

Dover's **Childrens Village**
726 Woodcrest Drive
Dover, DE 19904
Phone: (302) 672-6476
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Dover's **Childrens Village Too**
1298 McKee Road
Dover, Delaware 19904
Phone: (302) 674-8142
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Parents Handbook

Administrators:

Louise Glanden and Daisey Callaway

Thank you for your interest in Dover's Childrens Village/Too (DCV). We encourage our parents to read this handbook as well as the DELACARE guidelines referring to practice procedures. A copy of these guidelines is always available upon request. We also encourage our parents to visit the Delaware Office of Child Care Licensing to view our daycare's records. This is your legal right, under The Parent's Right to Know Act. We are very proud to inform you that all practices in our daycare are reflective of the Delaware Office of Child Care Licensing, and that the guidelines of the DELACARE regulations are strictly enforced. Our center is licensed by the state of Delaware's Office of Child Care licensing and a licensing specialist conducts an annual unannounced compliance review visit to ensure we are following DELACARE regulations. All potential enrollees and their parents will have an opportunity to meet with our administrators and caregivers, at which point you will have an opportunity to observe the daycare during academic time and evaluate our practices. We allow our parents to visit anytime the daycare is open to observe their child's development. Upon request, parents/guardians will have an opportunity to discuss with the governing body members and owners as applicable to the concern.

Hours of Operation:

Our hours of operation are Monday through Friday 6:30 am to 5:30 pm. There is a late pick-up charge of \$5.00 per minute applied to your account for any children not picked up by 5:30 pm. This will apply to POC applicants after 10 hours of care. This charge is due the following morning. DCV/Too will be closed for the following holidays: New Years Day, *Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, *Christmas Eve, and Christmas Day. We will close at noon on New Years Eve. We also will be closed for any type of State office closings declared by the Governor of Delaware due to inclement weather. *Payments are required regardless of attendance including the previous stated holidays and declarations by the government. Purchase of Care participants are not required to pay for the asterisked holidays and State of Emergency less than Level II days.

Scheduled holidays that land on a weekend will be observed during the weekday.

Additional closings for inclement weather will be at the discretion of the administration.

Any closures of the center due to weather, holidays, or emergent situations at the discretion of the administration will still require full weekly tuition payment.

Payments:

Payment for daycare services rendered is due weekly. A \$25.00 late payment fee will be applied to any payments not received on the scheduled due date. An additional \$10.00 late payment fee will be applied for each additional late day, and will accrue daily until payment has been made in full. If payment has not been received by the following week, (7 days past), your child's daycare services will be suspended and possibly terminated. These terms do not apply to Purchase of Care Plus applicants. Purchase of Care applicants must pay tuition weekly or services will be terminated after a one week notice. Purchase of Care applicants must also provide a one week notice to terminate services. There is a \$30.00 fee assessed for any checks returned due to insufficient funds.

Vacation:

We allow one week of vacation each year, after 6 months of full time enrollment. Fulltime enrollment includes the summer. We require written notice at least two weeks prior to the scheduled vacation week. Payment will not be due for this week. Children CANNOT attend daycare while using a vacation week.

Daily Sign-in: DCV & DCV Too have a daily sign-in sheet at the front desk or a QR code scan-in for those parents who have downloaded the BrightWheel app. Please sign your child/children in each day they attend daycare. Children need to be dropped off by 9:30 am daily or 10:30 am if they have a medical note.

Medications:

There will be a Medication Administration Record (MAR) in each classroom. Please indicate the name of the medication, the dosage, times needed to be administered, name of individual giving medication, adverse effects observed if any, and medication errors. These MAR's will be kept in the office log. Prescription medications must be in the ORIGINAL PACKAGE with your child's name labeled on it. Over the counter medications are permissible. All medication forms must be signed by a parent or legal guardian in order for medication to be dispensed to your child by our staff. When your child no longer needs the medication or the medication has expired, we will return the medication to you. Staff members who are certified by the Office of Child Care Licensing to administer medication are on site at all times and are able to administer non-intravenous medication to comply with the Americans with Disabilities Act when requested by the parent with additional training and approval from the child's health care provider. All medication including over the counter medications must be provided by the parents/guardians.

