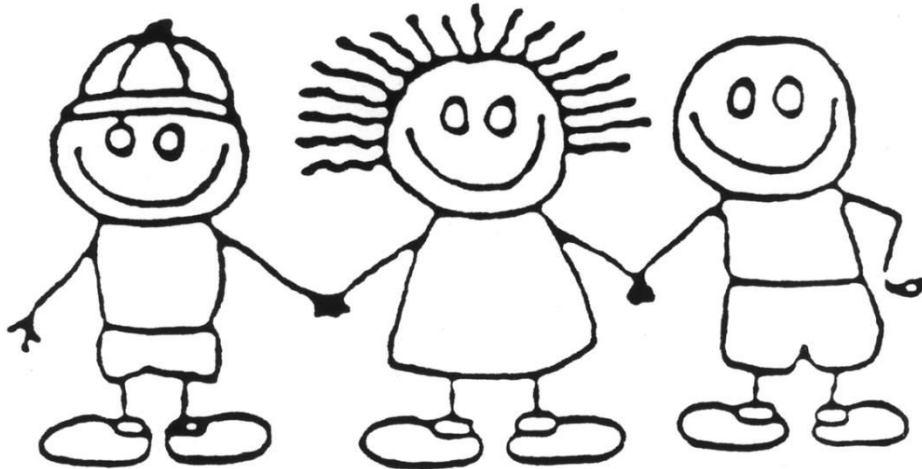


Babes on the Square, Too

Preschool and Childcare Center



1411 Foulk Rd
Wilmington, DE 19803
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Parent Procedure Manual

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Program

Your Child's First Day All children must have a completed file within 30 days of enrollment, however, we do request that on your child's first day the office have all enrollment and emergency forms. Please take a few minutes to acquaint the staff with your child. This includes any allergies, special needs, your preferences for feeding, napping, potty training, etc... as well as general goals that you may have for your child's development and learning. We ask that toys be left at home unless it is a scheduled show & tell day or there has been a special request made by your child's teacher.

Classroom to Classroom Transition We typically have transitions at the end of August when children 'graduate' to the next classroom. There may be other times throughout the year when a child may need to be transitioned for individual needs. We try to minimize these transitions and only do so when it is in the best interest of the child and/or classroom.

The ultimate goal of BOTS Too is that each classroom is staffed by a Teacher and Assistant Teacher, as needed, for the entire school year. There may be times when there is absenteeism due to illness, vacation etc... In this case a floating staff member will fill in. BOTS Too likes to promote from within when there are open positions. This usually means an Assistant Teacher who has shown their capability, has expressed interest, and is qualified may get promoted to an open teacher position. In this case we would replace them in the classroom by promoting one of the floating staff to a permanent Assistant Teacher.

The month before a scheduled transition a notice will be sent home to inform families about the new classroom, teachers, and any tuition changes for the upcoming year. During the week of transition, the children will spend time getting to know their new teachers.

Example of a typical transition schedule:

- Wednesday & Thursday ~ Your child's new teacher will plan an activity to do with your child in his/her current classroom.
- Friday ~ Your child will go on a 'field trip' to their new classroom for a tour and activity. On Friday afternoon, all your child's belongings will be brought to the new classroom.
- The following Monday will be your child's first day in their new classroom.

Changes in Enrollment Status We require a Change in Enrollment form, available from the office, if you want to request a schedule change (part time to full time, full time to part time or change of days). This form needs to be returned to the office at least two weeks prior to the needed change. BOTS Too is unable to guarantee that there will be space available for a part time child to change typical days. We will charge a drop in fee for one time drop in day or switch of days. A confirmation notice will be sent home letting you know if we are able to accommodate your request and change of tuition information, if applicable.

Transitions out of the Program/Termination

Two weeks written notice is required when leaving the center. Upon exiting the program, we ask parents to complete an exit survey in order to better assist the center in serving families in the future. Upon request, we can provide copies of recent evaluations and information pertinent to the child's development while enrolled in our program. Your last week deposit will be applied if two weeks' notice in writing was submitted and there is no past due balance on the account. If proper notice is not given, your deposit will be retained.

