

**The Learning Center at Calvary**  
**304 Lore Avenue**  
**Wilmington, DE 19809**  
**302-762-2226**  
**[www.learningcenterkids.org](http://www.learningcenterkids.org)**

### **Admission Agreement**

the following are terms of the agreement made between the undersigned client and The Learning Center at Calvary.

#### **Hours of Operation and Holidays**

The center's hours of operation are Monday through Friday from 6:30am until 5:30pm.

The center shall be closed or operating on a modified schedule on the following days:

*New Year's Day	President's Day
Martin Luther King, Jr. Day	Day Before Memorial Day
Good Friday	Day Before Independence Day
*Memorial Day	Day Before Labor Day
*Independence Day	
*Labor Day	
*Thanksgiving Day	
Day After Thanksgiving	
Christmas Eve	
*Christmas Day	
New Year's Eve	

If any of the holidays mentioned above happen to fall on a weekend, the holiday will be observed on a weekday to be determined by the administrator. The days indicated above with an asterisk are the days allowable for closing by Delaware's Purchase of Care Program. We are open for at least 4 hours on all the other days above.

Because our center recognizes the need for staff to be well trained in current health, safety and instructional practices, we reserve the right to operate on a modified schedule or to close for staff training sessions. A sign will be posted in the lobby 30 days in advance of such a schedule change.

No tuition credit is given for scheduled school holidays, inclement weather closings, family vacations or sick days. Purchase of Care clients are not charged for days that the center is closed other than days indicated with an asterisk above. In the case of inclement weather, please call our regular phone number for a recorded message.

#### **Late Pick-Up Policy**

The center's charges for late pick up are as follows;

\$5.00 per child for each five minute increment of lateness. Purchase of Care clients are charged a late fee based on their authorization. Late fees are payable at pick up or the following morning at drop off. The center reserves the right to disenroll a family that is repeatedly late.

### **Drop-Off Time**

All children must be in the building by **9:30am** unless they have a written excuse from a health care provider, therapist etc. This allows us to provide a healthy breakfast to each child. If your child does arrive after breakfast has been served, you are welcome to have a plate of breakfast prepared for your child by our cook, but the child must remain in your custody while he or she eats. Please bring your child directly to the classroom when finished. Breakfast times for each class are posted in each classroom as are weekly menus.

### **Tuition**

An application fee (\$20) is due upon receiving your paperwork, which will be applied toward your first week's tuition. Purchase of Care clients are not charged an application fee, per state regulations.

Purchase of Care clients are welcomed as space permits. Our **POC number is 1710340700**. POC clients must have current authorization papers in order to be admitted. If POC authorization lapses, the client must pay the center's daily fee (\$60.00 per child per day) in advance until papers are provided. There is no guarantee that the State of DE will backdate paperwork, so please get paperwork reauthorized prior to the end date on the form. Be advised that we do not accept verbal authorizations from social workers. POC clients without current authorization papers or private daily payment made in advance cannot be admitted.

Private tuition is due one week in advance. Please use tuition box in lobby outside of the receptionist's office.

All fees are non-refundable.

### **Meals**

The center serves breakfast, lunch and afternoon snack. Meal times are posted in each classroom. No breakfast is served after 9:30am. Due to allergy concerns, we ask that you please do not send in food with your child. If your child requires special meals due to allergies, please provide a physician's note so indicating. We are participants in the Child and Adult Care Food Program. Please read the enclosed letter about this program and return the attached form.

### **Civil Rights/Non-Discrimination Statement**

The US Department of Agriculture prohibits discrimination against clients, employees and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, political beliefs, marital status, sexual orientation, or income source in any activity funded by the department. Our program participates in the Child and Adult Care Food Program.

## **Parents are Welcome!**

Parents are welcome to visit the center at any time. Parents do not need an appointment to visit the center.

Parents are welcome to review a copy of the State of Delaware's "Delacare" regulations that all licensed day care centers must follow. A copy of this manual is available for inspection in the main office. If parents have a concern about anything at the center, the following action steps are recommended.

1. Speak to your child's teacher. Teacher's names and credentials are posted outside of the classroom door, so you will know their first and last name and the credentials that they have achieved. Many times, misunderstandings can be resolved with a conversation with the teacher.
2. If the parent is not satisfied with the resolve provided by the classroom teacher, the parent is urged to contact the administrator. Our administrator is on site and is available in person, by phone at 302-762-2226 or by email at [darlene@learningcenterkids.org](mailto:darlene@learningcenterkids.org)
3. If the parent is not satisfied with the resolve provided by the administrator, the parent is urged to contact The New Market Group, LLC, which owns the center. NMG staff are available via email at [info@learningcenterkids.org](mailto:info@learningcenterkids.org).