We will meet all reasonable accommodations for children with medical needs, providing the staff meets required qualifications outlined by the State of Delaware, Office of Childcare Licensing.

Routine Physicals:

The State of Delaware requires that all children attending daycare must have a yearly physical and all immunizations must be up to date. We are required to keep a record of this information in your child's personal file. If you have any concerns with this policy due to religious beliefs, please speak to one of our administrators.

Meals:

We are proud to announce that our kitchen meets all State of Delaware, Division of Public Health, Office of Food Protection requirements. This allows us to provide your child with a nutritious breakfast, lunch, and afternoon snack. Our eating times are as follows

- Breakfast from 8:00 am to 9:00 am
- Lunch is served at intervals beginning at 11:30 am and ending at 12:30 pm
- Afternoon snack is served at 2:30 pm

A weekly menu will be posted on the Parent's Bulletin Board. All meals served are based on the Child and Adult Care Food Program CACFP to provide a healthy well balanced menu focused on whole grain products, fruit and vegetables. Meals will be served in the appropriate serving size according to the CACFP guidelines, additional servings will be discouraged, however to prevent a hungry child, additional fruit will be offered. Please notify DCV/DCV Too administrators of any food allergies or religious dietary requirements your child may have in writing at the time of admission. All meals provided by parents for personal reasons, must be clean, safe and comply with our healthy meal policy. All meals from a child's home will be inspected for spoilage and correct meal components. We will replace or add to a child's meal from home if necessary to meet all CACFP requirements. Meals and snacks will not be shared. Formula and/or baby food must be provided by the parents or legal guardian, with the child's name labeled on each bottle and/or baby food container. Children will be encouraged to eat and enjoy a nutritious meal, however not pressured to. Children are also encouraged to wash hands on a regular basis for the purpose of proper sanitation practices.

Sanitation:

All teachers are trained in proper hygiene practices, which include hand washing procedures, standard precautions, cleaning, sanitizing, disinfecting, safe food handling, and diapering procedures. Each classroom is thoroughly cleaned and disinfected according to licensing regulations. To prevent the spread of infections and viruses, equipment and toys used by infants and toddlers are to be cleaned and disinfected daily. The non-porous toys and play equipment in the other classrooms are cleaned with soap and water and then disinfected weekly or more frequently if needed. Our administrator routinely checks each classroom to ensure staff members are using the training that they received.

Safety:

Safety is very important to our center. Our staff members are thoroughly screened, highly trained, and have successfully completed comprehensive criminal background checks. Our building has a safety plan to ensure unauthorized people do not have access to your children. Our classrooms are set up to be kid friendly and hazard free.

Staff-Child Ratio:

Age 0-1...1:4 maximum of 8

Age 1-2...1:6 maximum of 12

Age 2-3...1:8 maximum of 16

Age 3-4...10: maximum of 20

Age 4-5...1:12 maximum of 24

Parent's Bulletin Board:

Please take notice of our bulletin board posted above the front desk. We will post any information regarding the daycare as well as a lot of general information. We will post any major events happening in our area, such as parades or conventions. We will post daycare news such as picture day or a specific theme day. We also post pictures of all of the fun activities that the children participate in so that our parents can see what a wonderful growth experience their child is having. There is also a Parent Board in each classroom with specific updates for that age group as well as the Weekly Agenda. Knowing what your child is learning each week gives you the opportunity to continue with your child's development at home.

Positive Behavior Management:

Our center has rules keeping all children safe. If your child breaks a rule, he or she will be redirected, and a staff member will explain the importance of following the rule so the child may understand. If breaking rules becomes a persistent problem, a parent or guardian will be notified so we may discuss ways to handle the problem together. If your child has a special need or an emotional disability, our staff will work with you and professionals, if need, to create effective ways to manage your child's behavior.

Our staff members teach by example and use positive reinforcement techniques by praising a child when he or she is behaving. Throughout the day, our staff members will offer praise, attention, compliments, and rewards to your child. We find these techniques work best to encourage good behavior.

Occasionally, a child, ages 3 and older, who is misbehaving may be asked to take a break. This involves the child going to a quieter area of the classroom with a staff member so he or she can take some deep breaths and exercise calming techniques. Our staff members are trained on positive behavior management techniques. They do not use any physical punishment or use any act that is prohibited by licensing regulations. Our administrator routinely steps into classrooms to observe the staff members interactions with children. In addition, staff members are asked to bring any concerns regarding another staff member's behavior/interactions to the administrator and immediately report suspected child abuse or neglect to the Child Abuse and Neglect Report Line.

