

PALW Early Learning Parent Handbook

Early Learning and School Age Program
6 Weeks through 13 Years



Purchase of Care Accepted
Private Pay
DE Stars Participant



3707 N. Market Street, Wilmington, DE 19802
Phone: 302.764.6170 ~ Fax: 302.764.2978
Website: www.palw.org

Welcome to our Team!

Welcome to our team. We strive to provide quality child care for children and we need your help to accomplish our mission. In addition to helping children grow and learn, safety is our number one priority. Each child is precious and parents expect that their children will be safe in our care. To help ensure children's safety we follow the DELACARE: Regulations for Early Care and Education and School-Age Centers at all times.

About Our Center

The PALW Early Learning is a state licensed facility located in the heart of Wilmington. We provide a variety of child care services for children ages 6 weeks- 13 years. We have a full day program for children ages infant- prekindergarten. We also offer part time and drop-in service in our early care program. Our school age program consists of summer camp, before and after care and drop in service for children in various schools throughout Brandywine and Red Clay Districts. We also service many charter schools in Wilmington.

The PALW Early Learning is housed at the Police Athletic League of Wilmington at 3707 N. Market St. We have a Baby & One year old room, Toddler Center, Double Gymnasium, 2 Multipurpose rooms, Commercial Kitchen, Media Center, New Playground and multi court surface, School bus, Vans and much more for our early learning program's use. We are open year- round with the exception of the following major holidays:

**New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Thursday and Friday
Christmas Day**

Early Learning may also be closed for in-service days. All in- service days will be scheduled at least 30 days in advance. We will have an inservice day once a month for staff development.

About Our Staff

All PALW Early Learning Staff are thoroughly interviewed and screened. All State of Delaware required background checking is completed for all staff members and we offer training frequently. The DE 1st Qualification process is completed for every member of the child care staff. Majority of our staff are DE 1st Qualified Teachers and Site Assistants. Anyone who does not have at least a Teacher or Site Assistant certificate is required to continue their education.

Governing Body

Executive Director - Christopher Purnell

Early Learning Director - Roxanne Coleman

Resource Officer - Ryan Jordan

President- Coby Owens

Vice President- Shardae White

Treasurer- Rae'Lynn Lemon

Secretary- Necia Jones

Ian R. Smith - City of Wilmington

Chief Gabriel Pabon - Fire Department

William Resto

Darrin Wilson

Jason McCall

Zinnia Duran

Brandon Hamilton

Randall Law

Shantel Love

Mission Statement

Building Brighter Futures, engaging youth with public safety and empowering families to build a stronger community.

Abuse and Neglect Policy

It is the policy of PALW Early Learning to provide children with an environment that is free of abuse and neglect. This document will present some definitions and examples but they are not inclusive of all forms of abuse and neglect that could be inflicted upon a child by a staff member, another child, a family member, a volunteer, a visitor, or any other person who comes into contact with a child.

Responsibilities

Staff and Volunteers: It is the duty and responsibility of every staff member and volunteer of PALW Early Learning to immediately report any suspected incidence of abuse or neglect to the Director. In Delaware it is mandatory that all incidents must be reported to the Department of Services for Children and Youth.

Director: It is the responsibility of the Director to ensure that every staff member has read and understands this Abuse and Neglect Policy. In addition, it is the responsibility of the Director to investigate any report of abuse and neglect and to determine which action is warranted. Actions taken by the Director in response to a report of abuse or neglect could include, but may not be limited to: a review of the Abuse and Neglect Policy with the individual who is involved, disciplinary action against a staff member or volunteer, reporting the abuse and/ or neglect to law enforcement for further investigation, and/ or filing a complaint against the alleged perpetrator with an appropriate governmental entity.

Definitions and Examples of Abuse and Neglect

Neglect: Neglect is defined as the unwillingness of a staff member to provide essential care and supervision to a child. This care includes, but is not limited to, providing: proper nutrition, medical and mental health care, proper monitoring of activities of daily living, a clean and sanitary environment, and a safe environment that is free of hazards that could affect the health and/ or wellness of a child.

