



Parent Information Handbook

Education Department

HANDBOOK GUIDE

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SECTION I

GENERAL INFORMATION AND POLICIES for CHILD CARE and SCHOOL AGE PROGRAMS

A. Introduction

HOURS OF OPERATION

BCC’s children’s programs, which starts at the age 6 weeks and goes through 5th grade, are open from 7:30am to 5:00pm, Monday through Friday, with the exception of certain holidays, professional development, special meetings, closings due to inclement weather, and BCC in-service training days. We reserve the Right to Request Identification from anyone at any time who enters the community center.

Program-Specific Hours:

Childcare and Pre-K	7:30am-5:00pm
School-Age Before-Care:	7:30am-8:30am
School-Age After-Care:	3:30pm-5:00pm
School-Age Extra Care Day:	7:30am-5:00pm
Summer Day Camp:	7:30am-5:00pm

Groups for Child Care

- Green Room (6 weeks to 1 year old)
- Blue Room (1-2 year olds)
- Pink Room (2.5-3 year olds)
- Yellow Room (2-3 year olds)
- Red Room (3-4 year olds)
- Lavender Room (4-5 year olds)
- Purple Room (Preschool)

Groups for School Age Care

- The Sharks (Kindergarten)
- The Dolphins (1st Grade)
- The Tigers (2nd & 3rd Grade)
- The Turtles (4th & 5th Grade)

BCC Closures:

Labor Day	New Year’s Eve	Memorial Day
Thanksgiving	New Year’s Day	Staff In-Service (closed)
Christmas Eve	Staff In-Service (closed)	Independence Day
Christmas Day	Good Friday	

This handbook is a tool for you to refer to throughout the year and provide you with guidance. If at any time you need assistance with financial or other questions, please contact our Main Office. Program questions can be addressed to our staff and Directors. We have an open-door policy, or you can make appointments to meet or take a tour. Should the need arise for special closings due to inclement weather or emergency situations, schedule changes in BCC services will be announced through our on-line progress monitoring program called Tadpoles and through our mobile Team App.

BELLVUE LEARNING CENTER CLOSSES PROMPTLY AT 5:00PM

NON-DISCRIMINATION

BCC will not discriminate against any child or family based on race, color, or 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.

B. Financial Arrangements

ENROLLMENT AND RECORDS

Registrations will be processed only when a complete application packet is received with payment of the application fee and the first week/month's payment (depending on the program.) A registration packet must be completed (in compliance with State licensing regulations) in order for a child to participate in the program. The registration packet includes:

Application Form: This form should be filled out completely, including emergency contacts, and person(s) designated to pick up your child. Parents are required to notify BCC immediately in writing of any changes of names, addresses, and/or telephone numbers provided on this form for parents/guardians and emergency contact persons. Information about any child (i.e. whether a child has been picked up) can only be released to people whose names are on that form.

Health Appraisal: In accordance with State of Delaware regulations, parents/caregivers must submit a completed health appraisal at the time of registration. This needs to be updated annually. **You cannot sign up your child without a current health appraisal.**

Parent Agreement, Permission Forms & Parent Handbook: Parents/caregivers must verify or sign forms confirming their receipt and understanding of policies and regulations for the services requested.

Food Income Eligibility Form: This form is a requirement of the State Child and Adult Care Food Program in order for us to receive reimbursement for breakfast, lunch and snacks served. This information enables us to determine the rate of reimbursement for each child.

Tadpoles: This app (for iPhone and Android) is provided for you to receive immediate notices from the center. These notifications can be for inclement weather, special events, and for sharing general news about BCC.

PAYMENT PROCEDURE

Fees are payable on a weekly basis for childcare and camp, monthly for School Age Programs, and are due in advance. Payments must be received by 5:00pm on the Friday prior to the week in question.. Repeated late payments may be grounds for children being suspended from the program. Upon time of registration the first weeks fees must be paid prior to the child starting the program.

All payments are to be given to the Director of Administration or Office of Admin Staff in the Main Office or left in the drop box outside the Main Office door. **Payments are not to be given to the children, staff, or left in a child's bag at any time.**

Payments may be made in the form of cash, check, PayPal, or money order payable to "BELLEVUE COMMUNITY CENTER." A penalty fee will be assessed for checks that are returned by the bank due to insufficient funds or any other reason. Payment in the amount of the returned check plus the penalty fee must

be made within three (3) days after receiving notice of the returned check. Thereafter, payments will be accepted in the form of cash, money order, or Paypal.

Payments are WEEKLY for Childcare, MONTHLY for School Age, and WEEKLY for Summer Camp.

DELINQUENT ACCOUNTS

All payments covering a week or month are due by 4:00pm on the Friday before that week or month begins. Accounts that are still unpaid 24 hours later will receive a delinquent notice sent home with the child in question. Those still unpaid by the following Friday will receive a termination letter, and the child will not be permitted to attend our program unless the balance is paid in full. If a parent signs a parent contract and breaks that agreement, the account balance is due in full before the child in question can be re-enrolled. In cases where that balance is also not paid, account information and history will be provided to an outside collection agency. Bellevue Community Center reports all past due balances to Purchase of Care.

WITHDRAWAL

Written notice is required one week in advance of withdrawal of a child (ren) from the program. If written notice is not received, the weekly fees for that period must be paid regardless of whether the child attends during that time. In the event of a voluntary withdrawal from the program for any reason, a child may not re-enroll for a period of one month.