Special Needs:

Dover's Childrens Village strives to accommodate all families. If you have any particular concerns for your child, please let our administrators know. We would be happy to discuss all of our available options for your child.

Physical Activity:

Children are given multiple opportunities for physical activity each day. Weather permitting, each day all children will be taken outdoors to play, exercise, and to run around. Please ensure your child has outdoor clothing that is appropriate for the weather.

Necessities:

We ask that each child bring a crib sheet and a small blanket to be used each day at naptime. We will return these items on the last day of the week to be washed. We supply naptime cots. Please bring an extra set of clothing (appropriate to the season) for your child in case of an accident. You may leave the extra clothing at the center until needed. Please label all belongings with your child's name to avoid any confusion. DCV will provide wet wipes, however parents must provide the diapers.

Potty Training:

Potty training typically begins at age 2.

Recess:

The children have outdoor play every day, weather permitting. Please dress your child appropriately for the weather.

Naptime:

All children are given a naptime cot to sleep on. We will play soft soothing music throughout the center to help the children happily fall to sleep. The length of naptime varies with each age group. All age groups wake up from naptime at 2:30 pm and enjoy their afternoon snack.

Infants, Feedings, and Breast-Feeding Support:

Our infant room is separated from all other age groups. Each parent or legal guardian will receive a written report outlining his or her infant's daily activities. This report will include feeding, sleeping, potty, and play times. Infants will be fed according to their own schedule to maintain consistency from home to our center. You must complete a feeding schedule that includes the formula, breastmilk, or foods and their portions before your infant begins care. If your child experiences any feeding problems throughout the day, we will discuss it with you before your child leaves for the day.

All prepared bottles of formula and breastmilk from home must be capped and labeled with your child's name and placed in our refrigerator upon arrival. We recommend that you provide formula from a sealed container that is kept onsite and used exclusively for your child. Any prepared formula that is not used within 48 hours is discarded. Any unused breastmilk that was never frozen will be returned to you if not used within 48 hours.

Microwave ovens are not used to heat infant bottles or food because uneven heating may lead to the risk of your child being burned. Please note all meals and snacks served will follow the nutritional guidelines set forth by the CACFP. We will not add or mix cereal or anything else in your child's bottle without written permission from your child's doctor.

If you are a nursing mother, we will be happy to make arrangements for you to breast feed your child in a private location that is comfortable for both you and your child. Please speak with the administrator for details.

Substitutes:

In the event your child's caregiver is absent, we do reserve the right to employ qualified substitute caregivers until your child's teacher returns.

Academic Procedure:

To ensure your child develops properly, caregivers will interact with them in a variety of proven methods, such as:

- Using face-to-face interaction: working at eye level with your child.
- Interacting with your child during routine activities: playtime, mealtime, etc.
- Encouraging social interaction between children.
- Reading to children on a daily basis.
- Utilizing music and rhymes to develop literacy skills.
- Provide material for pretend play alone or with other children, ex: playing house.
- Stimulate sensory growth using appropriate materials, ex: playdoh or finger paint.
- Create hands on projects to develop hand eye coordination skills.
- Practice writing skills
- Support your child's independence and mastery of skills, ex: allow them to feed and dress themselves or writing their own name on their papers.

Developmental and Education Goals

Our staff members follow lesson plans for infants, toddlers, and preschool-age children that are posted in each classroom for your convenience. Each plan has activities listed to support your child developmentally or educationally in the areas of physical, social-emotional, language/literacy, and cognitive development. Lesson plans are created to be age appropriate and children over two will participate in special weekly activities that include cooking, food exploration, or healthy habits; science and nature; music and rhythm; and multi-sensory play. In addition to the lesson plan, each classroom will follow a daily schedule that is posted in the classroom. The schedule is also located at the end of this handbook. Depending on your child's age, his or her schedule may differ slightly.

We offer before and after care for school-age children, as well as care for in-service days, school holidays, snow days, etc. Our before care program includes breakfast, homework help, and quiet activities. Our after care program is from school dismissal until closing at 5:30 p.m. and includes an afternoon snack, outdoor play, homework help, relaxation, reading, games, science, math, social studies, language arts, cooking, and art activities.

