

- Menus are planned on a rotating cycle and shared in Brightwheel and/or posted at the center.
- Children ages 12–23 months are served whole milk; children 2 and older are served low-fat or fat-free unflavored milk, per CACFP.
- Water is available throughout the day. Juice is limited.
- Meals are served family-style when appropriate. Children are encouraged, never forced, to try new foods.
- We don't use food as a reward or withhold food as a consequence.

Food From Home

Because we follow CACFP guidelines, please **don't send outside food or drinks** unless your child has a documented medical need. If your child needs a substitute for a medical reason, a **Special Diet Statement** signed by a licensed medical authority is required. For birthdays and celebrations, please talk with your child's teacher first. We love non-food ideas like a special book, stickers, or a classroom activity.

★ Rest Time, Toileting & What to Bring

Rest Time

After lunch, every child has a quiet rest period on an individual mat or cot, with soft music, dimmed lights, and gentle back rubs. Children who don't fall asleep after about 30 minutes may enjoy quiet activities. **We don't wake sleeping children at a family's request**, since young children need the rest their bodies ask for.

Per DELACARE, a child under 18 months who is **not walking** sleeps in a crib. A walking child 12–18 months may rest on a mat with a parent's written permission, included in the enrollment packet.

Toilet Learning

Toilet learning works best as a partnership. When your child shows signs of readiness, we'll make a plan together so home and school are consistent. Please send pull-ups with side tabs, plenty of extra clothes, and easy-on/easy-off clothing during this time. Accidents are normal and handled calmly and privately.

What to Bring (Label Everything!)

- Two complete changes of weather-appropriate clothes (shirt, pants, socks, underwear)
- Diapers or pull-ups and wipes, if needed; diaper cream with written permission
- Crib-size fitted sheet and small blanket for rest time, taken home **every Friday** to wash
- A small soft comfort item for rest time (optional)
- Closed-toe shoes with rubber soles; no flip-flops, Crocs, or backless shoes
- Weather-ready gear: jacket, hat, and gloves in cold months. We go outside most days.
- A family photo for your child's cubby

Please Keep at Home

- Toys from home (except a soft rest-time item), toy weapons, or anything small enough to be a choking hazard
- Money, jewelry, gum, candy, or outside food
- Medicine of any kind in bags or cubbies

Please check and empty your child's cubby daily. We aren't responsible for lost items; unlabeled items left for 30 days are donated.

★ Guiding Behavior

Young children are still learning to handle big feelings, share, and solve problems. Our job is to teach, not punish. Teachers use **positive guidance** that builds self-control, confidence, and respect for others.

How We Guide Children

- Clear, consistent routines and engaging classrooms that prevent problems before they start
- Simple, positive directions (“Walking feet, please”) and lots of encouragement
- Redirecting to a different activity or play area
- Helping children name feelings and practice solutions (“Use your words: ‘Stop, I don’t like that.’”)
- A calm-down space where a child can take a break with a caring adult nearby, never used as isolation or punishment

What We Never Do

As required by DELACARE, staff **never** use physical punishment, shaking, yelling, shaming, threats, or humiliation, and never withhold food, rest, outdoor time, or toileting as a consequence. Children are never isolated or restrained except to prevent immediate harm.

Biting

Biting is common among toddlers. They bite because they’re teething, frustrated, excited, or don’t yet have the words. When biting happens, we comfort and give first aid to the child who was bitten, calmly tell the child who bit, “Biting hurts,” and redirect them. We notify both families the same day (without sharing the other child’s name) and look for patterns to prevent it: triggers, times of day, or changes in the room. If biting continues, we’ll make a plan together with you.

When More Support Is Needed

If challenging behavior continues, we work with you step by step:

1. A conversation and shared plan between family and teacher
2. Observation and a written behavior support plan used at home and school
3. With your consent, a referral to Delaware’s free **Early Childhood Mental Health Consultation** services or other community supports
4. Follow-up meetings to review progress

In line with Delaware’s best-practice statement on suspension and expulsion, we use **suspension or dismissal only as a last resort**: when there is a serious ongoing safety threat and the steps above have been tried and documented. If we ever can’t meet a child’s needs safely, we will help the family find a better-fitting program. Enrollment may also end for repeated non-payment, or for threatening or abusive behavior by an adult toward staff, children, or families.

★ Safety & Emergencies

Emergency Drills & Plans

- **Fire drills** are practiced monthly; shelter-in-place and lockdown drills are practiced regularly throughout the year.
- Our written emergency plan covers fire, severe weather, evacuation, lockdown, and utility loss. Evacuation routes are posted in every room.
- If we must evacuate the building, children will be taken to our designated **relocation site**, and families will be notified immediately through Brightwheel and by phone.
- In an emergency, please follow instructions from staff or emergency responders and do not come to the building until told it is safe.

