

WA Community Child Care Parent Handbook

Welcome To Our Family

It is our belief that children learn best in an enriched and playful learning environment where they are encouraged and guided to develop their social, motor, communication, and reasoning skills.

Therefore, it is our mission to staff our center with kind, compassionate, and caring teachers who will give our children the encouragement and guidance they need in a fun, safe and nurturing environment.

We realize that choosing a quality child care program for your child is a necessity. Therefore, we are pleased that you have entrusted our staff with the care of your child. You may rest assured that we will do our best to make the most of their days while you are away.

Thank you for the opportunity to grow with your child.

Admissions

WA Community Child Care, LLC. is a Department of Children and Families licensed child care facility. All children, without discrimination on the basis of race, religion, or handicap, are welcome at the center. Parents are required to visit the center prior to enrollment to ensure the environment is beneficial to the child's individual needs. The Center Director will give each family a tour to ensure parents are well-informed about the center's environment, policies, and procedures.

Upon choosing our center for child care, all admissions forms will be given to the parents for completion by a member of our Administrative Team or they may be downloaded from our center's website. All admissions information is printed in English. For families requiring information in an alternative language, a member of our staff that is fluent in the alternative language may assist in interpreting forms and admissions information. Should we not have a fluent staff member at the time, we request that an interpreter accompany the child's parents during the enrollment process. To further assist families using an alternative language, the State of Wisconsin offers some publications in alternative languages. Those forms will be procured whenever possible.

Prior to enrollment, the following forms must be completed within (3) days of the enrollment date: Child Enrollment, Health History and Emergency Care Plan, Child Health Report (if applicable), Immunization Record, Intake for Child Under Two, Alternate Arrival/Release (if applicable), Permission to Transport (if applicable), Food Program forms, and any other form relating to a child's individual needs. The immunization record must be completed within 30 days of enrollment. The child health report must be completed within 90 days of enrollment. All forms, reports, and child information will be held in confidence by WACCC staff, not to be shared with any other unauthorized parties.

Upon enrollment in the program, parents will be given a 2nd personal tour of the center by a member of our Administrative staff. During the tour, parents have an opportunity to meet teachers and staff, ask questions, locate your child's personal belongings cubby space, and will be given an orientation packet (outlining such items as amenities, authorized contacts, enrollment, our keyless entry system, parking, payments, center contacts, website functionality, and necessary items to bring to the center) to ensure familiarity with our

center's policies and procedures.

We believe that parents shall be informed of our center's policies as well as the Department of Children and Families regulations (DCF251) for child care centers and our continued compliance of them. Therefore, all parents will receive a copy of our Parent Handbook and a summary of the licensing regulations upon registration. In addition, our Parent Handbook and State of Wisconsin child care license and compliance record (enforcement action, stipulations, conditions, exceptions or exemptions) is available in the designated parent information area at the front entrance. In this area, you will find other information such as notices, newsletters, health alerts, etc.

The needs of all children will be met within reasonable accommodations in accordance with the Americans with Disabilities Act. It is our goal to ensure the center's environment and policies are beneficial to the child. In cases in which we are not able to meet the child's individual needs, enrollment will not be offered. Once an enrollment has been offered, the parents and the center are given a 30-day trial period. During this period, the parents and the center are not required to give notice of disenrollment.

Attendance

While children are in our care, parents are required to check their child in/out on our Procure child management system computer located in the parent area at the front entrance. Staff shall maintain the child's in/out time on their daily attendance sheet. To ensure children's whereabouts are maintained throughout the day, teachers shall count children periodically and verify count every hour on the hour in writing on our child tracking sheet. Additionally, a member of the administrative staff will periodically compare computer attendance printouts with an inspection of the teacher's daily attendance sheet, child tracking sheet, and visual child count.

The center will assume that children will arrive on their scheduled days. To ensure the safety of the children, parents are asked to notify the center with any absence by way of oral communication, written communication, or telephone. Should the parent not notify the center of absence, our staff will give you a friendly telephone call to ensure your child's safety. The telephone call will be made at least 30 minutes after their scheduled start time. Each attempt will be documented whether we are successful or not in reaching you.

Authorized/Unauthorized Child Pick-Up

It is our policy that any person who wishes to pick up a child from our center shall provide photo identification to ensure they are authorized. This photo identification will be compared to the authorized contacts the parent has provided to the center on their enrollment record, child update form, or personal telephone call. This may be done repeatedly until all staff members are familiar with the contacts you have authorized.

Parents shall have access to their child at any time during the day. If a parent or legal guardian is restricted access to their child by court order, a copy of the court order must be on file before the center can restrict access.

If a parent appears impaired by drugs or alcohol, we will ask you to make other accommodations for the retrieval of your child. If the parent insists on picking up a child in this state, the authorities will be called to negotiate the situation.

