



2022 Parent Handbook

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Please read this handbook carefully as it describes the practices and policies and contains information regarding student health and safety. By enrolling your child/children in Read to Learn Academy, you agree to abide by the practices and policies that are contained herein. Please review this information with any caregiver that will share responsibility for your child.

Right to Amend: Read to Learn Academy reserves the right to amend this Handbook. Notice of amendments will be sent to parents by letter, by a monthly newsletter, or on the website www.readtolearnacademy.org

Our staff at Read To Learn Academy & Ribbons and Bows would like to welcome and thank you for entrusting us with your most valuable gift. We are a strong team of administrators that strive for perfection and are here to assist you with any questions or concerns.

History of Read to Learn Academy

Owners Mr. Frederick Reed and Mrs. Cora Reed have been in early childhood development for 25 years. Starting in 1997 with an in-home daycare center servicing six children, the Reeds quickly expanded to several in home daycare centers. However, the proven success with multiple smaller locations helped launch Read to Learn Academy in 2005, servicing over 200 children. In 2009, secondary location, Ribbons & Bows, located in Newport, Delaware was opened servicing over 100 children. As the Reeds continued to expand, they realized a need to provide support to children beyond grade school. In 2012, Reeds Refuge Center was opened, serving as a gateway to uniquely follow children from birth to adulthood. In 2020, the COVID-19 crisis disparately harmed low-income households. As workplaces closed, many low-income parents whose job situations were already unstable lost their jobs or had reduced hours and pay. Those experiences impacted the family ecosystem, including children's development, stress and well-being and parent-child interactions. Nearly 100% of the children attending Read to Learn Academy are from low-income families, as a result a therapeutic room with certified therapists was added for both children and adults. Since inspection, Mr. and Mrs. Reed have fought to provide care for children that would normally not receive care due to circumstances outside of their control. As it was 25 years ago to today, the Reeds' and their staffs' sole intent is to show the children love so that when they grow up, they will not feel they don't have it, they can confidently say that these people really care.

Mission Statement

The mission of Read to Learn Academy is to provide high quality comprehensive educational and family services to low-income children, parents and guardians.

[Accreditation](#)

We are affiliated with the Delaware Stars, Delaware's Quality Rating and Improvement System administered by the Delaware Department of Education.

[Diversity and Inclusion](#)

Programs at Read to Learn Academy demonstrate policies that reach out to and welcome families from diverse backgrounds and cultures, as well as create a welcoming environment that reflects the early learning community. We believe all children should have their culture acknowledged and respected. We recognize the importance of valuing the diversity of experience, perspectives, expectations, knowledge and skills that any community of people will encompass. We provide for all children, including those with identified disabilities, special learning and development.

[New Procedures for Families - COVID-19](#)

As the nation continues to cope with the challenge of the coronavirus pandemic, changes in daily life remain fluid and ever changing. However, what has not changed is our commitment to putting our children, their families and our staff first. In order to do so, we will be adding several new processes for both the staff and the families of our children, that must be followed. The following procedures are guided by the state of Delaware (Governor's Office, Department of education and Child Care Licensing) as well as the Center for Disease Control (CDC).

We will be assessing the effectiveness of these procedures regularly and we are open to suggestions to further improve our practices for everyone's safety:

- Parents must drop off children at front door
- Upon pick up, children are escorted to the front door, parents are unable to enter the facility
- All children ages 3+ must wear masks upon entering the facility
- All parents must hand sanitize children at front door, hand sanitizer is provided
- Temperatures will be taken at the front door, if temperatures exceed 100 degrees, children are unable to enter the facility

Thank you in advance for your cooperation. We know that some of these methods may be a slight inconvenience for everyone, but it is what we all must do to protect one another as we work to get through this pandemic together.

Hours Of Operation

Monday through Friday 6:30am – 5:30pm

Drop-off & Pick-up Procedures

Drop off time:

Arrival - 6:30am – 9:30am - **Wilmington Site** (Read to Learn Academy)

Arrival - 6:30am – 9:00am - **Newport Site** (Ribbons and Bows)

Late Arrival-: Your child's daily activities are in full swing by 9:30am, no child will be accepted after the arrival time listed above. If your child has a doctor appointment or you will be arriving late because of an emergency please call ahead. *A doctors note must be provided if even entering late.*

Pick-up: Your child must be picked-up by 5:30pm.