REFUNDS AND CREDITS

Refunds (not including the application fee) will only be issued if BCC is given **two (2) weeks' advance written notice of a withdrawal**. All refunds must be processed through the agency's accounting system. Refunds or credits will not be issued for participants who are suspended from participation in the program for any reason, or who are not present at the program for any other reason not communicated in advance as described above.

PURCHASE OF CARE - POC

The parent/guardian of a child(ren) receiving subsidized childcare (POC) is responsible for maintaining current authorization for purchase of care. If purchase of care coverage expires, parents/guardians are responsible for full payment for all childcare services received during the period when no purchase of care was authorized. **All POC clients with a co-pay are responsible for submitting fees in advance as stated above and for following all the policies in the FEES section.**

State reimbursement for children enrolled through Purchase of Care (POC) will pay for no more than **five (5)** days of absence each month. Please be aware of the amount of time your child is absent. If a child misses more than **five (5) unexcused** days during one month period, that child will be dismissed from the program unless we receive a doctor's note explaining that the absence was medically necessary. Consistently missing more than **five (5)** days per month may also be cause for dismissal. **The Parent/Guardian is responsible for all P.O.C. arrangements including renewals with the State of Delaware. If a P.O.C. expires, the child in question will not be allowed into the program until it is reinstated. Participants are required to provide five (5) days written notice prior to withdrawal from the program.**

All payments are to be given to the Lead Administrative Staff in the Main Office or left in the drop box. Payments are not to be given to children or to program staff at any time including receptionists. To ensure accurate recording of payments, please clearly indicate the child(ren)'s name(s) on the payment. Please refrain from placing cash into the drop box. If you do so BCC is not responsible for cash payments left in the drop box.

A penalty fee will be assessed for checks returned by the bank due to insufficient funds or any other reason. Cash, money order, PayPal or certified check payment in the amount of the returned check plus the penalty fee (\$35) must be made within three (3) days after receiving notice of the returned check. Thereafter, payments will only be accepted in the form of cash, money order, or certified check.

C. Participant Rights and Responsibilities

INCLUSION AND SUPPORT

BCC's programs embrace an inclusion approach that provides opportunities for all children to actively participate in all aspects of the program. Children with special needs or disabilities and children who are developing typically will be together in classrooms to support and enhance all children's opportunities for learning. Programs will make necessary accommodations in order to implement a child's Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) within the program's budgetary limitations. It is our goal that all of our teachers will have knowledge and training in inclusion best practices. The goal is to create an environment in which all children are valued and respected.

CIVIL RIGHTS

BCC's programs are implemented with fairness. Children may not be discriminated against based on color, religion, creed, gender, personal beliefs, or socio-economic status.

CONFIDENTIALITY

All center records and all personal information on all children, family members and staff must remain confidential. Unauthorized removal of records or unauthorized divulgence of confidential children's, family members', staff or program information is strictly prohibited by Bellevue Community Center policy. Violation of this policy is considered serious and will result in discharge without warning. Information obtained in the course of Childcare may be used only to plan for a child's safe and appropriate participation. Observations made in the classroom and all information discussed at staff meetings/trainings are to be kept in strict confidence. At no time may any written or verbal information, videotapes, pictures, files, assessments or any other documentation be copied, released, or shared without prior written consent from the parent/guardian.

STAFF

Staff must meet mandated state licensing standards and child abuse laws, undergo a criminal background check, several days of training and planning, maintain licensed training hours throughout the year, and must also be trained in First Aid and CPR.

CHILD ABUSE AND NEGLECT

Delaware State law requires the center/staff to report suspected child abuse or neglect to the local authorities. Under the code of the State of Delaware Title IV, as childcare providers, if any staff member in good faith suspects child abuse or neglect, they are required by law to make a report to the Office of Children's Services of the Department of Services for Children, Youth and Their Families.

PARENT RELATIONS AND VOLUNTEERISM

BCC strives to maintain a culture of mutual respect and dignity. Staff, parents and children are all expected to treat each other with the same dignity and respect that they receive. Differences of opinion will occur and should be discussed openly and calmly. Disrespectful and inappropriate behavior by parents/caregivers or other family members toward any member of the staff, other parents or children is unacceptable and will not be

tolerated. Verbal or physical abuse will be reported to the Director and may result in a child's suspension from the program.

Parents are welcome to visit and are encouraged to do so at any time. Our only request is that parents notify the Director of their presence and share their observations with us.

There are also parent bulletin boards, located by the classrooms and at the entrance door of the atrium hallway, where information is displayed for parents to read. In addition, the cubby houses your child's wonderful treasures and creations as well as written communication from us. Please remember to check cubbies and classroom bulletin boards daily.

Parents are welcome to participate as volunteers, contribute ideas and suggestions, and/or donate materials. During the school year, we have a Parent Council that meets once a month to discuss program design, implementation, and how the BCC can serve the community. Meetings last for 1 hour and have representatives from childcare, school age, camp, support staff, administration, and board members. It is truly a parent-driven group. Please join us for as many meetings as you can.