Child Abuse & Neglect Prevention/Protection

Wisconsin State Law requires all child care staff to report any suspected abuse and neglect of children. The

staff of the center is trained to keep a log of all unusual bruises, contusions, lacerations, or burns received in and out of the center. The staff will then report the suspected abuse/neglect to Child Protective Services.

Child Guidance

Our staff takes a positive approach to discipline. Each child in our care should experience success throughout his/her days with us while learning to develop a sense of self-sufficiency, self-esteem and respect for others. We strive for classroom settings that provide children with opportunities to explore their environment within consistent, age-appropriate limits. In this atmosphere, most behavior issues are prevented.

We understand there will be times when a child will become distraught, fussy, or will not stop crying. Our first action in these situations, will be an attempt to determine the cause of the distress. It may be related to a basic need such as hunger or comfort, or it may be that the child just needs some extra time and attention. Our staff understands that crying is normal, and that all babies will have times when they cannot stop crying. At these times, staff will stay calm and will do whatever they can to soothe your child. Sometimes, this may mean just allowing the child to cry for a few minutes and then trying again. There may also be times when we need your advice or assistance, and we will not hesitate to call you if we feel that it is necessary.

As children develop, it is normal for them to test their limitations. By using the following progressive guidance techniques, we strive to minimize inappropriate behavior while creating a positive environment for all of our children.

Classroom Management

Our teachers will manage individual classrooms using the items highlighted below.

- ∇ Modeling and reinforcing appropriate behavior.
- ∇ Develop guidelines for classroom to foster self-control, self-esteem, and respect for others.
- ∇ Maintaining consistent supervision.
- ∇ Setting reasonable expectations for children's behavior based on their developmental levels and individual differences.
- ∇ Becoming familiar with an individual child's special needs.
- ∇ Providing interesting, challenging, age-appropriate activities.

Ignoring Inappropriate Behavior

In some cases negative behavior is produced by a child to get attention. It can be reduced when the child does not get the attention desired. We will utilize this technique unless a safety issue is involved.

Redirection/Distraction

We will offer alternatives to children engaged in undesirable behavior by offering a different toy, suggesting a new activity, engaging the child in an activity with a teacher or another child, or by suggesting independent play.

Verbal Intervention

The teacher explains to the child the inappropriate behavior and shows him/her the appropriate way to resolve his/her conflict. For example, a teacher might say, "instead of hitting Sarah, say 'I am angry because you took my truck'".

Logical Consequences

The teacher helps the child understand the logical consequences of his/her actions by removing the object or activity that is causing the problem. For example, if a child uses blocks to hit other children, the consequence

is to remove the child from the block area.

Take a Break

Sometimes children become engaged in activities that are unsafe and inappropriate or find themselves distraught about a particular situation. Our center believes that "taking a break" is a positive and effective way to allow children to take time away from others to allow them to relax, think, and reflect.

Prior to "taking a break, our staff will interact with the child to determine their needs and discuss any problem-solving strategies that will make their particular situation better. Should the child not wish to engage in the problem-solving or just needs some time alone, the child will be separated from the group. The procedure used for "Take a Break" is as follows:

- ∇ The child is assisted to an area in the room where he/she can be supervised at all times.
- ∇ The child is given time to calm him/herself down.
- ∇ The child will be given advice on how to problem-solve their particular situation.
- ∇ The child will have access to activities and materials while in "Take a Break".
- ∇ The child may return to the group as soon as the child is relaxed and the inappropriate/un-safe behavior stops or is significantly reduced.
- ∇ If "Take a Break" occurs two or more times in one day, parents will be notified by telephone or when the child is picked up at the end of the day (depending on the severity of the incident).
- ∇ "Take a Break" will not be used for children under the age of 3 years; instead, redirection, emotional appeal, or distraction techniques will be used. The time-period will not exceed 5 minutes.
- ∇ If "Take a Break" is not working effectively, the Inappropriate Behavior Policy will be in effect.

Guidelines for Persistent Inappropriate Behavior

Persistent inappropriate behavior is any inappropriate behavior which continues after the progressive guidance steps have been used, any behavior which threatens the health or safety of other children or staff, or a continuous inability to conform to the rules and guidelines of our program.

Steps of progressive procedures:

1. We will observe and record the child's inappropriate behavior.
2. Parent is invited to observe the child's activities/behaviors in the classroom.
3. We will document what we have done to try to change the behavior.
4. If inappropriate behavior continues, parents will be asked to participate in an immediate parent-teacher conference. Children old enough to understand this process will be encouraged to attend. A specific action plan will be developed at this conference to address the behavior. The action plan will outline all steps the staff will take to try to change the behavior, all steps the parents will take, and all steps toward disenrollment if the behavior persists.
5. The Director/Administrator may suggest outside resources to parents, and we will work with any outside resource for further guidance in responding to the child's behavior.
6. If the inappropriate behavior continues, parents will be asked to limit the child's time at the center to ensure that the child can go home each day experiencing success.
7. If the inappropriate behavior persists after the above steps have been completed, the child may be disenrolled. Notification of disenrollment may be communicated through verbal or written form. If a parent disagrees with any disenrollment, they may appeal the decision by sending a written request within 10 days. The center will respond with a decision on the appeal within 10 days.