Late Fees- Late fees begin at 5:31pm or, if the Purchase of Care 10 hours have been depleted. The fee is \$2.00 per minute per child. This fee must be paid before your child can return back to daycare, unless other agreements have been made.

Drop off

When your child is dropped off you must:

- Sign your child in at the front door or download the ProCare app and sign in from your mobile device
- Label all jackets, sweaters, etc. with child's name
- Make sure all items needed for the day are supplied
- Provide an additional change of clothes, pampers, and wipes
- Fill out infant sheet (1-12 months of age)

Pick-up

When you pick-up your child you must do the following:

- Sign your child out at the front desk or using the ProCare app
- Ask your child's teacher for the supply sheet for what your child may need for the next day

Daily Schedule

Each class will have a daily schedule and curriculum posted on the walls of each classroom. The curriculum and daily schedule is different for each school group. As a reminder, activities can change according to the needs and the age group of the child. When your child starts the preschool program he/she should receive homework on a daily basis Monday through Thursday. Parents will also receive Monthly newsletters and weekly review letters.

Typical Daily Schedule

Arrival
Breakfast – Bathroom
Group play (age appropriate & educational)
Special activity for the day
Outside play / large motor skills
Bathroom and Preparing for lunch
Lunchtime and Clean up
Bathroom & Nap time
Bathroom & Snack time
Free play & Departure

Closings

Holidays

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Half Days

Martin Luther King Day
Presidents Day
Good Friday
Juneteenth
Business Day before and after Thanksgiving
Black Friday
Business Day before and after Christmas

In-service Day

3 days a year you will be notified by memo of our in-service days. You will be notified a month in advance.

Day Care Cancellations

If area business should close due to heavy snow or hazardous driving conditions, Read To Learn Academy/Ribbons and Bows will close. Announcement of the Center's closing will be on our ProCare app and Facebook page as early possible. Parents/guardians can also call Wilmington: 302-428-1830 / Newport: 302-999-1855. If area businesses should close early, parents will be contacted by phone to pick up their children.

Transitioning

INTO THE PROGRAM- Majority of new enrollment families contact the daycare center by phone to make an appointment to visit and learn more about the school. The initial visits occur with the Administrator. An enrollment package along with "A Getting to Know You Interview" is given to parents upon enrollment. Information sessions for families are held each year to inform families of routines, timetables, expectations and partnerships.

WITHIN THE PROGRAM- Meetings are held to make parents aware that the child will be transitioning to a new classroom. The purpose of the meeting is to make the parent aware of the child's new classroom environment, introduce the parent to the new teacher and students in the child's new class. This visit is to also familiarize the child with his/her new learning environment. The child will also spend a few hours each day in their new classroom before they are permanently placed in that classroom.

OUT OF THE PROGRAM- We host kindergarten enrollment with other school's here at Read to Learn Academy, where representatives from other schools come to help parents that are interested enroll their child into kindergarten.

Developmental and Educational Goals

Education

All children have the ability to learn. The teacher's role is to stimulate and encourage your child's physical, intellectual, and social growth.

Therefore our goals are:

- To educate by encouraging children to acquire the skills they need
- To provide a humane education by working with the whole child
- To provide concrete experiences with the materials those young children need
- To try to eliminate competition from the school environment

- To provide a well-rounded curriculum focusing on developmentally appropriate activities
- To provide activities as well as a curriculum that involves early learning skills in math, language, science, art, music and physical education
- To provide invaluable learning experiences through social interaction and play

Parent Survey

Our program creates a system for gathering information from families, analyzing the data gathered, and using the data in annual planning. Following the collection of information from families, we compile the data to look for commonalities and trends, and use it to inform program planning. The results are shared with the families in a cumulative format as a means for sharing family satisfaction, expectations or explaining curriculum and operational changes.

Communications

Families and staff have informal opportunities to speak daily, however, a more formalized opportunity for a shared conversation with the staff who have the most interaction with the child provides a positive and informative way to build relationships. Planned conferences occur at least twice a year or approximately every six months. This conversation includes a thoughtful discussion about your child's growth, development, progress towards current learning goals, identification of new goals, and insight into your child's classroom experiences. During this conversation, families are able to share information about life at home, participate in goal setting, and ask questions to help them understand about their child's learning experiences, activities, health, well-being and classroom schedule.