PARENTS' RIGHT TO KNOW NOTICE

Under the Delaware Code you are entitled to inspect, at any time, the active record and complaint files of any licensed childcare facility. To review a childcare facility record, please contact:

The Administrative Support Specialist, Office of Child Care Licensing

1825 Faulkland Road, Wilmington, DE 19805, (302) 892-5800 **OR**

The Administrative Support Specialist I, Office of Child Care Licensing

821 Silver Lake Boulevard, Suite 103, Dover, DE 19904, (302) 739-5487.

PARENTS RIGHT TO KNOW NOTICE

UNDER THE DELAWARE CODE, YOU ARE ENTITLED TO INSPECT THE ACTIVE RECORD AND COMPLAINT FILES OF ANY LICENSED CHILD CARE FACILITY. TO REVIEW A CHILD CARE FACILITY RECORD CONTACT: the administrative specialist, OFFICE OF CHILD CARE LICENSING, 3411 SILVERSIDE ROAD, CONCORD PLAZA | HAGLEY BUILDING, WILMINGTON, DELAWARE 19810, phone (302) 892-5800.

You may also view substantiated complaints and compliance review histories by visiting the Office of Child Care Licensing's childcare search at <https://kids.delaware.gov/occl/search-for-child-care.shtml>

SCREEN TIME PERMISSION

Children over the age of two may have an educational video, movie, or game incorporated into their curriculum. These may be viewed on a television, computer, tablet, or gaming device. These will be age-appropriate and limited to one hour per day unless a special occasion or activity occurs. Children will be closely supervised while using the internet.

PARENT PERMISSION TO SLEEP ON A MAT

Children, between the ages of 12 and 18 months will be transitioned from sleeping in a crib to a cot, mat, or bed when they are able to walk.

SAFE SLEEP FOR INFANTS

In order to reduce the likelihood of Sudden Infant Death Syndrome (SIDS) the following safe sleep practices are used at BCC:

- Infants are placed to sleep on their backs.
- If your child falls asleep in a car seat, swing, or seat he/she will be immediately removed to his/her assigned crib.
- Soft mattresses, pillows, sofas, and waterbeds are prohibited as sleep surfaces.
- Mattresses will be set at their lowest position.
- Crib slats are no more than 2 3/8 inches apart.
- Mattresses are firm and tight fitting, covered with a non-absorbent cleanable cover directly on top of the mattress or pad along with a light fitting sheet on top of the covering.
- Objects or toys hung over the crib are held securely and would not injure the child if it should fall.
- Blankets, comforters, quilts, and stuffed animals will be removed from the crib prior to placing the child inside the crib.

TRANSPORTATION

- Daily transportation to and from BCC will not be provided.
- Field trips will be planned throughout the year for students participating in the childcare program. Children must be accompanied by an adult and transportation will be provided by the adult.
- Field trips will be planned for the summer camp program.
- Transportation is provided for the summer camp program to and from local parks, pools, and events using either the center's 35 passenger bus or a private bus.
- You must complete a permission slip with parent/primary guardian signature for each trip for your child to participate.
- A first aid kit, children's emergency contact information, parent contacts, medical information and medicines, and consent forms will be taken on all field trips.
- BCC's Lead teachers and Assistants will participate and attend all field trips.
- Attendance will be taken upon departure from BCC, upon arrival at the destination, with frequent check ins throughout the trip and upon departure from the destination.
- Parents must inform the administrator on the trip if they are removing their child from the group activity.
- Where applicable staff and students will wear identifying shirts.

D. Health and Safety

GENERAL HEALTH POLICIES

Delaware state licensing regulations require that we strictly adhere to the following health policies. These policies will help to speed up your child's recovery and help reduce the spreading of illnesses. Thank you for your cooperation with these policies.

Health Records

- Delaware Child Care Licensing Regulations require health and immunization records for each child at the time of registration. These records must be updated annually in order to continue a child's enrollment.

Illness While at BCC

- Should a child become ill while at BCC, the parent/guardian will be called to pick up the child. It is the parent's/guardian's responsibility to make such arrangements within **ONE HOUR** of notification.

- When you are contacted to pick up your child(ren) because of illness, response must be prompt. You will be expected to make arrangements for your child(ren) to be picked up from the center within **ONE HOUR**. We request a doctor's note of permission for the child to return to the center.

Returning to BCC After Illness

- **A child who becomes ill while at BCC may return to BCC programs after one full day away (24 hours)**, or if a licensed physician indicates in writing that the child faces no health risk and presents none to other children. One full day out of the program is required for children taking prescribed antibiotics. With certain illnesses, re-admission to the program may depend on Public Health regulations.
- A child with a temperature of 100.1 degrees or higher, vomiting, or diarrhea is not allowed to enter the center for a 24-hour period.
- A child who is sent home from the center with a temperature of 100.1 degrees or higher, vomiting, or diarrhea may not return for a minimum of 24 hours from the time of being sent home from the center.
- A child sent home with a fever needs to be **fever free for a continuous 24-hour period** without aid of a fever-reducing medication such as Tylenol, Motrin, etc., before returning to the center.
- All children must be on medication for a 24-hour period before returning to the center (any side effects/allergic reactions usually happen during the first 24 hours).
- If your child is ill and absent for more than 3 days, please call to inform the Director.
- Any child having a medical/surgical procedure will need a doctor's note stating that the child may return to the center.