Physical Abuse: Physical Abuse is defined as the intentional infliction of harm to a child's body. This includes but is not limited to: hitting, pushing, pulling, pinching, twisting, bending, or manipulating any part of a child's body in a manner that causes discomfort, pain and/ or injury.

Sexual Abuse: Sexual Abuse is defined as any physical or verbal interaction with a child that contains any sexual contact or content. This would include but is not limited to: inappropriate touching, sexually oriented remarks or comments, remarks about a

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child's sexual orientation and/ or remarks about a child's private and/ or personal sexual behavior.

Verbal Abuse: Verbal Abuse is defined as any derogatory, demeaning or insulting comments made to a child. Verbal Abuse can also take the form of speaking to children in harsh, angry or loud tones. Teasing, joking, mocking and playing tricks that are unwanted, or done at a child's expense are also a form of Verbal Abuse.

Emotional Abuse: Emotional Abuse is defined as excessive, aggressive, or unreasonable demands on a child. This could include, but is not limited to; expectations that are beyond the level of understanding of a child, expectations that are above the tolerance level of a child, verbal attacks, degradation, humiliation, bullying, chronic rejection, crossing boundaries that compromise the personal space of a child and/ or confinement.

Contact Information for Reporting Abuse:

http://kids.delaware.gov/fs/fs_can_report.shtml

1-800-292-9582

If you believe a child is in imminent danger of being harmed, please call 911.

Anti-Discrimination Policy

PALW Early Learning Center welcomes children and families of every race, religion, culture and economic status. Furthermore, children of all abilities are welcomed. If your child has needs that you do not believe we can meet, please bring your needs to our attention so that we can work together to help your child succeed. If there is an IEP or other educational plan in place, please provide a copy so that we can work together toward the same goals.

Parent Communication and Involvement

Parents should expect regular, online communication from teachers or counselors in our procare system. Every parent or guardian is provided a login for access to the Procure system. Information is shared daily on our online Procure. Daily logs are completed for individual infants and toddlers in our Early Learning Center. Weekly communication is completed for school age before and after school program through the procure system.

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Parents may sometimes be asked to participate in brief family surveys, teacher evaluations, parent/teacher conferences and other questionnaires. Your participation is greatly appreciated and this helps us plan for the future growth of our center.

We host educational as well as social events monthly that will be an opportunity for you to come in and participate with your child and other families in activities that promote social and cognitive awareness for our community.

Parent volunteering is also welcomed. We understand parents' work and therefore encourage parents to communicate with their child's teacher or counselor to find out what type of support can be offered outside of traditional hours. For example, teachers may need items prepped for art projects or carpet may need to be shampooed after hours.

Community Partnerships

PAL Child Care Center partners with various community agencies to help meet the needs of our children and families. We are open to providing services and support to accommodate your family's needs. For more information, see the director.

We also partner with area schools in order to provide a smooth transition between the two programs. Our school age staff may reach out to your child's teacher to gain information about how to support his or her individual needs or to arrange for participation in after school events. A copy of your child's IEP will help us partner with the school to meet your child's needs.

Payment and Fees Policy

PALW uses our Procure system for all payment options. Weekly fees are due by close of business on Friday for the upcoming week. Payments falling behind by two weeks or more are grounds for dismissal. We do not accept any Checks, Money Orders or Cash payments. Full payment is due each week, even if your child is absent.

It is important to be on time to pick your child up. It compromises your child's sense of security when you are late. If you are running late, please call so that we can plan accordingly. Ongoing lateness may result in dismissal. If no contact has been made by you or another authorized person about your lateness, the authorities will be contacted per state regulations. (Based on child's authorization)

Each family will be granted one week's vacation, tuition free. One week's written notice is required for vacation or withdrawal. If notice is not given, fees will continue through vacation. If notice is not given for withdrawal fees can not continue to charge POC clients. Clients can only be charged up to 5 absent days.