Parent Conferences

Parent conferences are held with your child's teacher two times per year to discuss your child's performance and learning experiences; including time to share information about life at home, participate in goal setting and ask questions to help understand your child's learning experiences, activities, health, well-being and classroom schedule. A written conference form is provided to families that summarizes the key topics of the discussion, your child's strengths, and areas of development for the upcoming months. While some of the information can be completed ahead in anticipation of the conference, other parts of the form that ask for family feedback will be completed at the time of the conference. We encourage all families to participate in the conference cycle and consider each family's availability when scheduling conferences. If families choose not to participate in conferences, staff documents their preference to opt out.

Daily Sheets

Each child enrolled at Read to Learn Academy will receive a daily sheet, with regular written communication with families and teachers providing an opportunity for families to receive pertinent information regarding their child's experiences within the program as well as about their development and learning. These communications also offer an additional opportunity to promote consistent at-home program learning, experiences and activities and include information about current activities, upcoming events and projects.

Parent Involvement

Parent(s)/guardian(s) communication is vital in your child's development. Upon arrival we ask that you give us a written statement of your preferences, goals, concerns or special circumstances that may influence your child's development and learning. We as educators will perform an evaluation during the winter, spring, and fall, to keep you regularly informed concerning the program and your child(s) developmental and educational progress.

There are multiple opportunities for involvement in your child's education. We will have different opportunities to have parents of different cultures and languages come and share their way of living by teaching them how to speak in their language or share a piece of their culture.

We realize that every parent is not able to take time off of work, therefore, we will like your participation in donating items we will need for the curriculum. We will send home a parent participation form that will have a list of things needed for the class. We also have a resource book for all parents that may have concerns or need additional help from the community. This information is available upon request, feel free to ask an Administrator or teacher for further assistance. We will schedule a minimum of (2) two conferences annually, however parent(s)/guardian(s) are free to request a meeting at any time.

Visiting

Please be sure to look at the message board located by the front door for any memos or updates. The message board also gives you an updated menu each week. Parents/guardians have access to the center to observe your child at any time without prior approval of the center.

Phone:

Wilmington: 302.428.1830 Fax: 302.428.107

Newport: 302.999.1855. **Fax:** 999.0805

Centers Guidelines

The Office of Child Care Licensing monitors each licensed Child Care Provider for compliance in following Delacare Requirements for Child Care Centers. Our regulations are kept on site and are available for parent(s)/guardian(s) review.

Complaints

The welfare of your child is our number one concern. We consider every concern a major concern, therefore we ask that you come to the administration with any questions, concerns, or complaints you may have no matter how great or small the issue may be. Procedures for handling a complaint will be first to speak with the individual; if the problem persists, we will then meet with both the parent and the staff member to see what arrangements or changes can be made. We will handle all complaints as quickly as possible.

Financial Arrangements

For all parents that are paying private tuition, you must give two weeks written notice upon withdrawing your child for any reason or you will be billed for an additional two weeks.

At Read To Learn Academy/Ribbons and Bows, we are constantly seeking to improve upon the service we provide to you and your children. With this in mind, we are now moving to a mandatory automatic tuition and fee payments with a voided check or credit card. If you have co-payments or weekly tuition payments, please speak with the Administrator.

Tuition express, part of our ProCare Software management system, allows us to process tuition and fee payments safely, quickly, and efficiently. In a matter of minutes, we will accomplish what has taken us hours to complete- leaving us more time to spend with your children.

Once enrolled in Tuition express, your tuition and fee payments will be paid automatically and on a mutually agreed upon schedule. Read To Learn Academy can produce a receipt for the payment, or you can receive instant email notification by signing up at www.tuitionexpress.com. If your payment is declined you must make a full payment before your child may return.

Your personal account information is safe with Tuition Express – safer, in fact, than paying by check. Automated payments have proven safer than writing and eliminate potential check fraud or identity theft.

By completing the enclosed Tuition Express enrollment form, you will help us take a gigantic step forward in our payment processing—a step that allows us to spend more time with your children and

less time processing payments and making trips to the bank. Tuition Express is convenient for you, efficient for us, and best for your children. Welcome Aboard.