Guidelines for Immediate Disenrollment

The center may immediately disenroll a child for any behaviors that may cause significant risk of harm to the health and safety of other children or staff. Examples of harmful behaviors are a physical assault which results in serious bodily injury, an attempted assault (which if completed, would result in serious bodily injury) setting or attempting to set fires, bringing weapons, or substantial damage to real or personal property, etc. Notification of disenrollment may be communicated in verbal or written form. If a parent disagrees with any disenrollment, they may appeal the decision by sending a written request within 10 days. The center will respond with a decision on the appeal within 10 days.

Other Forms of Discipline

Our policy does not permit actions that may be psychologically, emotionally, or physically painful, discomforting, dangerous, or potentially injurious are prohibited. Examples of prohibited actions include all of the following:

- Spanking, hitting, pinching, shaking, slapping, twisting, throwing, or inflicting any other form of corporal punishment.
- Verbal abuse, threats, or derogatory remarks about the child or the child's family.
- Emotional punishment that includes ridicule, embarrassment, or humiliation.
- Punishing a child for lapses in toilet training habits.
- Withholding or forcing meals, snacks, or naps
- Actions that are cruel aversive, frightening, or humiliating to the child
- Physical restraint, binding or tying to restrict movement or enclosing in a confined space

Cleanliness

Our center takes pride in the overall cleanliness of our facility. Each night, the center will be professionally cleaned. In addition, our staff must follow strict guidelines for sanitation in the following areas:

Classrooms. All tables, chairs, and surfaces will be washed daily with a fresh bleach solution. Toys will be washed in a 3-step process of soap, rinse, and bleach water. They will be washed immediately when soiled and rotated periodically throughout the month.

Diapering. The following process will be used with each diaper change:

- ∇ Wash changing surface with soap & water and bleach.
- ∇ Wash caregivers and child's hands.
- ∇ Use gloves to protect from bodily fluids and feces.
- ∇ Secure child with the belt on the changing surface.
- ∇ Wash the child's diaper area before diapering with a disposable towel.
- ∇ Prepare fresh diaper.
- ∇ Place soiled diapers in the foot-operated, covered garbage can.
- ∇ Wash changing surface with soap & water and bleach.
- ∇ Wash care giver's and child's hands.

Hand washing. The first defense against communicable diseases is hand washing. Teachers shall ensure that they wash their hands with soap and water upon entering the classroom, after toileting, before and after meals, and any other time they are in contact with potential germs. Children shall be taught the importance of these techniques also, as they wash their hands after toileting, before and after meals, and any other time they are in contact with potential germs.

Universal Precautions. Teachers shall practice the safe handling of bodily fluids by protecting themselves with gloves prior to contact. Gloves shall be disposed of in center-supplied bags before placing them in the waste receptacle.

Education

Activities will be developmentally-appropriate, play-based, exploratory, and FUN!!! By using the High Reach Curriculum, developmentally appropriate practices, and active learning principles, our children will learn values, manners, problem solving, and personal choice responsibility. Weekly themes will make learning fun, and they will allow your child to experience new horizons. Special program enrichment's may include cooking projects, sand/water play, art projects, computer use, and community field trips. Our activities will include experiences that will:

- ✓ Encourage use and development of language
- ✓ Develop large and small muscle skills
- ✓ Encourage creativity and imaginative play
- ✓ Develop a positive self-image
- ✓ Provide indoor and outdoor play
- ✓ Provide active and quiet activities
- ✓ Provide group and individual activities
- ✓ Provide free-play periods
- ✓ Increase cultural awareness

Routines are an important part of our days at the center. Through consistent routines, we teach the importance of table manners, toileting, hand-washing, and self-control. Although infants and toddlers are encouraged to eat, sleep, and develop on their own schedules, routines will also be an important part of their days. Daily routines such as toileting and eating will be done in small groups to avoid children standing in lines for lengthy periods of time. Transition periods between activities (songs, chants, finger plays, routine, etc.) will be expeditious with children anticipating the next activity. A complete schedule outlining our daily activities is located in each classroom.

Our small-classroom settings allow teachers to give children the individual attention they need; however, children who arrive early and remain late will be part of all-age groups to accommodate staff scheduling (During these periods, an additional adult will be available within 5 minutes of the center). State staffing ratios will still remain in effect.

