

Parent Handbook

December 2013

Early Learning Center, L.L.C.

2425 Industrial Drive Neenah, WI 54956

920.969.9122

www.elcneenah.com



ADMISSION POLICY

Services

Childcare will be provided on a full time basis for children ages 6 weeks – 7 years. Also on a part-time basis for children 2 years – 7 years. Children under the age of 2 years can qualify for part time care if they have a sibling attending on a weekly basis at Early Learning Center. Early Learning Center is open from 6:30 a.m. – 5:30 p.m. Monday through Friday, operating 12 months of the year (see section entitled “General” for dates closed) our licensed capacity at this time is 55 children, with classrooms and facilities to accommodate the capacity of 80 children.

Enrollment

To enroll your child, you must first complete a tour of the center to better evaluate for yourself if our center will meet the needs of your family. If tours are set-up in advance we will ensure that the Director or appropriate person can have ample time to spend with you.

Upon enrollment there are several forms that will be provided to you that must be completed by the first day of attendance. These will include but are not limited to: Parent Provider Agreement (discussed and signed enrollment contract), Immunization Record, Enrollment Form, Authorization for Emergency Medical Attention, Health History, and a Child Intake Form. Documentation of a physical exam must be provided. Each child under 2 years of age shall have an initial health exam not more than 6 months prior to or 3 months after attending and a follow-up exam at least every 6 months thereafter. Each child 2 years of age or older shall have an initial health examination not more than one year prior to but not later than 3 months after being admitted to the center, and a follow-up health exam at least once every 2 years thereafter. Child Intake forms are also updated every 3 months for children 6 weeks – 2 years.

A \$35 per child or \$50 per family non-refundable registration fee is due upon enrollment, along with first week’s tuition. Re-enrollment fees of \$25 per child or \$40 per family are due September 1st of each year. At this time forms and personal information will be updated and verified, by reissuing some of the enrollment forms.

All children between the ages of 6 weeks and 7 years regardless of race, color, sex, national origin, or ancestry, are eligible for enrollment at Early Learning Center.

Early Learning Center is a handicap accessible building. To comply with the Americans with Disabilities Act enrollment is open to all children and ELC will work with individual families to make reasonable accommodations for their child’s needs when possible.

Children will be enrolled on the following basis:

6 weeks – 2 years:

- 1) Full time (more than 5 hrs per day / 5 days a week)

2 years – 7 years:

- 1) Full time (more than 5 hrs a day / 5 days a week)
- 2) Part-time (Half days- am or pm, less than 5 hrs a day / 5 days a week)
- 3) Part-time (3 full days a week)

Each child will be enrolled on a trial basis for 4 weeks. During this time either parent and/or Center Director can re-evaluate placement of the child(ren).

Each family must have a signed enrollment contract on file. The enrollment contract includes the weekly rate for childcare payment and due date. Beginning date of enrollment and mutually agreed upon hours for arrival and departure. Upon signing this contract the parent is held responsible for all charges detailed in the agreement. Prompt payments allow the director more time to be focused on the direct care of the children. All parents will be provided a Parent Handbook detailing the Policies of Early Learning Center. The parent must sign and return the “Acknowledgement Form” page.

All classroom teachers and assistants at Early Learning Center are mandated reporters of Child Abuse and Neglect. Staff members are trained during orientation as to signs or signals of abuse and neglect, the procedure for documenting possible instances, and how to report these findings to the Center Director and possibly Social Services. ELC will provide training on Child Abuse and Neglect for staff members every 2 years as required by WI Licensing.

If pets are included in the center Parents will be notified upon enrollment. If pets are added to a classroom parents will be notified in writing prior to their presence in the center.

General

The following policies are designed to help service your child and avoid misunderstanding.

- The Administrative structure of the Center will be 1) Owner, 2) Director, 3) Administrative Assistant. If you have comments or complaints please direct them to these administrative personnel with the Owner having final say.
- Early Learning Center is open Monday – Friday, 6:30 a.m. – 5:30 p.m. year around except on New Years Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day. Also, if on Good Friday, Easter Monday, New Years Eve or any day immediately proceeding or following above mentioned holidays would have a census of below 15 children, the center may be closed that day also.
- Holiday closings that fall on a day of normally scheduled attendance for your child will be billed as usual.