Release of Children

Emergency Pick-up

Children are to be released to the parent or guardian that enrolled them. In the case of an emergency and you as the parent/guardian cannot pick-up your child, you must call ahead of time to inform us that you will be sending someone other than yourself. At the time of enrollment, you provided us with the names of persons that can pick-up your child and they will be required to show id at the time of arrival. If the person is not the previously authorized list, a copy of their id and signature would be kept on file for 24-hours. If you wish to have them on the authorized pick-up list you have to notify us of this change.

Refusal of release of children

We have the right to refuse the release of a child to the parent guardian or emergency pick-up person if we feel that he/she is intoxicated or otherwise incapable of bringing the child home safely. In this case, we will call a listed contact from the file to pick-up your child; if no one can be reached we will have to call the child protection office.

Non-Custodial Parent

If you as the parent/guardian have sole custody, you will have to provide a court order stating that fact. This will allow us the right to refuse the release of your child to the other parent/guardian without your permission. Unless court ordered and custody papers have been received, we do not have the right to refuse any parent/guardian the right to their child, we will be forced to release the child to any known parent/guardian.

Release of Children to staff Members

Your child will not be released to any staff member unless you put your request in writing and it will be added to your child's file. In the event that you give permission for your child to be released to a staff member, Read to Learn Academy/Ribbons and Bows will not be held responsible for the wellbeing of your child.

Attendance Guidelines

Termination

Read to Learn Academy/Ribbons and Bows reserve the right to terminate your child's care at any time for any uncontrollable behavior from either the child, parent/guardian or other family members.

Termination for nonpayment can be effective (5) five days from date of missed payment. If your child will not be attending the center for the summer program, a notice is needed by June 1st. If the notice is not given, then you will still owe the payment/co-pay for the first two weeks of the summer program.

Withdrawals

If you are a private paying parent, a two week notice is required for each child, but if you are a Purchase of Care parent only a (5) five day notice is required. In the event of an illness, immediate notification is required. CDC guidelines are strictly followed surrounding all COVID procedures. In the event of a vacation, two weeks prior notice is required, if your child is absent for more than two consecutive weeks, your child will not longer be enrolled and payment/co-payment is still due for those weeks.

Safety / Security & Sanitation

Secured Building

The center has a secured entrance that is closely monitored by the office staff and parents or visitors must be permitted entrance.

Safety Rules

Read to Learn Academy/Ribbons and Bows believe strongly in the protection of your children in our care:

- We do not permit children to be unattended at any time.
- We do not permit children to run indoors.
- We do not permit children under the age of 16 to pick-up children, unless we have a written note on file.
- We have video cameras on-site in each classroom that records your child's day, if for any reason you have concern we can go back to review the camera. We do not allow parents/staff members to view the camera for privacy reasons.
- We maintain all areas of the facility indoor and outdoor in a clean, safe condition free from hazards to the health and safety of each child.

Sanitation

All toys, shelves, tables, counters & floors are bleached down daily. Staff members are required to wash hands and wear gloves while preparing and serving foods, changing diapers, and to clean up any and all body fluids. Hand washing procedures are posted in each class. Hand sanitizer dispensers are available for staff and parents throughout the entire building.

Health Exclusions

A Child who displays symptoms of illness specified below will not be admitted to the Center or remain at the Center unless written documentation from a health care provider states the child poses no serious health risk to your child or other children. The symptoms of illness for possible exclusion shall include, but not be limited to any of the following:

- **Temperature:**
 - Infants four (4) months old and younger, equivalent to 100 degrees or greater even if there has not been change in behavior;
 - 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**
- **Symptoms and signs of possible severe illness** -until medical evaluation allows inclusion
- **Uncontrolled diarrhea**, that is increased number of stool, increased stool water/ decreased form that is not contained by the diaper – **until diarrhea stops**
- **Blood in stool** not explainable by dietary change, medication, or hard stool
- **Vomiting**- two or more episodes – 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
- Persistent abdominal pain (continues more than two hours) or intermittent pain associated with fever or other signs or symptoms
- Mouth sores with drooling –unless a health care provider determines that condition is noninfectious
- Rash with fever or behavior change- until health care provider determines that these symptoms do not indicate a communicable disease
- Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge) until after twenty-four hours after treatment has been initiated
- Scabies-24-hours after antibiotic treatment
- Pediculosis (head lice)- 24 hours after treatment
- Tuberculosis- until a health care provider states that the child is on appropriate therapy and can attend care
- Impetigo- 24 hours after treatment