In effort to celebrate our diverse cultures and holidays, our center will allow children to discuss and share their particular culture. In addition, our teachers may share information on cultures around the world while using a broad non-biased approach .

The center may use educational videos as part of the curriculum. If a child chooses not to watch an educational video, an alternative activity will be available for him/her.

Sample Center Daily Schedule

6:00am	Center Open
8:00am	Breakfast begins
9:00-10:00am	Outdoor Time
11:15am	Lunch
3:00pm	Snack
3:45-4:45pm	Outdoor Time

6:00pm	2nd Shift Begins Dinner Time
6:45pm	Outdoor Time (daylight permitting)
7:15pm	Planned Activity
7:45pm	Snack
8:15pm	Bed Preparation
8:45pm	Bed Time Stories / Bed Time
12:00pm	Center Closes

Electronic Devices and Cell Phones

All electronic devices, for the safety of our children, cell phones, blackberries, pagers, tablet PCs, mobile presenters, wireless tablets, digital recorders, beepers, palms, Ipods, MP3 players, texting, camera phones, digital cameras or laptops, etc. or any devices that can record are not allowed in our classroom.

Children – If devices are brought to the center they are to be stored at the front desk, and picked up at departure.

Families - Devices are prohibited for use in the classrooms or in the common areas of the center. If you are making personal phone calls they are to be done outside the center.

Evacuation & Emergency

- General Emergency & Evacuation. If the event of an emergency requiring evacuation, a staff member will sound the alert by activating any pull station within the center. This activation will alert the City of West Allis' emergency personnel. The supervisor will inspect the building to ensure everyone has been evacuated and personally alert the local authorities and the Department of Health and Family Services. All other general emergencies (severe weather, loss of building services, potential threats, etc.) will be communicated to staff with a plan that is specific to the situation at hand. In situations in which children are not safe on our premises, they may need to be escorted to other neighboring facilities. Parents will be notified by telephone, mass e-mail, or Facebook page post regarding all serious incidents at the center.
- Fire. In the event of a fire, children will be escorted outside through the nearest exit and gather in the safest area near their exit. Once assembled in a safe place, staff shall do a verbal and visual roll-call from their attendance sheet to assure all child are accounted for. If the building is safe to re-enter, the Program Director (or the next person assigned in the Delegation of Authority) will call for all children to enter. In the event we are unable to gain access to the building, emergency phone calls will be made to parents. Fire drills will be conducted once a month.
- Tornado. In the event of a tornado, children will be escorted to the lowest level of the building with the least amount of windows. Staff shall follow evacuation routes are posted in each classroom. Once assembled in a safe place, staff shall do a verbal and visual roll-call from their attendance sheet to assure all child are accounted for. In the event we are unable to keep children in a safe building environment and the tornado has passed, the Program Director (or the next person assigned in the Delegation of Authority, will call for the children to be escorted outdoors. Staff will then be directed to make emergency phone calls to parents. Tornado drills are conducted once a month during the months

of April-December.

- Lost Child. In the event a child should become lost, the center director will notify the authorities and the parent(s) of the child immediately. All available personnel will immediately conduct a search of the area.
- Emergency Medical. In the event a child should need emergency medical attention, the center director will call 911 to escort the child to the nearest emergency medical facility. Parents will be called immediately after child's emergent medical needs are met.
- Building Emergency. The center may close in the event of a snow, power, weather, heating, or water emergency, as we must provide children a safe building environment with a controlled temperature of at least 67 degrees and no more than 90 degrees. In the event that we must close, parents will be informed of the close prior to the center opening at 6:00 am or at any time of the day in which the emergency occurs. Parents will be personally notified of the closing by either telephone call or mass e-mail. The center may additionally post the closing on our Facebook page and on WTMJ, Channel 4.

Field Trips

All trips will be planned in writing (date, time, and destination) and in advance with parental consent. The trip costs are the responsibility of the parent. Children may attend trips by way of center van, private bus service, or county bus service. Prior to children attending field trips, parents will be given complete information about the trip. Parent permission and signature is required for children to attend any trips.

First Aid

A general first-aid "rule of thumb" is that teachers may administer soap, water, ice, and a band-aid to children with minor injuries. Other forms of first-aid may only be given as a means to control a situation as directed by emergency personnel.

In the event a child requires emergency medical attention. The staff will call 9-1-1 and request that children be transported to Children's Hospital of Wisconsin.