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Subsidies are accepted through Purchase of Care and other agencies. Written documentation of proof of POC is required before your child/ children can start.

Referral bonuses will be granted to families who have referred individuals once the referred child completes 90 days. The bonus will be in the form of tuition credit.

Daily Operations

Our cut off time is 9:30 am for school age and 9:30 am for early learning children. Children must be signed in and out every day. Children will not be released to anyone under the age of 16. Morning drop off is located at the Market Street entrance.

Afternoon pick up is located at the Shipley Street entrance. No outside food is permitted for the early learning program. Summer campers and school age children are free to bring in their own meals and snacks but may need to avoid certain foods, due to allergies in their age group. Early Learning and younger school age children will need a change of clothes. Each child will be assigned a locker. Please remind your child to keep all belongings in his or her locker to avoid items being lost. Please check your child's locker, the information table, parent board and procare app daily. Early learning children's sheets and blankets should be taken home every Friday for washing. Infant's crib sheets only are washed on the premises. PALW is equipped with cameras to help ensure your child's security and safety. The cameras are operated 24/7. If there are any concerns that have been shared with the teacher or counselor and have not been resolved, please see the director or school age coordinator.

Social Media Policy

The PAL of Wilmington Early Learning Page is managed by administrative staff only. At no time is an employee permitted to post any picture, status or location which provides information about any child in our program to Facebook, Twitter, Instagram or other social media sites.

Release of Children

- **Your child will only be released to the people you authorized. If an unauthorized person attempts to pick up the child, you will be contacted immediately. If the person refuses to leave my property, I will contact the police.**

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- In the event of an emergency, a person who was not previously authorized may be able to pick up your child, if you or another parent/guardian calls me and provides the person's name. Before I release your child, I will check the person's state-issued identification card and take a picture of the card for my records.
- If your child attends school and plans to walk from school to my home or from the bus stop to my home, you will need to provide written permission to do so.
- If someone is authorized to pick up your child and unknown to me, he or she will be required to show a state-issued identification card before I release your child. I will take a picture of the card and keep it for my records.
- Children will only be released to custodial parents unless previous arrangements have been made. Court documents detailing custody arrangements are to be provided.

If an authorized person appears intoxicated or under the influence of drugs or alcohol an emergency contact will be called. The police will be notified if the person departs with the child.

Emergency Preparedness

PAL of Wilmington is equipped to withstand power outages and other emergency situations. Our facility is equipped with a powered generator for power outages. In the case that PALW must close your children will be transported, via our buses to the Goodwill located on Lea Boulevard. Parents will be notified as soon as possible, however please keep in mind that in these situations our number one concern is the safety and security of the children. Therefore, your calls may go unanswered as we are transitioning. Each teacher and counselor has a tracking sheet and procare device with all of their children, complete with emergency contact information. We also keep a web based backup of this information.

Medication Policy

We are certified to administer medication by the Office of Child Care Licensing (OCCL). OCCL considers anything other than soap and water to be medication.

Before We administer any medication, you must complete a Medication Administration Record (MAR) and include all of the required information listed on the form. Medication must be in its original container and labeled with the child's name. When your child no longer needs the medication or the

medication has expired, I will return the medication to you. In order to comply with the Americans with Disabilities Act, We will make reasonable accommodations for children with medical needs. A school-age child may self-administer medication with written parent/guardian and health care provider permissions. These permissions must indicate the child is able to safely self-administer the prescribed medical care, identify and select the correct medicine and dosage, if applicable, and administer the medical care at the correct time and frequency.

Health and Wellness Policy

Your child's wellbeing is our number one concern. If a child is showing signs of illness or discomfort, we will do our best to accommodate them. If we feel a child is not able to participate in the day or needs to be seen by a doctor, we will then begin to contact someone to pick the child up. In many cases, a doctor's clearance may be required before the child can return to the center.

All medication which needs to be administered by child care staff needs to be doctor prescribed and in its original packaging. Parents will need to complete a medication log before any medication can be administered.