- Strep throat – 24 hours after initial antibiotic
- Varicella (Chicken pox) until all sores have dried and crusted (usually 6 days)
- Shingles- only if sores can be covered by clothing or a dressing – if not excluded until sores have crusted and are dry
- Pertussis- 5 days after treatment
- Mumps- 9 days after onset of parotid gland swelling
- Hepatitis A Virus- until one week after onset of illness, jaundice or as directed by the health department when passive immunoprophylaxis has been administered to appropriate children and staff
- Measles- until 5 days after onset of rash
- Herpetic gingivostomatitis (cold sores) if the child is too young to have control of oral secretions
- 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 compromising the health and safety of other children.

If your child is admitted to the center and manifests any of the illnesses or symptoms, he/she will be excluded from the group and the parent / guardian/ emergency contact will be called. If there is an outbreak of communicable disease you will be informed with a letter stating the signs and symptoms you should look for. It is important to note, we follow all CDC recommended guidelines pertaining to COVID-19.

Medication

If medication has to be administered during the hours your child is at the center:

- You must fill out and sign a medication log that will be filled out and kept in your Child's file
- Medication will be administered by a trained staff member
- We cannot give any medication that has expired, not in its original container or properly labeled with directions
- Medication that are prescribed to other children will not be administered
- Medication will be stored secured and inaccessible to children
- Medication that requires refrigeration shall be kept in closed containers separate from food
- Medication will be returned to parents when no longer needed

Accident and injury

Any accidents or injuries received during center hours will be written up and reported to you. A signed copy will be kept on file for our records. When injuries are severe and/or need to be checked by a physician you will be contacted.

Body check

Each morning your child is dropped off at the center we are required to do a general body check, so that we will be aware of any injuries, marks, or bruises that are there prior to attending day care. The State of Delaware requires that all members of day care institutions are on the lookout for and report to the state, any and all cases of abuse to a child. Read To Learn Academy / Ribbons and Bows are therefore obligated to report to the state any suspected case of child abuse / neglect. More information included in packet

Positive behavior management policy

Read To Learn Academy / Ribbons and Bows believe that all children want to learn. It is our goal that children learn to know and respect themselves as well as their classmates and teachers. We want the children to feel good about who they are and what they can do. In order for this to happen the classroom must be free from disruptions which interfere with learning activities. Teachers and parents alike must assume a responsible role in promoting appropriate behavior which includes self-control, self-direction, positive self-esteem, social responsibility and cooperation; which in turn encourage learning and help them develop to their fullest potential. The majority of behavior problems are easily solved by redirecting behavior/quieting down. Unfortunately there are times when these procedures do not solve the behavior problems, and if these rare disruptive behaviors occur, we will take further actions.

Food & Nutrition

Read to Learn Academy / Ribbons and Bows have meal preparations guidelines that must followed. Breakfast, lunch and snacks and in some cases dinner are provided by Read to Learn Academy / Ribbons and Bows. Dietary restrictions should be provided upon enrollment. We will try to comply with your child's eating habits, we may not be able to comply with all your child's wants and may require you to provide their meals for the day. A doctor's note may be required for any food modifications.

Please **do not** send your child to school with gum or candy, we do not allow the children to have those items unless there is a special occasion, in this case, it must be provided for the whole class.

Rest Time

All children rest every day. You are required to supply a fitted crib sheet and a blanket for your child to sleep with. Mats are bleached down after every use. If mats are vandalized parents will be billed for the replacement of the mat.

Attire

What to wear

Think of your child's comfort and provide clothing that is free of complicated fastenings. Think of messy art materials and other messy activities and provide clothing that you do not mind your child messing up. Clogs / party shoes are not appropriate; we prefer the children to wear sneakers for your child's safety.

You are required to provide the following:

- Change of clothing
- Long T-shirt for arts and crafts
- Pamper & wipes
- Pull-up (age 2-up)

What not to bring

Please do not send your child to daycare with any loose or expensive jewelry/clothes, toys, Sippy cups, and beads in hair, binkies etc. Please do not allow your child to bring toys from home. We ask you that you do not dress your child in expensive clothing. Clothes, jewelry and toys can get lost, stolen or damaged; as we will not be responsible for those items.