- The maximum capacity of Early Learning Center is approximately 80 children. A copy of our current license and any violations are posted on the parent board at the entrance of the center. A copy of the licensing rulebook is available at the sign in/out desk, along with a current copy of the parent handbook. Each family will be given a handbook upon enrollment.
- In case of an emergency, parents will be notified. If they cannot be reached, the designated emergency contact person will be contacted. In case of medical emergency Theda Clark Hospital, Neenah will be our designated medical facility.
- Early Learning Center prohibits any weapons or firearms in this facility.
- Our Center has an open-door policy for all parents to visit during any hours of operation.
- If any person has been denied access to be in contact with your child by court order, please notify center staff and the Director. You will need to provide copies of appropriate paperwork.
- We encourage observation of your child while in the classroom and periodic visits with your child's teacher. Parents are welcome to visit at anytime during hours of operation.
- Information and notices of illness or upcoming events will be posted near the sign in/out desk.
- The daily schedule will be in keeping with sound principles of early childhood education.
- Please observe the arrival and departure times agreed upon at the time of your child's enrollment. Any changes should be arranged with the Director. No child may be at the Center for more than 10 hours in a 24-hour period.
- Upon entering the Center you are required to clock your child or children in/out on the computer, your finger scan will be used to access your account.
- Please call the Center by 8:30 a.m. if your child will not be in or will be late.
- Please do not send food or sippy cups with your child (excluding infants) unless prior arrangements have been made; due to special circumstances, allergies, etc. Breakfast, lunch and afternoon snack are provided by the Center. Children that have snacks on the drive to school should leave these items in the car when they arrive.
- We welcome you to bring treats to celebrate special events including your child's birthday. We do require that they are commercially prepared food items or items such as stickers or small toys. Please notify the teacher of when you will be bringing such treats.
- Parents should bring children directly to the classroom or the area their class is playing in, and make sure that the teacher is aware of the child's arrival. The parent is to assist the child with washing their hands before leaving them.
- If anyone other than the persons listed on the enrollment form will pick up your child, please notify the Center in advance. We will require the spelling of the person's name, a physical description from you, as well as some personal identifying information that can be compared to the picture ID; such as date of birth or address. A picture ID will be required from this person upon arrival. If we are not notified we will be unable to release your child to that person without contacting you first. These precautions are to protect all individuals involved.

- Any concerns or questions regarding your child can be directed toward the Teaching Staff or Director.
- If you are anticipating any temporary changes in your child's regular schedule, let the Director know by noon on Wednesday before the change. If a permanent schedule change is necessary please inform the Director at least two weeks before the change and efforts will be made to accommodate the request. If the director is not properly notified, we may not have proper staffing to accommodate your request or you may incur extra charges. A new enrollment contract must be signed at times of permanent changes.
- Any parent, upon request, may have access to records and reports maintained on their child.
- Any information about your child is kept in confidence within the Center.
- Licensing Personnel for the purpose of ensuring ELC's compliance for Childcare Licensing may access your child's personal records.
- Parents are asked NOT to bring toys from home unless requested for a specific activity. Early Learning Center is not responsible for any items lost, stolen, or damaged.
- Please do not bring pets into the Center at any time without the prior approval of the Center Director. Please arrange in advance if you would like to bring a pet for a specific activity.

	6 wks. – 2 yrs.	2 yrs. – 3 yrs.	4yrs. – 6 yrs.
Full time	\$247.00 / week	\$210.00 / week	\$195.00 / week
Half Days (PT)	\$175.00 / week*	\$160.00 / week	\$145.00 / week
Full Days (PT)	\$165.00 / week*	\$150.00 / week	\$135.00 / week

*Part time children under age 2 yrs must also have a sibling enrolled at ELC.

Fee Payment and Refund

- Fees for childcare services are due on the Friday proceeding the week of care. (You pay on Friday for the care that will occur the upcoming week) If payments are not made by the following Tuesday by 9am, a late fee of \$10.00 will be assessed. Fees not paid by the following Friday will be charged a \$10.00 / day late fee at that time. Payments are to be placed in the lock box in the office area. Upon two weeks of non-payment the child can be terminated without notice. A fee of \$40 for returned checks will be charged.
- Holidays that fall on a day of normally scheduled attendance for your child will be billed as usual.
- When more than one child from the same family attends on a weekly basis, the child with the highest fee will pay full price and subsequent weekly child(ren) will receive a 10% discount. Discount not applicable for daily or hourly rate children.
- A \$35.00 per child or \$50.00 per family non-refundable enrollment fee is required upon enrollment. Re-enrollment fees of \$25 per child or \$40 per family are charged annually on Sept. 1st.