Health Exclusions

BCC shall not permit a child who has **symptoms** of illness listed below to be admitted to BCC or remain at BCC unless written documentation from a licensed physician, or verbal with written follow-up, states that an illness has been diagnosed and that it presents no serious health risk to the child or to other children. The symptoms of illness for possible exclusion shall include, but not be limited to any of the following:

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Severe pain or discomfort, particularly in joints, abdomen, ears • Acute diarrhea, characterized as two (2) times the child's usual frequency of bowel movements with a loose consistency within a period of twenty-four (24) hours • Vomiting within a period of twenty-four (24) hours • Severe coughing or sore throat • Oral or axillary temperature of 101 degrees F° or over, • Symptoms which indicate any of the following diseases: <ul style="list-style-type: none"> • Chicken Pox • Lice | <ul style="list-style-type: none"> • accompanied by other symptoms • Yellow (jaundiced) skin or yellow eyes • Red eyes with discharge • Infected, untreated skin patches or lesions • Difficult or rapid breathing • Severe itching of body or scalp • Skin rashes, excluding diaper rash, lasting more than one (1) day • Swollen joints • Visibly enlarged lymph nodes | <ul style="list-style-type: none"> • Stiff neck • Blood or pus from ear, skin, urine, or stool • Unusual behavior for the child characterized by no playing, confusion, persistent, inconsolable crying • Loss of appetite characterized by refusing all solids |
|--|---|---|

BCC shall not permit a child with a reportable communicable disease as specified in the table below to be admitted to or remain at BCC *unless*:

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

REPORTABLE COMMUNICABLE DISEASES:

RESPIRATORY

Diphtheria
 German Measles
 Homophiles Influenza Disease
 Measles (rubella)
 Bacterial (spinal) Meningitis
 Mumps
 Pertussis (whooping cough)
 Rubella
 Tuberculosis
 Covid-19

GASTRO-INTESTINAL

Giardiasis
 Hepatitis A
 Salmonellosis
 Shigellosis

If your child is exposed to a possible communicable disease while at home, parents are required to promptly report the exposure to BCC staff. Likewise, if children are exposed to a possible communicable disease while in attendance at BCC, prompt written notification will be provided. When a child has been absent due to a contagious condition, a written statement from a physician indicating that the child is no longer contagious will be required for re-admission.

EMERGENCY HEALTH POLICY

In the event of a health/medical emergency involving your child:

- An ambulance will be notified in the event of a life-threatening injury, accident, or illness.
- For non-life-threatening emergencies that require immediate medical attention, an administrator will transport your child unless you are able to pick your child up immediately.
- You will be notified immediately if your child becomes seriously ill or injured while attending BCC.
- If you are unable to be reached your child's emergency contacts listed on your information card (completed in the registration packet) will be notified.

ADMINISTRATION OF MEDICATION

Staff have obtained an "Administration of Medication" certificate. When it is necessary for program staff to administer medication to an infant/child, the parent/guardian must complete and sign a Medical Administration Record (MAR). For your convenience, a copy of the Medical Administration Record (MAR) is attached to this handbook.

The parent/guardian should complete all starred areas and return the form to program staff.

This completed form must accompany all prescription and non-prescription medications before any medication can be administered, including everyday items such as Sunscreen & Vaseline. Medication **such as Tylenol will not be given**. Cold medications will not be distributed on an "as needed" basis. All medication is to be stored in the lockbox in the Director's office.

All medications, both prescription and non-prescription, must be in the original container and labeled with the child's name and exact directions for administering. Medication can only be administered to the child whose name appears on the prescription label and will be dispensed according to the label directions unless written directions specifying otherwise are received from the prescribing physician.

Non-prescription medication must be accompanied by a doctor's note with specific dosage instructions, based on the infant/child's weight and age. *Prescription* medications must be in the original container with the child's name and dosage instructions on the pharmacy label, and must not be expired. Providing the pharmacy side effects sheet is also helpful to the staff.

ACCIDENT AND INCIDENT REPORTS

Children will always be supervised closely in an attempt to prevent injuries, although accidents/incidents resulting in minor injuries do sometimes occur. If a minor injury occurs, the injury will be recorded on an Accident/Incident report and reported to the parent either by phone or when the child is picked up. If an injury/incident is of a more serious nature, we will follow procedures for emergency medical care and will proceed to contact parents and medical or emergency assistance as needed.

E. Daily Routines

DROP OFF AND PICK UP

Parents/Guardians are required to bring children directly to the building and ensure they are under staff supervision before leaving.

Parents must provide names of people who may be contacted for emergency situations if parents cannot be reached (see application form). Parents/guardians and designated emergency contacts are the only individuals who may pick up a child. These individuals must be at least 18 years of age and prepared to always show proper identification. Release to anyone else will only be allowed if management staff has received written permission from the parent/guardian. If a parent calls the BCC requesting emergency release of a child, the identity of the calling parent must be verified by receipt of a faxed copy of the parent's driver's license, and written authorization of release. **A child will not be permitted to leave with a person showing clear signs of drug or alcohol use.**

Pick-up and Child Contact

The registration must indicate if a non-custodial parent is permitted to pick up a child. Legal documentation must be provided if contact with a non-custodial parent is restricted. Staff may not prevent a non-custodial parent from picking up a child unless BCC possesses written documentation of the custodial agreement.

ALL CHILD PROGRAMS CLOSE PROMPTLY AT 5:00PM.