Staff will conduct a quick observation of each child upon arrival to ensure no communicable disease or physical injury is present. Any observed problems should be brought to the director's attention immediately. Children with the symptoms specified below may not be admitted and those who have already been accepted for the day will need to be sent home unless there is written documentation from a health care provider, or verbal with written follow-up, stating the child has been diagnosed and poses no serious health risk to the child or to other children.

- A. Temperature: infants four (4) months old and younger, equivalent to 100 degrees or greater even if there has not been a change in behavior;
- B. Temperature: children older than four (4) months, equivalent to 101 degrees or greater; accompanied by behavior changes or other signs or symptoms of illness - until medical evaluation indicates inclusion in the facility. Oral temperature shall not be taken on children younger than four (4) years (or younger than three (3) years if a digital thermometer is used). Rectal temperature shall be taken only by a licensed healthcare professional;
- C. Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, inexplicable irritability, persistent crying, difficult breathing, wheezing, or other unusual signs) - until medical evaluation allows inclusion;
- D. Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper - until diarrhea stops;
- E. Blood in stools not explainable by dietary change, medication, or hard stools;

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- F. Vomiting illness (two (2) or more episodes of vomiting in the previous twenty-four (24) hours) until vomiting resolves or until a health care provider determines the cause of the vomiting is not contagious and the child is not in danger of dehydration;
- G. Persistent abdominal pain (continues more than two (2) hours) or intermittent pain associated with fever or other signs or symptoms; Final – January 2007
- H. Mouth sores with drooling, unless a health care provider determines that condition is noninfectious;
 - I. Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease;
- J. Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until after twenty-four (24) hours after antibiotic treatment has been initiated;
 - K. Scabies, until twenty-four (24) hours after treatment has been initiated;
 - L. Pediculosis (head lice), until twenty-four (24) hours after treatment has been initiated;
- M. Tuberculosis, until a health care provider states that the child is on appropriate therapy and can attend care;
 - N. Impetigo, until twenty-four (24) hours after treatment has been initiated;
- O. Strep throat or other streptococcal infection, until twenty-four (24) hours after initial antibiotic treatment and cessation of fever;
- P. Varicella-Zoster (Chicken pox), until all sores have dried and crusted (usually six (6) days);
- Q. Shingles, only if sores cannot be covered by clothing or a dressing; if not exclude until sores have crusted and are dry;
 - R. Pertussis, until five (5) days of antibiotic treatment;
 - S. Mumps, until nine (9) days after onset of parotid gland swelling;
- T. Hepatitis A virus, until one (1) week after onset of illness, jaundice or as directed by the health department when passive immunoprophylaxis (currently, immune serum globulin) has been administered to appropriate children and staff;
 - U. Measles, until five (5) days after onset of rash;
 - V. Rubella, until six (6) days after onset of rash;
- W. Herpetic gingivostomatitis (cold sores), if the child is too young to have control of oral secretions; or
- X. 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.

Positive Behavior Support Plan

All children will be treated fairly, yet as individuals. Staff are trained to be proactive instead of reactive. This means that we provide activities to keep children engaged and eliminate situations that could potentially lead to disruption. We believe that challenging behavior is difficult to change when that behavior is serving a purpose for the child. We implement strategies that help gain an understanding of the individual child and work with families to meet children's needs, enabling them to get the most from our program free of destructive behaviors.

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In the instance that a behavior is exhibited that we feel you need to be aware of, a behavior incident report will be completed. In severe cases, a day or two off may be suggested. This time will give the individuals involved, including the child an opportunity to regroup and possibly make adjustments to better accommodate the child.

Disclaimer

The purpose of this handbook is to serve as a reference for parents to the policies and procedures for PAL of Wilmington's Early Learning Center. PALW Early Learning Center's administrative staff will be solely responsible for updating and amending this handbook. Administration can change or amend any policy or procedure without prior notice. The parent handbook will be superseded by any publication of such made after this time. If you have any questions about the disclaimer of this parent handbook, please see the early learning director for clarification.