Transitions:

We recognize how important new beginnings are in each child's development and to each child's family. With this in mind, we make transitions as smooth as possible by slowly integrating children into our center from home or from another child care program into a new classroom. Although this new adjustment to new routine and new faces may be difficult, we want to ensure the smoothest possible transition by allowing you to meet with your child's teacher, allowing your child to meet the children in their new classroom, touring the classroom, the necessary items your child should bring such as napping materials, and the best way to communicate with your child's teacher throughout the day and in general. Prior to a child moving on to the next classroom after enrollment based on age, developmental readiness, and classroom availability, a meeting will take place with parents. This meeting will include a tour and explanation of the classroom's routine and procedures. The academic goals for the new environment will also be discussed and the benefits to the child.

Progress Reports:

Once enrolled in our program, each child will receive a progress report within 45 days of beginning care at our center. We base our academic and social goals on the Department of Education Childhood Standards and the Infant Toddler Standard Best Practices. We will provide your child with an individual academic plan as well as standard group practices. You will receive a progress report on your child's development three times per year. This is an opportunity for you to review your child's strengths and review academic and social growth. A copy of your child's progress report will be kept in their file. If necessary, the progress report may be shared with other professionals to address academic and/or social concerns regarding your child such as Child Development Watch or the Division of Prevention and Behavioral Services. DCV and parents will have one annual conference to discuss educational progress and your child's developmental goals and needs. If you have any questions about the assessments or want additional information about your child's progress and needs, you can speak to their teacher at any time.

Suspected Child Abuse:

We are required by law to report suspected child abuse and neglect to the Division of Family Services in the Department of Services for Children, Youth and Their Families. Our first priority is to make sure your child is safe and his or her needs are met. Our staff members have each been trained to recognize signs and symptoms of child abuse and neglect.

Employee Suspected of Child Abuse:

Should there ever be a complaint regarding the welfare of a child under the supervision of our caregivers the following steps will be taken;

- The suspected abuse or neglect will be reported to immediately as required by law.
- Remedial action will take place to protect the child from any potential harm.
- The caregiver's childcare duties will be suspended indefinitely.
- An investigation of the situation will take place.

Should the investigation prove the suspected employee not guilty their childcare duties will be reinstated. Should the investigation prove the suspected employee guilty of child abuse or neglect they will be terminated immediately. Dover's Childrens Village caregivers spend many hours in continuing education to help them protect your children from any harm.

Confidentiality:

We require written parent/guardian permission before we will disclose or use any of your child's information to others. Our staff members who work with your child will only receive the necessary information regarding your child to ensure your child's needs are met. Please note that employees of the Office of Child Care Licensing and those with other duties related to the health, safety, and well-being of children will be given access to your child's information for official use.

Illnesses and Health Exclusions:

DCV ensures that all areas of the daycare are kept in a clean and safe condition that is free from hazards to the health and safety of the attending children. We follow the Division of Public Health's guidelines concerning all contagious or non-contagious illnesses. Children will not be permitted to attend daycare if any of the following symptoms are evident:

1. Severe pain of the abdomen, ear, or joint areas
2. Acute diarrhea two or more times in the past 24 hours or if accompanied by fever. The child must be excluded until 48 hours after the symptoms end or until a health care provider determines the diarrhea is not contagious and there is no threat of dehydration
3. Vomiting two or more times in the past 24 hours or only once if accompanied by fever. The child must be excluded until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and there is no threat of dehydration
4. Severe cough or sore throat
5. A temperature of 100 degrees or higher for children 0-4 months of age or 101 degrees or higher for children over 4 months of age. Rectal thermometers will not be used. We check temperature using a digital thermometer under the armpit and add 1 degree per physician instruction.
6. Jaundice (yellowing of the skin or eyes)
7. Red eyes with discharge
8. Open or infected skin patches or lesions
9. Difficult or rapid breathing
10. Severe itching of the body or scalp
11. Skin rashes lasting more than one day (excluding diaper rash)
12. Enlarged lymph nodes
13. Stiff neck
14. Blood or discharge from ear, skin, urine, or stool
15. Unusual behavior for child (characterized by not playing, confusion, persistent and inconsolable crying)
16. Loss of appetite