Late parents: We will call all emergency contacts starting at 5:00pm. A late fee **WILL** be charged for any child not picked up by 5:00pm. Late fees are \$10.00 from 5:01pm to 5:15pm, \$25 from 5:16-5:30pm, and an additional \$15 for every 1-15 minutes after. At 6:00pm, the Office of Children's Services will be called for an abandoned child.

In the event that BCC closes early due to extreme weather conditions or other emergency situations, parents/guardians must ensure that children are picked up by the designated time to be relayed when the closing occurs. The late fee policy will go into effect at the designated closing time. Please note that fees will be doubled to discourage late pick-ups during hazardous conditions.

PERSONAL ITEMS

Each child will be assigned a cubby for his/her personal items. Notices, letters, or other important information may be placed in the cubbies, or in the atrium area. It is the parent/guardian's responsibility to check daily for these items. Parents should make sure that children are dressed appropriately for participation in both indoor and outdoor activities. Children should not bring toys and other personal items to BCC unless specifically requested by staff, and then only for the specified time period. When bringing in toys, please bear in mind that the agency continually strives to promote a peaceful learning environment. Therefore, toy guns, swords, and other war-type toys are not permitted. Children should also refrain from bringing electronic toys, as **staff cannot be responsible for theft or loss of personal items.**

We understand that children will occasionally accidentally break toys or equipment. If, however, toys, equipment, or the facility are damaged intentionally or as a result of disruptive behavior, it is the parent/guardian's responsibility to pay the cost of repairing or replacing the damaged items.

FOOD SERVICE

BCC participates in the Child and Adult Care Clean Food Program. A breakfast, lunch, and afternoon snack are served daily to the participants of the childcare and school age programs and the summer camp program. The goal of the childcare center meal service is not just to fill children's stomach, but rather, to meet the child's nutritional needs while creating positive eating habits that will last a lifetime. **Outside food is not permitted in the facility.**

Menus are designed to meet both the CACFP meal pattern requirements and licensing requirements. Menu planning takes differences in texture, color, tastes, and temperature into consideration. All food items on the menu for each meal are prepared in quantity to satisfy the minimum serving size for each child as required by CACFP. We ensure that all adults and children follow food safety practices by washing their hands and wearing gloves before food preparation and/or set-up before meal service and washing hands after clean-up.

CHILD AND ADULT CARE CLEAN FOOD PROGRAM POLICY - CACFP

In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, and disability. (Not all categories of consideration apply to all programs.) To file a discrimination complaint, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SE, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer. Medical forms are required to document allergies to food.

SUMMER FOOD SERVICE PROGRAM – SFSP

The Summer Food Program is a federal program of the Food and Nutrition Services, United States Department of Agriculture. The program provides all children 18 years of age and under with the same free meal in accordance with a menu approved by the state agency regardless of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

BIRTHDAYS

Birthdays are special and we are happy to celebrate them. Please consult your child's teacher in advance to plan for the event together. Because we would like to limit the effects of sugar and caffeine, it is our policy not to serve chocolate to the children. Parents who wish to send in a special treat for birthdays or other

celebrations are asked to keep this in mind. We recommend interesting and nutritious snacks as an alternative to the conventional cake or cupcakes. **NO HOMEMADE FOODS** are allowed. We are a **PEANUT FREE SCHOOL**.

ASSESSMENTS

Assessments are an important part of our program. Our program uses Teaching Strategies Gold. Assessments provide valuable data for us to learn how to make each child successful and to understand how to improve our programming. Parents are encouraged to participate in the assessment process. Child Care children must have an age-appropriate screen and formal anecdotal record for their file. School Age children have a bi-annual comprehensive social assessment. These assessments are shared during parent conferences and are shared for informational purposes throughout the year. Please participate in and review your child's assessment.

PARENT CONFERENCES

Parent Conferences are designed to provide an informational setting for teacher and parent to discuss goals, improvements, and growth of their child(ren). We take these meetings very seriously. Parental schedules are so busy and it is difficult to have an in-depth conversation with the teacher. Our program is educational and informational. Your attendance at these conferences will ensure you have all the strategies appropriate to impact the success of your child(ren).

FIRE DRILLS

Fire drills and emergency evacuation drills are held at the center on a monthly basis in accordance with licensing regulations. During a fire drill or evacuation, a child is not permitted to be dropped off or removed from the center until the drill is completed. Evacuations for disaster drills are also practiced once per year, using the facilities of the nearby Presbyterian Church of the Covenant, 503 Duncan Road, Wilmington, Delaware, 19809.

PETS

BCC owns one golden Labrador Retriever named Max. He has been vaccinated as prescribed by law. Documentation of these vaccinations are available in his personnel file that is located in our main office upon request. Max loves kids and is well behaved. He is always accompanied by an adult. He is only permitted to interact with children with their permission. If your child does not like or is fearful of dogs, he will not be around your child.

SECTION II

CHILD CARE & PRE-KINDERGARTEN

EARLY EDUCATION PROGRAMS

The Child Care and Pre-Kindergarten programs are one of many services administered by the Bellevue Community Center. BCC offers a learning atmosphere, recreation, monthly themes, science, cooking, and outdoor play for children from 6 weeks of age to Pre-Kindergarten age. We use programs sponsored by the Department of Education and Nationally accredited curriculums to provide quality programming to all of our children that will help ensure that we establish a sound foundation for education success. Such programs are Ages and Stages Cognitive and Social-Emotional Screening Tools, Teaching Strategies Gold, O.W.L. (Opening the World of Learning Curriculum), Read Aloud Delaware, and Tadpoles Daily Progress Monitoring system.