General Information

The center offers quality care for children ages 6 weeks - 2 years old (Infant/Toddler Center) and 2 - 12 years old (Main Center). The center operates 12 months per year, Monday through Friday from 6:00am until 8:00pm (Infant/Toddler Center) and 6:00am - 12:00am (Main Center). Full-time and part-time hours are accepted, depending on the schedule of the children currently enrolled. Children may attend the center a maximum of 12 hours per day. *Extra non-scheduled days may be available if approved by the Director the day before care is needed.*

The center will be closed for following holidays: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas Day. Tuition charges will occur on these holidays unless "day off vouchers" are redeemed. To observe holidays that fall on a weekend, the center may be closed on a Friday or Monday to accommodate.

Health & Safety

Any injury or evidence of changes in behavior and appearance, unusual bruises, contusions, lacerations, or burns received in or out of the center will be noted in a medical logbook and parents shall be notified. The Program Director will review the reports on daily basis. The logbook will be reviewed, initialed, and dated

every 6 months to ensure compliance in our reporting standards.

An ill child is defined with symptoms such as:

- Fever over 101 degrees
- Vomiting
- Diarrhea
- Unknown rash
- Any other unusual symptoms

Any ill child shall be moved to a separate room or area. The parent or emergency contact shall be notified and arrangements shall be made to remove the child from the center within 1 hour. **All children who are sent home ill shall remain out of the center for at least 24 hours, be symptom-free, or until physician's approval.** If the child has a reportable communicable disease such as Chicken Pox, German Measles, Infectious Hepatitis, Measles, Mumps, Scarlet Fever, or Meningitis, the local public health official, the Department of Children and Families, and parents of the enrolled children at the center shall be notified. We will use Department of Children and Family Services and physician recommendations into consideration when allowing children recovering from illness to return to the center. All health notifications are available for viewing in our parent check-in area.

Insurance

The center carries a liability insurance policy, which includes general and medical liability coverage. Any injuries that occur on our premises are not the responsibility of the center, unless it is due to the center's negligence.

Leave of Absence

Due to a variety of circumstances, families sometimes need to take time off from the center for extended periods of time. If any family needs to take a leave of absence for a period of time extending more than 2 weeks, they may pay a "leave of absence fee". This fee will allow families to take time off without losing their enrollment status. Upon disenrollment, "leave of absence fee" will not apply.

Medical Conditions

Upon enrollment, parents are required to disclose any medical conditions or allergies (seasonal, environmental, food-related, etc.) their child may have, as it is important to ensure all staff and emergency personnel are familiar with each child's specific health needs. To ensure each child's specific health needs are properly communicated and available to all staff, they will be posted/available in the following areas: WACCC shared computer files, child's individual file, the classroom binder with individual child information sheet and full classroom quick-list, and in the kitchen preparation area. Furthermore, all staff in contact with a particular child will be trained in handling their specific health needs. Teachers shall precisely follow each child's care plan provided by the parent. In the event that variations/additions/deletions of the care plan are needed, staff will communicate with the parent to revise the care plan.

Medication

Medication may be administered to your child by our staff by completing a permission slip. Medication administration must meet the following criteria:

- ▽ Stored in the original container labeled with child's name
- ▽ Dosing information must be visible on the label
- ▽ Dosing information for over-the-counter medication labels must include information for the child's age and weight
- ▽ Prescription medication must be a current prescription with child's information and dosing requirements

on label

- ∇ Administered before expiration date
- ∇ Non-refrigerated medication will be stored at the front desk. Refrigerated medication will be stored in the kitchen refrigerator in a container labeled "medication".

Nap/Quiet Time

Due to the variety of sleeping needs, infants are allowed to sleep on their own schedule. Toddlers will also be allowed to sleep on their own schedule while trying to establish some routine along the way.

Preschool children, under the age of 5 who are in attendance for 4 or more hours, will be offered to participate in a quiet rest or nap time. Although each child's napping routine is different, they are required to have at least 30 minutes of rest period. If your child does not sleep or awakens early, they will be allowed to get up off their cots with quiet activities away from other sleeping children.

Nutrition – Infants & Young Toddlers

Each Infant shall receive consistent, daily nourishment in a gentle and caring environment in accordance with the CACFP Meal Pattern Guidelines. The center provides formula, baby cereal, and baby food to all Infants. Parents wishing to supply their own breast milk, baby cereal, and baby food are welcome to do so.

It is our promise that your child's caregiver shall follow these procedures in caring for your Infant:

- ∇ Feed each infant and toddler on the child's own feeding schedule.
- ∇ All food and formula shall be labeled with the child's name, dated, and refrigerated (if needed).
- ∇ Ensure that formula prepared by the center is of the commercial, iron-enriched type and mixed according to the manufacturers directions.
- ∇ Provide formula or breast milk to all children as directed by the parent. (Milk substitutes may only be given under the written direction of the child's physician)
- ∇ Discard leftover milk or formula after each feeding and rinse the bottles after use.
- ∇ Offer drinking water to infants and toddlers several times daily.
- ∇ Hold a child whenever a bottle is given. Bottles may not be propped.
- ∇ Refrain from feeding children directly from commercial food container
- ∇ Commercial baby food containers shall be covered, dated, and refrigerated after they are opened. All baby food shall be used with 36 hours.
- ∇ Hold or place a child too young to sit in a high chair in an infant seat during feeding. Infants who are not developmentally-able to sit at tables and chairs shall be strapped into high chairs and infant seats.
- ∇ Encourage children to experiment with self-feeding with their hands and utensils scaled to the size and development of the child.
- ∇ Offer a variety of nourishing foods according to the child's developmental level and the parent's feeding schedule.