17. Any symptoms which could indicate the following diseases:

- Chicken pox
- Impetigo
- Lice
- Scabies
- Strep throat
- Tinea (ringworm)
- Thrush Mouth (Candida)
- Herpetic Gingivostomatitis
- Unspecified Short-Term Illness

Should any of the above symptoms develop throughout the day, we will separate the child /children from the other children. We will notify the parent or legal guardian of the child and or children verbally and in the form of a written notice immediately and request that they pick the child/children up and seek medical attention. If you are unable to be reached, your child's emergency contact listed on their information card will be notified. Our staff members will ensure your child's needs for rest, comfort, food, drink, and appropriate activities are met until he or she can be picked up. Please do not drop off your child if they are sick. We do require all children to stay out of daycare until they are fever free, free of any lice concerns, unexplained rash, vomit free and diarrhea free for 24 hours. The following is a list of Reportable Communicable Diseases (RCD) of which will exclude your child from the daycare. Children with reportable communicable disease will not be admitted for care, unless your child's doctor provides documentation stating your child has been evaluated and presents no risk to himself/herself or others, or until the Division of Public Health (DPH) has advised the center that your child presents no risk to others. If your doctor states that your child may return but DPH states that they may not, we must adhere to DPH guidance. If your child is exposed to a communicable/contagious disease or condition while in care, you will be notified and given information on the symptoms of the disease or condition.

- | | |
|-------------------------------|------------------------|
| 1. Respiratory | 9. Rubella |
| 2. Diphtheria | 10. Tuberculosis |
| 3. German measles | 11. Gastric-intestinal |
| 4. Homophiles Influenza (Flu) | 12. Giardiasis |
| 5. Rubeola (measles) | 13. Hepatitis A |
| 6. Bacterial Meningitis | 14. Salmonellosis |
| 7. Mumps | 15. Shigellosis |
| 8. Pertussis (whooping cough) | |

Returning to Daycare after an Illness:

Before returning to DCV we must receive written notice from the child's pediatrician stating the he or she poses no health risk to themselves or any other children. Children must be 24 hours free of diarrhea, vomiting and fever before returning to DCV/Too regardless of pediatrician's recommendations. Should a child be diagnosed with a "RCD" the daycare will inform the Division of Public Health. We will wait to receive written documentation from both the child's pediatrician and the Division of Public Health stating the he or she poses no health risk to themselves or any other children. If there is a difference in opinion between the pediatrician and the Division of Public Health the daycare will follow the instructions of the Division of Public Health.

Injury:

Should an accident or injury occur while in the care of DCV/Too, we would take emergency action to protect the child from further injury and the parent will be notified. We will also notify the child's parents or legal guardian immediately if the child receives a serious injury such as impact to the head (including lips, nose, mouth, or face). DCV/Too will provide an injury report, regardless of severity, to the parents or legal guardian at the time of pick-up and the child's teacher will be available to discuss the incident. The injury report will include the time and date of injury as well as the first aid or medical care that was implemented. We will also keep a copy of the injury report in the child's file. If your child has a life-threatening injury or illness or a serious medical incident such as a seizure, allergic reaction, burn, drowning, etc., you will be notified immediately after an ambulance is contacted and you will receive an incident report. You will be required to sign the report as proof you were notified of the accident/injury/serious incident.

Emergency Health Policy:

Should an emergency situation present itself, we will notify the child's parent or legal guardian immediately. If we are unable to contact the child's parent or legal guardian, we will attempt to contact the individuals notated on the emergency contact list. If we are unable to reach the emergency contacts, administration (Daisey Callaway / Louise Glanden) will implement the necessary emergency care as authorized by the child's parent or legal guardian on the "Written Consent Form". Either way, if it is determined by DCV/Too administrators that we cannot wait for the parent, legal guardian, or emergency contact person to arrive, DCV will transport and meet the parents or legal guardian at Bayhealth Medical Center. We will call for an ambulance first before contacting you only if necessary.