Please note that conflicts involving Purchase of Care benefits are not able to be resolved by LCC staff or NMG staff. Questions revolving about Purchase of Care benefits, co-payments, expirations or authorizations are to be referred to case workers with the State of Delaware's Purchase of Care program.

## **Confidentiality of Records**

Written permission is required before disclosing family information in written, digital or electronic form. If parents permit photos of their children to be taken, there is a form authorizing such permission. Photos will not be taken if written permission is not granted by the parents. If a parent has any questions at all about photos taken at the center, he or she is urged to contact the center administrator immediately.

## **Program Goals/Toilet Training**

All children in our center are cared for based on their developmental needs. This includes diapering and toilet training when appropriate. Written procedures for safe diapering are posted in classrooms where children wear diapers. Toilet training is introduced based on developmental achievement and makes every attempt to accommodate parent's wishes. Parents are encouraged to speak to their child's teacher regarding timing of potty training so that methods used at home and school can be synced together whenever possible. Our goal is to have a positive potty training experience for your child!

## **Program Goals/Educational**

Our center uses the State of Delaware approved Funshine Curriculum. Our goal is to help each child have a positive educational experience and meet developmental milestones. Staff

members receive training on developmental milestones for the age group that they teach. Our center participates in the Ages and Stages program and the Child Find Program to assess developmental milestones. If a parent ever has a question about developmental milestones( physical, social-emotional, language or literacy or cognitive development), he or she is urged to contact their child's teacher or the program administrator. Our center has a State of Delaware certified Special Education teacher on call to discuss developmental milestones at any time. We are happy to help you understand developmental milestones and to work with outside agencies to assist your family in this regard.

### **Daily Schedule/Transition to a new Classroom**

Each classroom has a daily schedule that is posted in the classroom. Parents will be given a written copy of the schedule for their child's classroom upon enrollment. Schedules are available for prospective families to view at any time. In addition, copies of the new classroom schedule are given to families prior to the child's transition to a new classroom during the "transition" period, when parents and children are given the opportunity to "visit" the new classroom before the move is made. Written notification to parents is provided in advance of such a transition and parents are invited to visit the new room with the child. Parents are encouraged to be a part of the transition process and to discuss transitions with the teachers at any time.

### **Physical Activity**

Our center has a large indoor activity space as well as a fenced outdoor space for physical activity. All children are encouraged to participate in physical activity every day. Times for physical activity are posted in each classroom on the daily schedule. At least 20 minutes of physical activity is planned each day.

### **Screen Time**

Our center recognizes that screen time should be limited. Therefore, screen time is permitted for children older than two only with written permission of parents and is limited to one hour per day, except for special occasions. Children younger than two shall not use screen time. Our center uses a screen time/device policy that is the same as the policy used by the Brandywine School District and is posted in the classrooms of the Before/After students. A copy of this policy is available to parents at any time.

### **Sanitary Procedures**

Keeping our center clean is very important to us. We employ a commercial janitorial company to help us stay clean and sanitary, but our staff members understand their responsibilities in this regard as well. To this end we,

1. Clean and sanitize all toys using an EPA registered product for sanitizing and disinfecting. Bleach and water (prepared according to state regulations) is used for sanitizing and disinfecting the diaper change area. Proper diapering procedures ( including diaper checks) are posted in classrooms where children use diapers. Fresh gloves are worn when changing diapers or when coming into contact with any bodily fluid.
2. Clean and sanitize kitchen and cafeteria using an EPA registered product after each use.
3. Instruct children and staff on safe hand-washing techniques. These techniques are posted near the sinks. Staff encourage and observe children washing hands.

4. Have a policy for maintaining a supply of extra clothing or diapers for children who may need them. We participate in the Claymont Community Center's annual clothing drive and "Underoos" program that assists us with keeping an ample supply of extra clothing.

### **Forms**

The following forms must be on file with the main office before a child can be admitted to our center.

1. Emergency Contact Sheet (with at least two complete emergency contact persons)
2. Signed Parent Handbook
3. Purchase of Care Payment Authorization Form (if applicable)
4. Food Program Form (must update annually)
5. Health Form signed by physician. Form must be updated every 13 months.

### **Academic/Developmental Concerns**

The Learning Center at Calvary conducts formal parent conferences each November, March and June. You will be invited to sign up for a conference time with your child's teacher. Informal conferences are welcome at any time. To schedule an informal conference with your child's teacher, please call the main office.