Toilet Training

Toilet training usually starts around 18 months of age. Children are encouraged each time their diaper is changed to use the potty. Our staff use a positive reinforcement system. Food/candy will never be used as a reward. Children who express an interest in going to the toilet independently will be encouraged to do so with proper supervision. When your child is potty-training, please provide at least **three (3) complete** changes of clothing, including socks and an extra pair of shoes. It is helpful for the child's clothes to have an elastic waist so that the child can easily learn to dress him/herself. Please refrain from dressing your child in onesies, overalls, belts etc., as these items make independent use of the toilet very difficult. If your child is truly ready, put underpants on and use pull-ups at night.

Nap/Rest Time

All children are required to rest during the day. Each child has an assigned mat/cot / crib to use for rest time.

- Parents are to provide a clean sheet and blanket weekly for children over 12 months of age.
- All bedding is to be taken home on Friday (or last day child is here for the week) to wash and return Monday.
- To reduce the risk of SIDS infants will be placed on their backs to sleep
- There will be no soft objects, toys, or loose bedding like blankets in any of our cribs with infants under 12 months of age.
- All children are asked to rest quietly for at least 45 minutes as required by the Office of Child Care Licensing. After resting quietly for 45 minutes, we will provide children with a quiet activity in order to allow friends who need additional rest time.

Parent Participation

Parents are welcome to visit and/or call to check in on their child, we have an open door policy. Below are some of the opportunities that we offer for families to participate in their child's experience at BOTS Too.

Observation/Assessment/Conferences

Parents are invited to conferences in December/January and May/June to review developmental milestones and individual goals.

- observation and assessment are an ongoing process performed by the teachers in the classroom using The Mother Goose Assessment resources or

the Ounce Scale resources

- o the purpose of observation and assessment is to support the development of each child and to provide information to the parent/guardian in an effort to work together to best prepare your child for the next steps in their development.

Comprehensive Development Screen As part of our responsibility to your children we make available a comprehensive developmental screener for a parent/guardian to complete within 30 days of enrollment. It is your right as a parent to opt out of completing the screener however if there is a concern regarding a child's growth and development the teacher will:

- o consult with Administration
- o communicate the concern to the parent and request that the screener be completed
- o teacher may complete the screener in class as needed in an effort to provide the most appropriate care and education and make recommendations to the parent/guardian based upon the results of the completed screener
- o You may request a conference as needed at any time throughout the year if you have any concerns regarding your child's development.

Program or Individual Feedback We have several ways that parents and family members can provide us with feedback such as our quarterly survey and the Parent Advisory Board. We review the comments regularly and address them as needed. We appreciate any feedback you are able to provide, this includes positive and negative feedback.

Program - Wide Comprehensive Evaluation: In an effort to continually strive for the highest quality care and education for all children enrolled at BOTS Too there is continual focus on meeting our vision and mission. BOTS Too has created program policies and procedures for staff, families, daily operations, and business operations. BOTS Too utilizes a program and individual professional development plans as a framework and structure for successful implementation of all policies and procedures. These plans are edited, updated, and revised as needed but at least annually. BOTS Too uses the 10 standards set forth by NAEYC and the process of accreditation and or reaccreditation to help guide the annual review. Results of the annual review will be made public on an annual basis and are available for review as requested.

Immediate Contact/Information There are a variety of ways for parents to contact us; phone, fax or email information is provided on the last page. You could also contact us through our website babesonthesquare.com. You can find valuable information here including upcoming events, Chef Jim's menus, forms to download, information about the parent advisory board, etc. BOTS Too news is sent out every Friday as well.

Open communication is the key and we ask that you provide us with your email address during enrollment. We will check for incoming e-mail every couple of hours throughout the day. We will respond as soon as we can. If you have a message for a teacher, we will

pass it along and they will respond as soon as they can get coverage for their room.

If you would like to be on our email and/or text message chain and receive announcements, school closings, etc. electronically make sure to fill out the appropriate form at enrollment. Please make sure to update Administration if your email address or phone number changes.

Conflict Resolution Try as we may there may be times when we have not met your expectations and you may have a concern or complaint regarding the care of your child. Respectfully we would ask that you first always be open and upfront with your child's teacher and allow them the opportunity to discuss any concerns you may have and rectify them as appropriate. If, after you have spoken with your child's teacher, you are not satisfied with their response or attempt to rectify your concern we ask that you speak with a member of the administrative team. It is always best that you provide us with specific details of your concern or complaint. The administrator will determine what course, if any, is needed to meet your expectation and will work with the teachers as needed to address and make improvements as appropriate. If after you have spoken to the teacher and a member of administration and your concerns are still not alleviated there can be a conference set up with the teacher, administrator and the family to try again to resolve any remaining conflicts.