Child Departure:

The safety of our children is our top priority. We will never allow a child to leave the daycare with someone who is not authorized by you. There is an area on our Child Information Card for you to indicate any particular person/s approved by you to pick up your child. We require that you call or write in advance to inform us of a non-routine pick-up, even in the event of an emergency. We will need a description of the authorized person and they must show a state issued photo I.D. before we will release your child whether they are on the authorized list or not. We do assume that both parents have the right to pick up their child. If there is a court order stating that one of the parents is not legally allowed to do so, you must present us with a copy of the order. In the instance that the non-custodial parent does come to pick up the child, and presents a threat, we will not put the other children or staff in harms way. We will notify the police immediately after their departure as well as the authorized parent. Barring confrontation, we will not allow a child to leave with a parent or legal guardian showing visual signs of alcohol or drug use. Again, should a conflict occur we will notify police immediately following their departure. DCV/DCV Too has never had any of the above scenarios occur and we strive to keep it that way.

Questions and Concerns:

We understand how important your child is and know that questions and possibly concerns or complaints may arise. Please feel free to speak with your child's teacher about questions concerning your child at Dover's Childrens Village/Too or schedule a conference with the administrator regarding concerns or complaints, or if you feel as though your questions and concerns are not being addressed in a timely manner. We want you to feel comfortable speaking with our staff members. Please know that your questions, concerns, and complaints are very important to us and will be addressed to the best of our abilities.

Cancellations:

We require written notification by the parent or legal guardian of any child that will no longer be utilizing our services. This notification must be submitted at least two weeks prior to the date of cancellation. Payment is still required during the two week notice period. Purchase of Care participants can use absent days if they are available. Purchase of Care participants must provide one week of written notification, payment is still required during this one week period. Deposits made to hold a future spot for daycare is non-refundable.

*Infant room deposits are not required for Purchase of Care clients.

Public Media:

Dover's Childrens Village Too utilizes Facebook, Professional Websites and local media for publications. These publications can include but are not limited to, personal pictures of events involving our children enrolled at Dover's Childrens Village Too. By signing the Parent Agreement, guardians and parents are understanding and accepting their children can be used in various public media forums. If for any reason permission is not granted, this concern must be brought to Daisey Callaway or Louise Glanden immediately.

Transportation Policy and Field Trips Policy:

DCV & DCV Too will use the transportation of Clifton Leasing- also the transportation service of Capitol School district. This service shall be a contracted service and will be in compliance with all applicable federal, state and local laws and children will be transported in compliance with all applicable laws including state and federal child restraint laws.

The driver will be at least 21 years of age and will have a valid driver's license and a background check will be completed by Clifton Leasing and Capitol School District. DCV and DCV Too children will never be left alone with the bus driver or left unattended in the vehicle. The policy in place for releasing children shall also apply on field trips. Trips will only include preschool age children and will be transported on a school bus. The bus will not be equipped with child safety restraints; however, the National Highway Traffic Safety Administration recommend that children in this age group always be transported in school buses properly equipped with child safety restraints. Permission is granted to this exception allowing the child to be transported on a school bus unrestrained by signing the Parent Agreement form, the OCCL permission slip form and the field trip form.

Vehicles Used to Transport Children Shall Have:

- Have and use an operable heater capable of maintaining a temperature of at least 50° F in the vehicle
- Have and use air-conditioning to reduce the interior temperature of the vehicle when it exceeds 85° F (school buses are exempt)
- Have a working telephone
- Have a traveling first aid kit
- Load and unload children at the curbside of the vehicle or in a protected parking area or driveway
- Have locked doors, except for emergency doors which are required to remain unlocked, whenever the vehicle is in motion
- Have a dry chemical fire extinguisher approved by Underwriter's Laboratory.

Written permission is needed from the parent/guardian for all transportation provided by the center. Field trip permission slips shall document arrangements with the parent/guardian and DCV & DCV Too regarding transportation provided to and from school. Clifton Leasing is the transportation service used and Carolyn Martin will be the bus driver used for field trips. Parent/guardian please specify any special needs or problems regarding your child which might require special attention during transportation.

Attendance on field trips shall be taken prior to the trip, during the trip and returning from the trip. Emergency information shall be taken on all field trips including medical consent forms, first aid kits, teacher's cell phones.

All children will wear name tags to identify DCV & DCV Too name and telephone number.