Our center participates in the federal Child Find Testing Program. As of 2019, Child Find no longer comes to the center to test all of the 4 and 5 year old children. Instead, parents are asked to fill out the Ages and Stages Questionnaire on our website, which will transmit the information electronically to the Brandywine School District. The Brandywine School District will contact parents with the results of the testing, including information about follow-up testing if necessary. Our staff is happy to work with the Brandywine School District to help any child in our program. Please reach out to our administrator if you require assistance with testing or if you have any concerns about your 4 or 5 year old child's development. Child Find will test 3 year old children if parents make a request. If you have concerns about your child's development and wish to participate in Child Find testing, please call our office for assistance with scheduling. There is no charge for Child Find Testing. If parents have concerns about development of a younger child, we work with Child Development Watch (ages birth-3). Please contact our Administrator if you would like to have testing completed by Child Development Watch.

If it is determined that our program is not suited to the child's needs, our staff will be happy to work with parents to find a program that would be more beneficial to the child. In this situation, if parents sign a consent form, we are glad to share information with the new program.

Outside agencies conducting therapy (speech, OT, PT or behavioral health) are welcomed at The Learning Center at Calvary. Please ask your therapist to call our office to schedule an initial appointment with the director to discuss the child's needs.

### **Inclusion Policy**

Our center embraces an inclusion approach that strives to provide opportunities for all children to actively participate in all aspects of the program. We support the inclusion of all children who require additional assistance due to a physical, cognitive, social or emotional need. We make changes to our daily program when possible to meet the needs of each child. We respect and value the input from parents and encourage them to be a part of the decision process for their child. We request that families share their IFSP/IEP with us. We support families by consulting with early intervention specialists when possible. Although we are not Special Education Teachers, all of our teachers have knowledge and training in inclusion practices. Our goal is to create an environment in which all children are valued and respected in order to support their optimal learning and development.

### **Emergency Contacts**

Parents are required to provide us with working telephone numbers where they may be reached during the school day. We require working home, work and cellular numbers for each parent and emergency contact information (working home, work and cellular) for at least 2 emergency contact persons who are authorized to pick up your child in case of an emergency. Parents are required to update this contact information as often as necessary. The center reserves the right to disenroll a family who does not follow this important policy. Purchase of Care clients are given a 5 day notice for disenrollment.

### **Health Exclusions**

The health and safety of the children in our care is of the utmost importance. Please help us by adhering to our policies regarding health exclusions.

Children are to be excluded from the center if they have:

- x Temperature of 100°F or higher without medication even if there has not been a change in behavior for infants four months old and younger;

- x Temperature of 101°F or higher without medication accompanied by behavior changes or symptoms of illness for children older than four months;

- x Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;

- x Diarrhea; two or more times of loose stool during the past 24 hours, or if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end:

- x Blood in stools not due to change in diet, medication, or hard stools;

x Vomiting; two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration;

x Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptom;

x Mouth sores with drooling;

x Rash with fever or behavior change:

x Pink eye (with white or yellow eye discharge), until 24 hours after starting antibiotic treatment;

x Scabies, until 24 hours after starting treatment;

x Head lice, until 24 hours after starting treatment;

x Tuberculosis, as directed by DPH;

x Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;

x Strep throat, until 24 hours after starting antibiotic treatment;

x Chickenpox, until all sores have crusted and are dry (usually six days);

x Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;

x Pertussis, until completing five days of antibiotic treatment;

x Mumps, until five days after onset of glandular swelling;

x Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;

x Measles, until four days after arrival of rash;

x Rubella, until seven days after arrival of rash;

x Cold sores, if the child is too young to have control of saliva; or

x Unspecified illness if the child is unable to participate in activities or the facility cannot provide care for this child and the other children.

If your child is excluded from the center due to health reasons, he or she may not return until he or she is well in the opinion of the administrator. The center reserves the right to require a doctor's note to readmit. Under no circumstances will a child be readmitted with the symptoms above, with or without a doctor's note. As this is a serious safety issue for all the children in our

care, parents who violate this policy may be disenrolled. Purchase of Care clients will be given a 5 day notice for disenrollment.

If a child becomes ill while at the center, the parent or guardian will be called. If the parent or guardian cannot be reached or does not immediately return a call, emergency contacts will be called. If emergency contacts cannot be reached, the child's physician is called. If the child's physician is unavailable, the Claymont Community Center's medical facility (Henrietta Johnson Medical Center) is called. Based on the information we receive from the child's physician, an ambulance may be called for transport to Nemours Hospital for Children. If we cannot reach a parent or guardian or are notified that a parent or guardian cannot or will not pick up the child, a LCC staff member will ride with the child in the ambulance and will remain with the child at the hospital until a parent or guardian arrives. If no parent or guardian arrives at the hospital in a reasonable amount of time as determined by hospital staff, Child Protective Services may be called. In the case where Child Protective Services is called by the hospital, LCC staff will remain with the child until Child Protective Services staff arrive. Parents who fail to pick up a child when they are notified that he or she is ill as defined by the standards above, are in violation of center policy and may be disenrolled. In these circumstances, Child Protective Services and the Office of Child Care Licensing may be called. Purchase of Care clients will be given a 5 day notice of disenrollment.