Infants (6 weeks to 1 year)

The Infant program serves infants from 6 weeks to 12 months of age. Infants receive continuous nurturing that began at home. They are given an environment that allows them to explore and learn through play while interacting with caregivers who will stimulate their mental and emotional needs. BCC staff is responsible for feeding, changing, and adhering to schedules. We use the Creative Curriculum for their learning needs. This is a state approved and national curriculum designed to stimulate the development of infants and toddlers.

Toddlers (12 Months to 2 years)

The Toddler program serves children from 12 months to two years of age. Children develop to their fullest in an environment with warm, loving teachers who respect them as individuals. BCC staff is responsible for feeding, changing, and interacting with your child. By responding to each toddler's unique personality and providing lots of holding and cuddling, teachers maintain sensitivity to the needs of each child in their care. Toddlers are also provided the opportunity for free exploration of their environment, sensory stimulation, and outdoor experiences. Routines such as diaper changes provide additional opportunities for closeness through one-on-one adult-child interactions. Toddlers who have reached the age of 12 months or older must be able to walk independently upon enrollment.

Preschool (3 to 5 year olds) Pre-Kindergarten

BCC childcare programs promote the cognitive, social, emotional and physical development of young children. Each child has the opportunity to experience programs that feature age-appropriate developmental learning and enrichment activities. Children are encouraged to develop a positive self-concept in a safe, happy, warm and caring environment. Foster Grandparents, visiting resource persons, and special events are included to enhance daily classroom activities. Pre-schoolers who have reached the age of 3 or older must be completely self-sustaining (fully potty trained) to handle toileting needs. We use the OWL Curriculum (Opening the World of Learning) for their learning needs. This is a state approved and national curriculum designed to stimulate the development of children ages 3 to 5.

Outdoor Time

Children are expected to participate in a period of outdoor activity twice daily except in periods of extreme or inclement (heat advisory, etc.) weather. As long as the temperature is 40 degrees or above, children will have outdoor play time. Parents should make sure that children are dressed appropriately for participation in both indoor and outdoor activities. Shoes or sneakers should have rubber soles for added safety. Open toed sandals are not permitted. As part of outside time, children may go on walk/stroller rides in and around the BCC neighborhood. This area is defined as: from BCC along Brandywine Blvd and from BCC up Duncan Road to the corner of Philadelphia Pike. No group will travel along Philadelphia Pike on daily walks/stroller rides.

Rest Time

Licensing requires every child to have an afternoon nap or rest period during the day. The Center will provide cots. Rest time is scheduled after the lunch meal for each class. The child must provide a crib sheet and blanket which needs to go home on Fridays to be washed and brought back on Monday.

MOVING UP

The BCC moves children during a transition week each year near the end of August to prepare for the upcoming school year. Children are grouped in classrooms based on age using the school cut-off date of August 31st for entering Kindergarten. Toddlers are grouped in classrooms by age and developmental growth. Younger children may transition at any time during the year.

When a child is ready to transition, the staff discusses this with the Director. A transition letter is prepared for parents to indicate when and how the transition will take place.

CHILD CARE VACATION LEAVE BENEFIT

Parents/guardians requesting vacation leave must put their request in writing to the office manager or childcare director prior to their leave. **Notice must be provided at least two weeks in advance of the week requested. Vacation leave will not be provided to parents/ guardians who have unpaid fee balances within two months of the request.**

CHILD CARE BEHAVIOR MANAGEMENT

BCC childcare programs subscribe to a policy of self-control and discipline based on behavior management techniques that are appropriate to the developmental stage of the children and consistent with the goals and objectives of the agency. Parents are encouraged to participate in the management process.

Staff will provide guidance and behavior management for each child based upon individual needs and developmental levels. Under no circumstances will physical discipline be used. The agency's policy is to use positive reinforcement as a means of encouraging appropriate behavior. Other methods of behavior management may include re-direction, related consequences (i.e., a child who throws crayons across the room will be asked to clean up those crayons and use them correctly) or a brief "rest time" to allow a child to calm down before re-joining the group.

In cases where a child's behavior becomes consistently difficult to manage, a phone call is made to the parent, a written description of the behavior is completed, and re-direction is attempted. Strategies for consistently dealing with the child's behavior at home and at the Center will be discussed. Parental/caregiver input and consistent participation are necessary in assisting staff to work successfully with each child. Refusal to participate in conversations regarding a child may lead to withdrawal from the program.

Written notices are used to inform parents of observable behaviors. Behaviors toward others, defiance, inability to be re-directed is written down. If a child receives at least three or more write ups BCC has the right to suspend a child temporarily from the program. A parent conference or behavior plan may be required for the child to return. Any child who becomes physically abusive to a staff member or repeatedly abusive to other children will be sent home immediately.

If after strategy discussions with the parent and teacher a child is still exhibiting disruptive and/or aggressive behavior, we may request permission from the parent/caregiver to have the child observed by outside resources. This will provide an opportunity for other trained professionals to give suggestions to both BCC staff and parents for appropriate methods of behavior management.