Termination:

DCV/DCV Too will use "Best Practice" policies to address all children in our early childhood program. It is designed to prevent, severely limit and ultimately eliminate the use of expulsion due to a child or parent's challenging behavior. Clear communication with the parents/ guardians will be addressed regarding appropriate social-emotional and behavioral health promotion practices, discipline and intervention procedures. This could include consultation with a school counselor when appropriate or consultation with an early childhood mental health specialist. Staff trainings include topics such as developmentally appropriate behavior, cultural responsiveness, family engagement, Adverse Childhood Experiences, Trauma Informed Care, and evidence-based practices to address challenging behavior to help with a positive change. A collection of baseline data will be gathered to determine program goals and ensure fairness, equity and continuous quality improvement. Data is monitored annually to assess progress and modify practices as necessary. Some examples of useful data include:

- Number of behavior incidents reported by race, gender and age
- Number of suspensions/expulsions reported by race, gender and age
- Number of behavior referrals reported by teacher

DCV/DCV Too will practice suspension if the child is a threat to the other children or staff.

DVC/DCV Too will use all other measures before using suspension and expulsion act with the understanding that these exclusionary measures are to be used only as a last resort in these cases:

1. There is a determination of a serious safety threat.
2. A detailed progression of intermediate interventions for the child or others has been implemented and documented, with no consistent change in behavior.
3. A parent is verbally abusive to a teacher or administrator.

Termination is at the discretion of the administrators and can be implemented at any time we feel necessary to address any of the above concerns.

Thank you for your interest in Dover's Childrens Village. It is our goal to provide a safe, healthy, and happy learning environment for your child. Together we can establish a strong educational foundation for a bright future

Non-discrimination policy

Dover's Childrens Village/Too will not discriminate against a child or family based on race, color, national origin, gender, age, sex, pregnancy, marital status, sexual orientation, gender identity or expression, religion, creed, disability, veteran's status, or any other category protected by state and/or federal laws.

This institution is an equal opportunity provider.

Behavior:

All behavior concerns diagnosed by a medical practitioner must be shared with the center prior to the start of childcare services. The behavior must be clearly defined by the medical practitioner, outlining all treatment plans. Not providing full disclosure can result in immediate termination

Behavior concerns not diagnosed by a medical practitioner, must be shared by the parent or guardian, with the center prior to the start of childcare services. Not providing full disclosure can result in immediate termination.

All students and families will be on a 30 day trial term. Dover's Childrens Village and Dover's Childrens Village Too reserve the right to terminate childcare services immediately due to unwanted behavior from parents or guardians and their children if creating an unsafe environment for our children and staff.

Thank you again and Welcome!

Louise Glanden

Daisey Callaway

Dear Parents,

This is to inform you about Dover's Childrens Village and our participation with the Purchase of Care (POC) program. We are a Purchase of Care Plus provider. This means parents/guardians may need to pay the difference between our private rates and the state's rates. Your parent fee, plus the current state's portion for child care

services adds up to the state's rates. The amount between the state's rates and our private rates are the POC Plus rate.

If you have any questions, please do not hesitate to contact us or arrange a meeting.

Thank you,
Dover's Childrens Village/Too

Dear Parents,

This center participates in the Child and Adult Care Food Program (CACFP) and serves nutritious meals and snacks each operating day. The information requested on the attached Income Eligibility Form determines how much reimbursement we will receive from CACFP for the meals and snacks served, based on the United States Department of Agriculture (USDA) family income criteria.

One form needs to be completed for each household every year. All information on the form will be confidential and used only for the purpose of determining CACFP reimbursement for meals and snacks served at our center.

Please do not hesitate to ask questions regarding this form or the information required.

Thank you
DCV & DCV Too Staff

Dear Parents,

Infant room deposits can be made for an upcoming opening. This deposit will go towards your first week's tuition.

All deposits are non-refundable.

All deposits will be subject to any and all rate increases.

In the event of an emergency situation Dover's Childrens Village and Dover's Childrens Village Too has outlined the below response plan. Please know that we will attempt to notify you, so please keep your emergency contact information up to date. Keep this letter with you so that you will know how to contact us in the event of an emergency.