### **Accidents or Injuries**

Even under the best of circumstances, accidents happen. We are prepared to handle accidents and emergencies and have policies and procedures in place for this.

If a child has a minor injury such as a bump or scrape (not on the head), an "oops" report is filled out by the teacher and is given to the parent at pick up time. The administrator is notified by the teacher and may contact the parent prior to pick up time. Any other injuries are considered serious and are handled in the following manner...

1. Any injury to the child's head or part of the head requires the teacher to notify the administrator immediately. Teacher will use the walkie-talkie or yellow card system to notify the administrator immediately. In these circumstances an official State of DE accident form is filled out by the teacher and administrator and parents are called immediately. The administrator is responsible for notifying the OCCL within 24 hours of the injury and for sending them the state form within that time frame. A copy of this form shall be kept in the child's file and a copy of the form shall be given to parents upon pick up.
2. Any adverse effect of medication (whether administered by staff or parent) is considered a serious matter and is handled the same way as an injury to the child's head.
3. In the event of a medical event such as a seizure, asthma attack or severe allergic reaction, the parent or guardian shall be notified immediately after emergency care is rendered. Our policy as described above relating to emergency transport of children shall apply in this instance. State forms as described above shall be filled out, a copy placed in the child's file and a copy given to parents.
3. Biting can be a problem in toddler programs. A copy of our "biting policy" is available for review at any time. Toddler teachers receive training on biting scenarios. If a child receives a bite that breaks the skin or leaves a bruise that is visible during the time the child was in care with us, the parents are notified as above. State forms are filled out and kept as above. Bites that do not break the skin or leave a bruise that is visible during the time the child was in care

require an oops report. Teachers will notify the administrator if a biting incident occurs so that the administrator can speak with parents of the toddlers involved.

### **Discipline Policy**

The Learning Center at Calvary adheres to a positive discipline approach. Corporal punishment is never used. Teachers are instructed in positive discipline methods. Teachers are instructed to re-direct negative behaviors whenever possible. If negative behavior of a child makes learning difficult or impossible for himself/herself or another child, the child exhibiting the negative behavior will be given a time-out not to exceed one minute for each year of age. Children in time-out are supervised at all times and will be given a quiet activity (book, puzzle etc). After the time out, the teacher and child will talk about the reason for the time out and will talk about positive methods for meeting the child's needs. Children who are repeatedly disruptive will be disenrolled in fairness to the other children in the center. Purchase of Care clients will be given a 5 day notice for disenrollment.

### **Behavior of Adults**

We encourage respectful behavior in our program at all times. Staff are trained to act in a professional manner at all times. Staff have a right to expect parents and visitors to behave in a respectful manner in our environment. A family will be discharged if, in the sole discretion of the administrator, parents, guardians, other family members or associates of family members behave in such a manner as to cause disruption, harm or alarm to students or staff at The Learning Center at Calvary. In addition, parents, guardians, family members or associates of family members may not discipline any child in a manner that is inconsistent with our discipline policy. Violation of this policy is cause for immediate termination of care. Purchase of Care clients will be given a 5 day notice for disenrollment.

### **Pick Up Authorization**

No child will be released to a person who has not been so-authorized by the custodial parent. We must have written permission for changes. Children will not be released to minors. The center has a policy for actions to be taken if a parent or guardian who appears to be under the influence of drugs or alcohol attempts to remove a child from the center. If a child remains at the center after 5:30pm, the parents and emergency contacts will be called. If the center receives no response by 6:00pm, or if we are informed that no one is able to pick up the child, Child Protective Services will be called. Late fees as noted earlier apply. The center reserves the right to disenroll a family due to repeated late pick ups or issues with pick up authorizations. Purchase of Care clients will be given a 5 day notice for disenrollment.

### **Personal Belongings**

The Learning Center at Calvary assumes no responsibility for personal belongings, including but not limited to clothing, jewelry, toys and cups. When you send a blanket with your child, please mark it with his or her name and take it home each weekend to be washed. If you send a sip cup in with your child, please take it home to be sanitized as necessary.

### **Medication**