Fundraisers Each summer, families are charged a one-time summer camp fee. This fee helps us pay for the additional activities we provide during the summer. The money that we raise by fundraising throughout the year goes directly to our summer camp fee. For each fundraiser you participate in, you receive a percentage off the summer camp fee. The more fundraisers you participate in the less your summer camp fee will be. If your child(ren) are under two, we encourage you to participate in the fundraisers. Money raised will go towards buying items for their classrooms. Also, for every fundraiser you participate in your family will receive a raffle ticket to win prizes, such as t-shirts and tuition discounts!

Open House At the beginning of each school year we will have our annual open house. During open house, the teacher will go over the goals/milestones for the upcoming year. You will also receive important handouts for the year. Open house is a great time for parents to meet each other and talk to the teacher.

Positive Behavior Management All staff use positive age- appropriate methods of discipline and guidance. These methods will encourage self- control, self- direction, self-esteem, and cooperation. Praise, rewards, and encouragement, rather than punishment, shall be emphasized. We encourage consistency in the discipline techniques between home and school. It can be very confusing if there are different rules and consequences at home and at school. If you are interested in the specific regulation from the Office of Childcare Licensing it is posted for your review on the Parent Board in the front lobby.

Challenging Behavior Parent communication and cooperation is imperative when working with any child that is having difficulty with behavior. Teachers at BOTS Too will refer to the following

guidelines when needed for any child(ren) who need more extensive behavior support and assistance.

- Communicate with the parent/guardian if/when you feel there is a pattern or consistent concern with challenging behavior. Speak with parent/guardian during drop off, pick up, send a note home, send a incident report home, contact by phone etc...and determine if further communication is necessary such as a formal conference or outside community support services/programs.
- If scheduled - Prior to conference teacher will prepare documentation showing observation and assessment of ongoing behavior challenges to present to parent. Teacher, center administration, parent, and possible outside community support service/program will discuss concerns and come up with next steps. This may be in the form of an action plan that includes but is not limited to positive behavior support strategies as described within the resource materials in each classrooms policy/procedure binder or services provided by an outside community support service/program such as pediatricians, Child Development Watch or the Child Mental Health Consultants.
- If a parent previously opted out of an ASQ screening we may request/require that they comply now in an effort to produce an appropriate plan of action.
- If the child is already working with specialists or has an IFSP or IEP, hopefully we are already aware and are working in conjunction with the entire care team. If the parent has, up to this point, refused to provide any such additional supports we would make it a requirement for continued care.
- There will be frequent review of progress or challenges and adaptations made as necessary to continue to move forward efforts to reduce or end challenging behaviors.
- If there is a lack of parent/guardian cooperation we may require that the above steps are mandatory for continued care.
- Removal to the office will be used as a last resort utilized for challenging behavior that is harmful to the child, other children and/or adults.
 - BOTS Too staff are unable to bring that child under control, the parent/guardian will be called and asked to come and put up their child. After the third occurrence of uncontrolled behavior the parents will be asked not to return the child to the center for 24 hours.

Every effort will be made to work with a parent and the child's teacher to create a behavior modification plan. We reserve the right to terminate care of a child if/when we do not have full parent cooperation or who is not able to conform to appropriate behaviors.

Celebrations We will celebrate every major holiday and every child's birthday in the center. If there is a holiday you observe that we are not aware of, please let us know. Feel free to bring in any material on the subject so we can share it with everyone. If you are opposed to your child celebrating a specific holiday, we ask that you not bring your child in that day. A monthly calendar will be sent home to keep parents informed of special events. You can also access the calendar on our website. If you are opposed to your child celebrating birthdays with us, we will remove your child from the classroom for the 10 – 15-minute celebration. Typically, birthdays are celebrated at snack time, which is at 3 PM. Please communicate with your child's teacher when celebrating your child's birthday.

Contact Us

Should you have any questions, comments, concerns, or suggestions, do not hesitate to contact us.

Babes on the Square Too

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Thank you for choosing to enroll your child at Babes on the Square Too. We hope that you and your family find it an educational and happy experience.

Andria V. Keating
Owner/Administrator

Jessica Dzielak
Assistant Director

Angela Trump
Curriculum Coordinator