Evacuation / Relocation

If the emergency is confined to the immediate area at Dover's Childrens Village or Dover's Childrens Village Too, e.g. fire, and the children cannot stay on the premises, the children will be taken to Fairview Elementary for Dover's Childrens Village and North Dover Elementary School for Dover's Childrens Village Too. The children and staff will remain at this location while you or your emergency contact is notified of the situation.

1. If the emergency is more widespread, encompasses a larger area such as the neighborhood due to an environmental threat, e.g. flood, and the children cannot remain in the immediate area, they will be transported to Dover's Childrens Village Too for Dover's Childrens Village and the basement of Dover's Childrens Village Too. The children and staff will remain at this location while you or your emergency contact is notified of the situation.
2. Children will be transported by walking.

Notification

1. We will repeatedly try to call you as soon as the children and staff are safe. If we cannot reach you, we will call your emergency contacts. During emergencies, children will only be released to you or your emergency contacts.
2. Information about the event can be found on our Facebook page.

Emergency Supplies / Shelter-in-Place

1. You may want to leave in your child's classroom a change of clothes, a few family photos, and a comfort item like a small teddy bear to help your child during a crisis.
2. If we need to shelter in place, we will remain in our classrooms. First aid supplies are located in the kitchen for Dover's Childrens Village and the copy room for Dover's Childrens Village Too. Infant supplies are located in the emergency bin in the pantry for Dover's Childrens Village and emergency bin in the copy room for Dover's Childrens Village Too. Emergency food and water are located in the emergency bins in each center.

Our center is most likely to experience:

- | | | | | |
|--|--------------------------|---|---|---------------------------------|
| ☐ family-staff conflict | X power outage | X ice and snow storm | X thunderstorm | ☐ flood |
| X medical emergency | X gas leak | ☐ building intruder | X tornado watch or warning | X earthquake |
| X water outage/unclean water | X fire/smoke/bomb threat | ☐ chemical/hazmat exposure | ☐ missing child/kidnapping | ☐ other: |

Please rest assured that Dover's Childrens Village and Dover's Childrens Village Too staff will remain with and care for the children at all times during an emergency to ensure the children's safety. As always, please don't hesitate to contact me if you have any questions or concerns.

Dover's **Childrens** Village
726 Woodcrest Drive
Dover, DE 19904
Phone: (302) 672-6476
Fax (302) 672-7001

Dover's **Childrens** Village Too
1298 McKee Road
Dover, Delaware 19904
Phone: (302) 674-8142
Fax: (302) 674-8143

Screen Time

Dear Parents,

Children **over the age of two** are allowed **one hour** of screen time per day. The televisions of Dover's Childrens Village are located in the preschool classroom as well as the 3 & 4-year-old classroom. The television for Dover's Childrens Village Too is located in the preschool classroom.

Thank you.

-DCV and DCV Too Administration

Dover's Childrens Village & Too

6:30-7:00	Arrival Time- Free Play
7:00-8:00	Educational Videos with table top toys only
8:00-8:15	Bathroom break and prepare for breakfast
8:30-8:45	Clean-up breakfast
8:45-9:00	Musical Activities- dancing to music and singing songs
9:00-9:30	Circle Time/Academic Time- work on skills required for learning progress
9:30- 10:00	Activities to develop coordination and fine motor skills, ex. Puzzles
10:00- 10:15	Break for a drink of water
10:15- 10:30	Social interaction- (1 game) Ex. Doggy Doggy, Where's Your Bone?, London Bridge, Duck Duck Goose, etc.
10:30- 11:00	Physical or outdoor play
11:00- 11:30	LUNCH TIME
11:15- 11:30	BATHROOM BREAKS AND TABLE CLEANUP (WHEN CHILD IS FINISHED)
11:30-2:30	Naptime, put in tape with soft music
2:15	Start taking children that are awake to the bathroom or change their diapers
2:30	NAP TIME IS OVER! Start preparing for snack
2:45	Snack Time
3:00	Clean up from snack time
3:00-3:30	Outdoor play time
3:30-4:30	Social interaction with dress up clothes, role play, cars, log blocks
4:30-4:45	Bathroom breaks and check diapers
4:45-5:15	Table top toys: puzzles or board games
5:15-5:30	Begin end of day clean up: put all toys away neatly, take out trash, wipe all surfaces
A teacher is to be interacting with the children at all times. Read and sing as much as possible. The rooms must be taken care of at all times.	