BATHROOM-TIME & USAGE

All daycare children no matter the age are supervised at all times when going to the bathroom or transitioning throughout the childcare center.

OPEN ENROLLMENT

The center is open to all children regardless of race, nationality or creed, who may benefit from our type of program. We expect parents to read the operating procedures and this handbook as well as

supplemental notes and newsletters that we send you from time to time. Feel free to be a part of the center by offering suggestions, comments, and constructive criticism as well as financial and moral support

ADMINISTRATION OF MEDICATION POLICY

Administration of Medication by Child Care Providers In addition to becoming certified to administer medication, you as a child care provider, by law, must meet two other conditions before giving medication:

1. A parent/guardian must complete the OCCL Medication Administration Record (MAR) for each prescription and non-prescription medication that you are to give the child. This will give you the child's name, the name of the medication, the proper dosage, the time(s) the medication is to be given, and the route by which the medication is to be given.

2. By federal and state law and regulation, all prescription and non-prescription medication must be in its original container with a label that contains all necessary information, including the instructions for how to give it.

A school-aged child may self-administer medication with written permission from his or her parent/guardian and his/her health care provider's authorization. This authorization must be completed by the health care provider, signed by the parent/guardian, and on file with the MAR. This authorization must be renewed annually and as needed. Reviews and changes shall be written, dated, and signed by the parent/guardian and health care provider. The documentation from the health care provider must state the child is able to complete the following:

- *Safely self-administer the prescribed medication;*
- *Identify and select the correct medication and dosage, if applicable; and*
- *Administer the medication at the correct time and frequency. The medication may not be shared with any other children. Self-administration of medication must be recorded on the MAR. If the child uses the medication inappropriately or more often than prescribed, the parent/guardian must be notified immediately.*

Suspension and Expulsion Policy:

Expulsion-terminating enrollment of a child or family in the regular group setting because of a challenging behavior or a health condition.

Suspension-all other reductions in the amount of time a child may be in attendance of the regular group setting, either by requiring the child to cease attendance for a particular period of time or reducing the number of days or amount of time that a child may attend.

Best Practice Statement

This Best Practice Statement applies to all children in early childhood programs, and is designed to prevent, severely limit and ultimately eliminate the use of expulsion, suspension and other exclusionary discipline practices due to children's challenging behaviors.

All Delaware licensed child care programs serving children five years of age and younger and who accept Purchase of Care families are required to develop and implement a suspension and expulsion policy 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 and*
- 2. A detailed progression of intermediate interventions for the child or others has been implemented and documented.*

Part B and Part C Inclusion

When a child with an Individualized Family Service Plan (IFSP) or an Individualized Education Program (IEP) exhibits persistent challenging behaviors, special considerations are enacted due to procedural safeguards and due process rights ensured under the Individuals with Disabilities Act (IDEA), Parts C and B. Documentation may be required by the IFSP or IEP teams detailing attempts to address the behaviors and alternate placement plans developed to ensure continuation of special education and related services.

The policy is to be clearly communicated to staff upon hire and families upon enrollment. A comprehensive policy should include but is not limited to:

- 1. **Preventive guidance and discipline practices:** Programs must develop and clearly communicate appropriate social-emotional and behavioral health promotion practices, discipline and intervention procedures. These practices should include a systematic, uniform process for managing challenging behavior prior to the use of an exclusionary method. This must include communication with a parent regarding the behavior, and could include consultation with a school counselor when appropriate or consultation with an early childhood mental health specialist, etc.*
- 2. **Development of an Expulsion and Suspension Policy:** Programs must develop and clearly communicate its policy on this method of discipline in its parent and staff handbooks. The focus should be on inclusion and positive collaboration with families. Program staff and families should be made aware that such a policy exists and specifically what it entails. Program staff and families should be aware that this practice is a last resort after all supports have been exhausted including the use of an early childhood mental health professionals.*