For children requiring a special diet, based on a medical condition (excluding food allergies), including nutrient concentrates and supplements may be served only upon written instruction of a child's physician and upon the request of the parent. For children requiring a special diet, based on a food allergy, may be served upon the written consent of the parent.

Food will never be used as a reward or punishment.

Nutrition – Older Toddlers, Preschoolers, and School-Agers

The center will provide three meals (breakfast, lunch, and dinner) and two snacks daily in accordance with the CACFP Meal Pattern Guidelines. All meals are prepared by the Social Development Commission and

delivered to our center. Menus (and updates) are posted in your child's classroom and at the parent information area.

To encourage good table manners and conversation, our staff is required to act as a role model as they sit with the children during mealtimes. In addition, children (depending on age) will be asked to clear the table after their meals and snacks.

All meals and snacks will be nutritious and in accordance with State requirements. Parents may bring meals and snacks for their child if they do not wish to receive the provided lunch; however, homemade meals and snacks are required to be nutritious and in accordance with State requirements. These nutrition requirements will be given to all families choosing this option.

For children requiring a special diet, based on a medical condition (excluding food allergies), including nutrient concentrates and supplements may be served only upon written instruction of a child's physician and upon the request of the parent. For children requiring a special diet, based on a food allergy, may be served upon the written consent of the parent.

Food will never be used as a reward or punishment.

Parental Roles & Responsibilities

Our open-door policy welcomes our parents to visit and observe the center during anytime of the day. Parents are also welcome to provide suggestions that will enrich their child's education and development. Parents also reserve the right to view their child's entries in the medical and accident report logbooks. To further encourage parent and staff communication, teachers shall provide daily verbal or written messages.

In addition, the center will offer opportunities to connect with the center staff and other families of the center. Outreach opportunities such as: open house nights, family picnics, field trip accompaniment, and many other activities will be posted on the parent board prior to the event at various times throughout the year.

Personnel

Quality staff is the key to quality care. Therefore, the staff is required to meet all educational requirements of the State of Wisconsin. They are all specifically trained in SIDS reduction, Shaken Baby Syndrome, and CPR. In addition, they must continue their education throughout the year by attending numerous workshops, classes, and conferences relating to the early childhood field. They must also pass a criminal background investigation and good health screening.

Pets

Due to allergies and special health conditions, fish are the only pets allowed in our classrooms. Children will be able to view the fish, but will not be responsible for assisting in the cleaning of the tanks. Upon entry to the classroom, parents must let the teacher know if they have any special requirement that their children may not be in a classroom with fish present. The teacher will then make accommodations for the request.

Shaken Baby Syndrome

Shaken Baby Syndrome, also known as SBS, is a serious brain injury which occurs when a frustrated caregiver shakes a child, usually to stop them from crying. It is considered a serious form of child abuse.

What are the symptoms of Shaken Baby Syndrome?

- ✓ Mild forms of irritability
- ✓ Poor feeding
- ✓ Vomiting
- ✓ Lethargy
- ✓ Breathing difficulties
- ✓ Seizures
- ✓ Coma

What is the future for a child with Shaken Baby Syndrome?

- ✓ Permanent Brain Damage
- ✓ Paralysis
- ✓ Deafness
- ✓ Learning Disabilities
- ✓ Developmental Delays
- ✓ Cerebral Palsy
- ✓ Blindness
- ✓ Seizures/Epilepsy
- ✓ Behavioral Disorders
- ✓ Coma or Death

How do we reduce the risk of Shaken Baby Syndrome at our center?

- ▽ All caregivers are trained, before they enter the classroom, in the recognition of Shaken Baby Syndrome reduction.
- ▽ All caregivers are monitored closely for developmentally-appropriate practices and child interaction.

How can parents reduce the risk of Shaken Baby Syndrome at home?

- ✓ Recognize the dangers of SBS
- ✓ Consider alternative options for dealing with a crying baby
- ✓ Educate anyone who cares for your child
- ✓ Develop and share a “Baby Plan” with caregivers listing steps to take when they become frustrated when a crying infant becomes intolerable.