BCC has a comprehensive behavior management policy on file. Parents wanting further information may request this from the Child care Director. If disruptive and/or aggressive behaviors continue and all other resources have been exhausted, a child may be temporarily or permanently dismissed from the program, as stated in the policy.

SUSPENSION AND EXPLUSION

All BCC staff (teachers, assistants, and administrators) have completed many trainings to learn how provide social and emotional nurturing and re-direction for each individual child, particularly those present challenging behaviors. These trainings included developmentally appropriate response to behaviors, cultural sensitivity, family engagement, adverse childhood experiences, trauma informed care, and other evidence-based practices. BCC staff complete annual trainings to understand all children including those with challenging behaviors.

BCC works hard to ensure that each child feels special, safe, and nurtured. Staff work word hard foster social learning among children. If your child is unable to control his/her behaviors such as using disrespectful language, inappropriate touching, throwing objects, hitting others, administrators and teachers will work with you to help the child change his/her behavior and you may need to seek professional services for your child. We will conduct parent meetings with you, an administrator, and the teacher to collaborate as a team to assist your child. We also work closely with Brandywine School Districts Bush Early Education Center. They will conduct screenings and observations of your child's behavior. Together we can develop a plan to help your child be successful.

After working with the child, if the child continues be disruptive and/or pose harm to others (children and staff), he/she can or will be suspended for one day. If the child returns and continues to display the disruptive behaviors your child will be suspended for additional days. Upon return from the third period away from the program, you will be given five days to find alternative care for your child and your child will be expelled.

If you are anyone associated with the child becomes disrespectful toward any staff member, pose a threat, make obscene statements toward staff, or you fail to pay for childcare services as stated in the enrollment contract, your child will be immediately disenrolled.

ITEMS PARENTS NEED TO PROVIDE

Please be sure that your child has the following items in the center on a daily basis. All items sent to the center must be labeled with a permanent marker. Soiled articles will be sent home at the end of the day for laundering. Parents/guardians must replace items that are sent home soiled the next day. All rest time/sleeping items must be taken home each Friday for laundering and returned clean each Monday.

Parents will be informed when supplies need to be replaced. Supplies must be replaced within 24 hours or your child will not be accepted into the program.

Infants are required to have:

- Required formula for feeding
- Bottles
- Wipes, clothing for changes
- Diapers

Toddlers are required to have:

- 3 complete changes of clothing (including undershirt/onesie, shirt, pants, socks)
- 8 disposable diapers per day
- Diapers and wipes
- 1 sweater/jacket and hat ((suitable to current seasons weather)

- 1 crib sheet and light weight blanket (please no sleeping bags; they do not fit in the cubby)
Optional
- Sunscreen/Desitin/Balmex ointment* (*Require an Administration of Medication form to be completed)

2yr-Pre-K items required:

- 8 diapers/pull-ups, wipes, and ointments as needed. Parents and staff should work cooperatively to initiate and/or continue toilet learning. Children need to wear clothing that is easy to pull up and down. This will help to self-initiate independence. Children who are in the process of learning to use the potty need 2 or more sets of clothing (including socks).
- 1 crib sheet and light weight blanket (please no sleeping bags; they do not fit in the cubby)
- 1 seasonal change of clothing. (Please include underwear, pants, shirt, and socks)
- Sweater/jacket seasonally appropriate for outdoor play. (In winter, please send hat, mittens, scarf and boots for rainy, snowy or muddy days.) Clothing should be simple enough for children to manage themselves.
- Children should come to the center dressed in comfortable and washable play clothes so that they can participate in a full range of program activities. Please do not send children in dress clothes.
- Clogs, flip-flops, open-toed sandals, and strapless shoes are not permitted.
- Children should not bring toys and other personal items to the Center unless requested by the teacher for show-and-share (usually Fridays). When bringing in toys for show-and-share, please bear in mind that the agency continually strives to promote a peaceful learning environment. Therefore, guns, swords, and other war-type toys are not permitted.

SECTION III

BEFORE & AFTER SCHOOL PROGRAM.

SCHOOL-AGE K-5

The School Age Program is one of many successful programs at the Bellevue Community Center. At BCC, trained staff work together as a team, providing both recreation and academic enrichment components to children from grades K through 5. Before-school care includes breakfast and various activities. After-school care includes a hearty snack and varied activities including homework, literacy, STEAM, recreation, physical play, the community garden, and monthly enrichments.

EXTRA FULL DAY CARE DAYS

Additional Care also known as “Extra Care Days or Full Day Care Days” for certain holidays or school district closings will be communicated to each family via tadpoles notice and at the Main Office. **Breakfast Lunch, and PM Snack is provided on Extra Care Days.**

Schedule for Extra Care Days: Breakfast: 7:45am, Lunch: 12:00pm, and Snack 3:00pm. Students **MUST** be dropped off between 7:30am and 8:30am to enter the program.

Additional Extra Full Day Care Fee: There is an **ADDITIONAL** \$30.00 fee for full day care on top of regular costs.

SIGNING IN FOR BEFORE CARE

Parents/caregivers are **REQUIRED** to escort their child up to the building and escort them to the staff/personnel on duty. Children cannot be dropped off at the entrance and cannot sign themselves in. Please Park your vehicle away from the fire lane and walk your child in. Vehicle must be parked in proper spaces. This ensures the safety of all people attending BCC.