3. **Staff training and support:** Program staff should be trained to provide social and emotional nurturing and redirection for each individual child, particularly those who present challenging behaviors. Trainings should include topics such as developmentally appropriate behavior, cultural responsiveness, family engagement, Adverse Childhood Experiences, Trauma Informed Care, and evidence-based practices. These trainings should be provided on an ongoing basis. Staff should be encouraged to use online/free resources. Program staff should have access to additional supports such as early childhood mental health consultants, and, if available school counselors. Finally, programs should remain compliant with Delacare Regulations including appropriate staff-to-child ratios to reduce teacher burnout and/or stress.
4. **Data Collection** Programs should begin to collect baseline data to determine program goals and ensure fairness, equity and continuous quality improvement. Data should be monitored at least 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
5. **Set Goals for Improvement:** Based on data collected, programs should set realistic goals for improvement. Some goals could be:
 - Provide annual professional development on cultural responsiveness
 - Adopt a program-wide positive behavior intervention in one year
 - Reduce the number of suspensions and expulsions by 50% within a year

Non-Discrimination/Confidentiality

Read to Learn Academy and Ribbons and Bows programs are designed to support children's growth and to challenge them to learn. Read to Learn Academy and Ribbons and Bows views each child as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities we serve, it is incumbent upon us to recognize and appreciate the characteristics and behaviors that each child brings to our programs. Our hope is to build programs that are responsive to the wide range of individual learning styles and needs in our homebased — programs that truly celebrate and value the individuality of each child. Read to Learn Academy and Ribbons and Bows provides full-day and part-day care (where available) to children between the ages of infancy and six years (school-age programs may be available in some Centers) without regard to race, religion, color, creed, gender, cultural heritage, parent/guardian marital status, parent/guardian political beliefs, parent/guardian sexual orientation, disability or special needs, child's toileting ability, medical condition, HIV status, or any other consideration made unlawful by federal, state, or local laws. The Americans with Disabilities Act requires that reasonable accommodations be provided to people with disabilities. The law covers children with disabilities seeking reasonable accommodations in a child care setting, as well the parents/guardians served. Read to Learn Academy and Ribbons and Bows will conduct an individualized assessment of particular needs of a child and family and engage in an interactive dialogue with parents, caregivers and medical professionals to identify reasonable accommodations and to safely integrate the child into the program, given each individual's capabilities,

and to give the family full access to, and participation in, our programs to the extent feasible. It is Read to Learn Academy and Ribbons and Bows policy that any information regarding a child, a child's family, or other matters discussed with center management or staff will be held in the strictest confidence.

Mandated Reporters of Child Abuse and Neglect

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.

Emergency Health Policy

In the event of a medical emergency involving your child:

- An ambulance will be notified in the event of a life threatening accident, injury, or illness
- You will be notified immediately by phone if your child becomes seriously ill or injured while in care
- If you are unable to be reached, your child's emergency contact listed on the information card will be notified
- For non-life, threatening emergencies that require prompt medical attention, a staff member will transport your child to the nearest hospital unless you are able to pick up your child immediately

Infant Feeding

Infants will be fed according to their own schedule to maintain consistency your 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 infants' 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.

Breast Feeding

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.

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.

Transportation

- Transportation will not be provided.
- Field trips will be planned throughout the year for preschool-age and older children.
- A parent/guardian must complete a permission slip for each trip in order for your child to attend.
- A first aid kit, children's emergency contact information, a cell phone, children's emergency medications, a fire extinguisher, the phone number for poison control, and children's medical consent forms will be taken on all trips.
- Children's attendance will be taken upon departure from the center, periodically throughout the trip, at arrival and departure from the destination, and upon returning to the center.

- Red shirts must be worn and a phone number will be provided for children to wear during the field trip.
- The center will use a bus that has proper safety restraints that are used when transporting your child.

Screen time

Periodically, children over two years of age may view an educational program on a TV with written parent/guardian permission. The program will be age-appropriate and limited to one hour or less. We do not permit gaming devices, tablets, smart phones, etc. to be used and are not responsible if they are lost or stolen.

Photographs and Videos

We take photographs regularly and all of our special events are recorded. These pictures may be posted in the center, displayed on our website, or used to chronicle your child's development or to illustrate the daily curriculum. We require written parent/guardian permission to disseminate photographs or videos of your child or if your child will participate in special events.

Owners: Mr. & Mrs. Reed

Director: Ms. J. Patterson

Administrative Assistant: Ms. S. Jackson

REVISED 1/2022

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