Sudden Infant Death Syndrome

Sudden Infant Death Syndrome, also known as SIDS, is a sudden or unexplained death of a baby under the age of 1, and it is the leading cause of death in babies. To lower the risk of SIDS, it is important to place infants on their backs while sleeping. All of our infants are placed on their backs at nap time. Any parent request to have infants sleep on their stomach must be submitted in writing accompanied by a physician’s written approval. When the child is awake, we do; however, allow for some “Tummy Time” throughout the day to help strengthen neck and shoulder muscles.

How do we reduce the risk of SIDS at our center?

- ∇ All caregivers are trained, before they enter the classroom, in the recognition of Sudden Infant Death Syndrome.
- ∇ All caregivers are monitored closely for developmentally-appropriate practices and child interaction.
- ∇ Place infants under 1 years old on their back for nap time
- ∇ All crib sheets fit tightly and mattresses are firm
- ∇ Keep cribs clear of all pillows, toys, and stuffed animals
- ∇ Keep a clear view of cribs - no obstructed views
- ∇ We maintain child/teacher ratios at all times
- ∇ Keep temperature consistent at all times

How can parents reduce the risk of SIDS at home?

- ✓ Never place a child on a pillow, water bed, or other soft surface
- ✓ Keep temperature at a comfortable setting to avoid exhaustion
- ✓ Use a light blanket like a receiving blanket
- ✓ Pull blanket up to child's chest - keep face clear of blankets
- ✓ Avoid smoking, drinking, or drug use while pregnant
- ✓ Avoid baby's exposure your baby to secondhand smoke
- ✓ Receive regular prenatal care

Termination

Termination of a child's enrollment will happen under the following circumstances:

- Parent initiated termination.
- Mutually-initiated termination.
- Center-initiated termination.
- Failure of parent to pay.
- Failure to complete required forms.
- Lack of parental cooperation.
- Failure of child to adjust to the center.
- Inability to meet child's needs without additional staff.

If a parent wishes to withdraw from the program, they must give a 2-week written notice and pay any outstanding balances. In mutually-initiated and center-initiated circumstances, immediate termination may be verbally communicated without written notice .

Transportation

Transportation is available to various local schools by our center bus. Each year local West Allis/Milwaukee schools will have preference in transportation availability. Transportation to surrounding schools will be considered if times allow.

While transporting the children, the driver shall maintain the vehicle in a clean and safe manner. In addition, the driver shall use the following procedures:

- ∇ Driver shall maintain an attendance list by marking children in and out as children arrive and depart to/from the bus and to/from the center.
- ∇ Driver shall perform a visual inspection by walking from the front to the back of the bus after all children have departed to look for children and belongings.
- ∇ Driver shall immediately notify the Center Director and the child's parent/guardian about any transportation absences or unusual situation.

- ∇ Driver shall enlist the help of another adult whenever a child is transported who has a limited ability to respond in an emergency.

The vehicle shall be inspected yearly by a certified mechanic and regularly by our drivers to ensure high safety standards. The van shall be equipped with: children’s emergency information, physician’s phone numbers, parental consent for emergency medical treatment, route information, and a first-aid kit. All drivers shall be state licensed, over 18 years of age, display safe driving habits, and have at least 1 year of driving experience with a good driving record. A copy of the driver’s driving record shall be kept on file with the center and obtained annually to ensure continued safe driving practices.

Vacation & Sick Time

Each child will receive day-off vouchers towards unpaid tuition each calendar year, pro-rated by their enrollment date. The day-off vouchers may be used for sickness, vacations, or holidays. To redeem your vouchers, simply complete the information on the voucher and place in the tuition box at the time the day off occurred. Please note that vouchers may not be used towards a 2-week notice, and they must be submitted within 2 weeks of the absence. Day-off vouchers are given under the following scale:

Scheduled Days Per Week	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	8	7	6	5	4	3	2	1	1	0	0	0
2	9	8	7	6	5	4	3	2	1	1	0	0
3	10	9	8	7	6	5	4	3	2	1	1	0
4	11	10	9	8	7	6	5	4	3	2	1	1
5	12	11	10	9	8	7	6	5	4	3	2	1

Items is supplied by the center?

Infant/Toddlers

- Formula (under 1 years old)
- Rice Cereal (under 1 years old)
- Baby Food (under 1 years old)
- Table Food (over 1 years old or with physician's permission)
- Individual Crib/Cot
- Crib/Cot Sheets (cleaned weekly)

Preschoolers

- Individual Cot
- Cot Sheets (cleaned weekly)

Items to bring to the center?