BEFORE CARE PROGRAM

Before Care starts at 7:30am with light recreational activities together in one classroom. The grade range is K-5. Throughout the morning, activities could include building stations, board games and cards, drawing and crafts, and reading. At 7:45am, children receive a light breakfast.

Between 8:00am and 8:30am, children that attend other schools are escorted to their bus stops. At 8:30am, children who attend Mount Pleasant Elementary School are walked over to the appropriate entrance by BCC staff. The staff stay with the children until school doors open for the day.

AFTER CARE PROGRAM

After Care starts at 3:30pm, BCC staff pick up students from Mount Pleasant Elementary school and take them to their designated BCC classrooms. Students put their items away and prepare for snack. After snack students return to their classrooms to begin homework or structured instructional activities. Between 3:45 and 4:15 students from other schools are met at their bus stop and escorted into BCC to join their classes and have snack.

Groups for the After School Program:

The Sharks: Grades Kindergarten

The Dolphins: Grades 1st

The Tigers: Grades 2nd-3rd

The Turtles: Grades 4th-5th

Daily Schedule (subject to change):

3:20: Children are picked up at Mt. Pleasant Elementary
3:30 Classrooms
3:30 Snack
Rotation #1
4:00 Other Schools May Arrive
Rotation #2
Snack
5:00 Closed

Each grade group will be exposed to several core components each day.

Physical: Outdoor play, gym, team sports, relays, CATCH games

Recreational: Building, games, pretend play, arts, music, free base play

Academic: Literacy and STEAM based activities, Homework, Technology, and tutoring as needed

These three components satisfy the requirements of Delaware STARS.

SCHOOL AGE PROGRAM CLOSSES PROMPTLY AT 5:00PM.

SCHOOL AGE – A ZERO TOLERANCE PROGRAM

All BCC staff (teachers, assistants, and administrators) have completed many trainings to learn how provide social and emotional nurturing and re-direction for each individual child, particularly those present challenging behaviors. These trainings included developmentally appropriate response to behaviors, cultural sensitivity, family engagement, adverse childhood experiences, trauma informed care, and other evidence-based practices. BCC staff complete annual trainings to understand all children including those with challenging behaviors.

Consistent Behavioral Difficulty: If a child's behavior becomes consistently difficult to manage, written documentation will be provided to the parent regarding the behavior. Subsequent written notifications can and will result in suspension from the program. Parent participation is necessary in assisting staff to work successfully with their child. Refusal to participate in discussions or meetings may lead to termination of SACC services.

Severity of Behavior: Any child who engages in inappropriate behavior (physically abusive, presenting a danger, leaving his/her group or the grounds, fighting, or refusing to remain with SACC) will be sent home immediately and will/can be suspended. If other incidents occur, the Director, will determine the necessity for additional suspensions or termination.

Consequences: The following list identifies examples of offenses and possible consequences. *BCC reserves the right to assign consequences that are appropriate to ensure the safety of all children and staff. This includes and is not limited to suspension.*

Level A Offenses: Cursing, disrespecting staff members, defiance, noncompliance, sexually explicit language, littering, gambling, instigation, horseplay, teasing and bullying*

- 1st Offense = Incident report/Parent contact
- 2nd Offense = Incident report/Parental contact/Sent Home
- 3rd Offense = Incident report/Parental contact and meeting/1 Day Suspension
(Child automatically enters level B after 3rd Level A Offense)

Level B Offenses: fighting, offensive touching, inappropriate sexual behavior, destruction of property, threats to others, extortion, reckless endangering, stealing, leaving group, and excessive bullying.

- 1st Offense = Incident report/Parent meeting and 1 day suspension
 - [1st offense fighting = 1 day suspension]
- 2nd Offense = Incident report/Parental contact and meeting/2 Day suspension
 - [2nd offense fighting = 3 day suspension]
 - Child automatically enters Level C after 2nd Level B Offense

Level C Offenses: Drugs and Alcohol (Possession and/or Use), Tobacco (Possession and/or Use), Sexual Contact, Assault, Weapons, Explosives, Arson, Leaving Program Property, Stealing, Excessive Bullying

- 1st Offense = Immediate expulsion from program/Meeting with parent or guardian

***Please note that this list of offenses may not be all-inclusive. Excessive teasing and bullying will result in suspension/expulsion.**

The Director has the responsibility to maintain a safe and enjoyable environment for all participants and staff. The Director has the authority to bypass an offense level at any time due to the severity of the situation. Parents/guardians are issued an Incident Report indicating the incident and actions taken. **There is no tolerance in this program for wild, defiant, disrespectful, or abusive behavior to staff or children.**

If your child is suspended from school, they will not be permitted back into the program until the school suspension is lifted.

Thank you for becoming a part of the Bellevue Community Center family. We're glad you're here!

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PARENT HANDBOOK SIGNATURE PAGE

After reading the Parent Handbook, please sign the appropriate lines below and return the form to The Director, Assistant Director, Curriculum Coordinator or Front Office.

I, the parent/guardians of _____

have read and understand the contents of the Parent Handbook.

We agree to follow, and the policies outlined in Parent Handbook. We understand that the school reserves the right to amend policies and procedures when necessary, and that we will abide by changes. Any changes made to the Handbook will be distributed by the Bellevue Learning Center.

Signature of Parent/Guardian _____

Date _____

Thank you, very much

The Bellevue Learning Center