Medical Emergencies

All teaching staff are trained in **pediatric CPR and first aid**. In a serious emergency, we will give first aid, **call 911**, and then contact you. A staff member will stay with your child, including going to the hospital with them if you haven't arrived. Your signed emergency medical consent allows us to seek care on your behalf. Medical costs are the family's responsibility. Serious injuries are reported to OCCL as required.

Child Abuse & Neglect

Every Twinkle Little Stars staff member is a **mandated reporter** under Delaware law and must report any suspicion of child abuse or neglect to the Division of Family Services (DFS) Report Line at **1-800-292-9582**. This is not a judgment of any family. It is the law and our duty to children. If a staff member is ever accused of abuse or neglect, they are immediately removed from working with children while the matter is investigated.

A Safe, Healthy Building

- Twinkle Little Stars is **tobacco-, vape-, and cannabis-free** inside, outside, and in the parking lot.
- No weapons, alcohol, or illegal drugs are permitted on the property.
- Entry is monitored, and all visitors sign in.
- Cleaning and sanitizing products are stored out of children's reach.

Transportation & Field Trips

Families are responsible for transportation to and from the center. We do not currently provide transportation. Any future outings or field trips will require a **signed permission slip** in advance that describes where, when, and how children will travel. At least two staff members, a first-aid kit, emergency contact information, and children's medications will go on every trip.

Photos, Video & Social Media

We share photos of your child with you through Brightwheel. We only use a child's photo in newsletters, on our website, or on social media **with your written permission as indicated within your enrollment packet**, and we never post children's full names. Please don't post photos or videos of other people's children taken at the center.

★ Administrative Policies

Licensing

Twinkle Little Stars is licensed by the **Delaware Department of Education, Office of Child Care Licensing (OCCL)**, and follows **DELACARE: Regulations for Early Care and Education and School-Age Centers**. Our license is posted in the lobby, and a copy of the regulations is available upon request. OCCL contact: **(302) 892-5800** (New Castle County) • education.delaware.gov/families/birth-age-5/occl

Staff Qualifications

Every staff member completes Delaware’s **comprehensive background check** (state and federal criminal history and child abuse registry) before working with children, along with a health appraisal, pediatric CPR and first aid, and required pre-service training. Staff complete **ongoing annual professional development** as required by OCCL.

Confidentiality & Records

Your child’s records are kept confidential. We only share information with your written permission, except with OCCL, DSS, Public Health, or other agencies legally authorized to review records for children’s health and safety.

Insurance

Twinkle Little Stars carries liability insurance as required for licensed child care centers.

Nondiscrimination

Twinkle Little Stars welcomes all children and families and does not discriminate on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, disability, or age, in accordance with applicable federal and state law. We make reasonable accommodations for children with disabilities and work with families and outside specialists to support every child’s success.

USDA Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or (2) fax: (833) 256-1665 or (202) 690-7442; or (3) email: Program.Intake@usda.gov

This institution is an equal opportunity provider.

Handbook Updates

Policies may change to reflect state and federal regulations, best practices, or center needs. We'll share updates through Brightwheel and at twinklelilstars.com, and a printed copy is always available at the Front Office.

Important Numbers

Resource	Phone / Website
Emergency	911
Poison Control	1-800-222-1222
Delaware Child Abuse & Neglect Report Line (DFS, 24/7)	1-800-292-9582 iseethesigns.delaware.gov
Office of Child Care Licensing (New Castle County)	(302) 892-5800
Child Behavioral Health Crisis Line (24/7)	1-800-969-4357
Delaware 2-1-1 (community resources)	Dial 2-1-1

★ Parent Handbook Acknowledgement

I acknowledge that I have received, or have been given electronic access to, the **Twinkle Little Stars Early Education Center Family Handbook (2026–2027)**. I understand it is my responsibility to read and follow the policies and procedures it contains, including those on tuition and billing, health and illness, pick-up, and behavior guidance.

I understand that the handbook may be updated as regulations or center needs change, that updates will be shared through Brightwheel and at twinklelilstars.com, and that I may request a printed copy at any time. I will contact the Center Director with any questions.

Child(ren)'s Name(s): _____

Parent/Guardian Name (print): _____

Parent/Guardian Signature: _____

Date: _____

☐ Printed copy provided ☐ Electronic copy provided (Brightwheel/email)

Twinkle Little Stars Representative: _____

Date: _____

Thank you for letting your family shine with ours.