Infants / Toddlers (Please label all items)

- _____ Diaper Bag
- _____ Bottles (sanitized) (# based on feeding schedule)
- _____ Diapers, Wipes, & Ointments, etc.
- _____ Change of Clothes (2) (including socks)
- _____ Formula (1 can) / Breast Milk
- _____ Pacifier
- _____ Blankets (2)
- _____ Sleeping Garment (night care only)
- _____ Snow Suit, Boots, Hat, & Mittens (winter months only)
- _____ Swim Suit, Towel, & Sunblock (summer months only)

Preschoolers / School-Agers (Please label all items)

- _____ Backpack
- _____ Change of Clothes (including socks/undergarments)
- _____ Child-Size Blanket (Preschool only)
- _____ Sleeping Garment (night care only)
- _____ Snow Suit, Boots, Hat, & Mittens (winter months only)
- _____ Swim Suit, Towel, & Sunblock (summer months only)
- _____ Toothbrush w/Cover

**WA Community Child Care, LLC.
Tuition Schedule
January 30, 2017**

Scheduled # of Days	Infants & Toddlers (6 wks to 2 yrs)	Early Preschool- 2's (2 yrs to 3 yrs)	Preschoolers (3 yrs to 5 yrs)	School-Agers (6yrs to 12 yrs)	School-Agers (4K to 12 yrs) Before/After
Full Day = 5-10 hours					1.5-3 hours
1 Full	68	66	62	58	36
2 Full	120	111	103	95	61
3 Full	170	154	142	130	84
4 Full	214	191	175	159	101
5 Full	260	230	210	190	120
Half Day = <5 hours					<1.5 hours
1 Half	64	58	56	52	30
2 Half	105	93	90	82	49
3 Half	143	125	120	109	66
4 Half	176	152	144	128	77
5 Half	210	180	170	150	90

*****All payments are due on Fridays prior to the week of child care services*****

- ✓ Payment Options - Tuition Express Automatic Deduction, Mastercard/Visa/Discover, Check, Cash, Employer -Sponsored Tuition Assistance, or State of Wisconsin My WI Child Care EBT Tuition Assistance
- ✓ Tuition is to be paid in full on a weekly basis with tuition due on Fridays prior to the week of child care services.
- ✓ Any parent using Employer-Sponsored or My WI Child Care EBT tuition assistance, must pay tuition in full each week. In the event the available tuition assistance does not cover the week's tuition, the parent is personally responsible for the remainder of the tuition owed.
- ✓ Fees will be calculated on a scheduled enrollment basis as determined by the child's schedule and retroactively after actual hours attended.
- ✓ Rotating schedules are allowed for an additional fee (see fee below). To allow for staffing, schedule changes are due by Thursdays at noon for the upcoming week of child care services. If a schedule is not received by Thursday at noon, the center will not be able to guarantee the availability of child care services for the upcoming week.
- ✓ Parents may view their account ledger at any time by "clicking" on the "Accounting" tab on the Procure check-in/out system.
- ✓ Parents may have access to their own child's records upon request.
- ✓ Statements will be emailed every Wednesday for the week upcoming week. Parents are to contact the Office Manager for any statement questions.
- ✓ Refunds will be made for any over-payments that are made within the policies of the center. All refunds will be made by center check.
- ✓ Children must attend at least 1 day per week to keep enrollment in the center.

SEE NEXT PAGE FOR DISCOUNTS AND ADDITIONAL ITEMS

Services & Offers	Discounts & Inclusions
Absence Vouchers (Applied with 2 weeks of absence)	See Day-Off Voucher Scale
Meals/Snacks (Absence w/out 24 hour notice \$3.50/meal)	Included
Referral Bonus (Applied after 1st week of enrollment)	\$50.00
Sibling Discount (Applied to the oldest sibling(s))	10%
Timely Tuition Payment Credit (Applicable when payments are made by the Friday prior to the week of child care services)	\$2.00 per day / child
Transportation to Local Schools (4K-6 th grade)	Included
Additional Items	Fees
Collections	Attorney's Fees / Court Costs
Enrollment Termination (2 week written notice)	Tuition for 2 weeks
Extended Day (Over 10 hours per day) (12 hours max. per day)	\$5.00 per hour
Late Payment Fee (Applicable when payments are not received by Tuesday at noon of the current week of child care services)	\$15.00 per week / child
Late Pick-Up	\$1.00 per minute / child
Leave of Absence (Written request required with administration approval for 5+ consecutive days absent)	\$100.00
NSF Check / Returned Tuition Express Payment	\$35.00
Registration (New Enrollment)	\$50.00 (Non-Refundable)
Registration (Yearly in September)	\$35.00 (Pro-Rated for New Enrollees)
Rotating & Schedule Change	\$5.00 per week
Summer Activity Fee (Early Preschool)	\$50.00
Summer Activity Fee (Preschool)	\$75.00
Summer Activity Fee (School-Age)	\$125.00

Wisconsin Tuition Assistance Provider#
 Main Center - #1000588441 / 001
 Infant/Toddler Center - #1000588441 / 002

Rates are subject to change
Revision 1/30/2017