- Parents will be notified in advance of fieldtrips or special events that will require additional fees. These fees will be the responsibility of the parents. Children scheduled to attend ELC on fieldtrip days will also be attending the scheduled fieldtrip.
- If you are registered for 5 hours you will be charged for the time you go over 5 hours. If you are registered for daily or weekly rates you will be charged for time you go over 10 hours in a day. Late fee of \$5.00 for every 15 minutes over will be charged.
- After approval from the director a \$50.00 a week per child holding fee will be charged to hold a child's spot. This will be a case by case basis for circumstances such as Maternity leave, loss of employment or similar circumstances. Not to exceed 6 weeks.
- A late fee of \$25.00 for the first 1-10 minutes per child will be charged for pick up after the Center is closed. Following the initial 10 minutes of time, the late fee will be \$2.00 a minute. For ex: a closing time of 5:30 with a pick up of 5:48 would be \$25 for the first 10-min. and \$16 additional for the minutes over 10. A total late fee of \$41 for one child. Payment is due the next day of care following the late pick-up.
- Any fees assessed to your account be it late charges, annual re-registration, or fieldtrips, are subject to the same late fees as regular tuition if not paid by the established due date on your contract. Typically the Friday before care is provided.
- Following a period of 4 months of full time attendance your child will begin to earn 6 days of vacation time to be used at your discretion. Families that join during the year will be given vacations days on a prorated basis. Requests to use these days must be put in writing and submitted in the payment box. These days will be available on a calendar year basis, expiring on Dec. 31st of each year. Prorated for children on holding fees. Vacation days can be used as full days only. You can use these days to cover the cost of days your child is sick, holidays, or vacation of your family. If your child attends any part of the day, a vacation day can not be used for that day, such as being sent home sick.
- Part-time children do not receive vacation days.
- Once you have used all allotted vacation days, you will be billed for all scheduled days of attendance whether your child attends or not.
- Upon receiving a two week notice, if fees are paid in advance of the two weeks used, the fees will be refunded by a check issued from Early Learning Center. If termination is given due to inability to serve the child, a refund will be given for any tuition paid in advance for those days following termination.

Discharge of Enrolled Children

In order for Early Learning Center to operate efficiently and effectively the following guidelines will be used.

1. The director may request that a child leave the center for one or more of the following reasons:
 - Repeated chronic disciplinary problems.
 - Past due tuition of more than two weeks.
 - Parents not following the policies and procedures of ELC.

- The Director feels that the center program cannot meet the needs of the child.
2. When a child is having adjustment problems, difficulty adapting to the program, or difficulty relating to other children or staff, the following procedure will take place:
 - When the Director becomes aware of a problem with a child who has the potential to cause harm to the safety and care of himself, and the other children or staff, the Director will call a conference with the child's Parents, the Classroom Teacher, and any other staff members deemed necessary, to discuss the child's behavior.
 - A probationary period may also be set. At the end of the probationary period; the Director will evaluate the child's progress as it relates to the goals set. An action plan will be developed with input from all parties.
 - Another conference will take place and parents may be asked to work with a community consultant (evaluator from the public schools, psychologist, or social worker). Depending on the consultant's recommendations, another probationary period may be set.
 - If the parents refuse to work with a consultant or the center, the child may be terminated without notice.
 - When a termination is requested, a refund of any prepaid tuition will be made.
 3. Parent initiated voluntary discharge
 - Two weeks notice must be given in writing. If a notice is not received in writing, parents will be charged accordingly.

EDUCATIONAL PROGRAMMING

Curriculum

The educational programming at Early Learning Center provides your child with a educational

setting within their day at childcare. We take care to plan developmentally appropriate activities specific to the ages and skills of the different classrooms. These activities provide opportunities for your child to gain knowledge of the fundamentals of colors, shapes, letters, and numbers. Along side these fundamentals each age group is working on Life Skills such as self-esteem, friendship words, table manners, and other self-help skills. Your child will have daily opportunities for outdoor play (weather permitting), large/small motor play, creative expression, social interaction, as well as cognitive opportunities.

Through a weekly theme-based curriculum, we strive to provide a level of cultural diversity that may include holidays or celebrations that are religious in nature. Early Learning Center will have culturally diverse toys, books, and lesson planning so the children can be exposed to all aspects of our modern diverse world. This may include but is not limited to: Celebrations and ways of life in other cultures (food, music, games, etc), diversity of age with involvement from

individuals of all ages of life, familiarity and contact (if possible) with individuals of all ability levels, various ethnic populations and cultures. We strive to provide your child with a well-rounded curriculum exposing them to the diversity of the people around them. Our weekly themes will be included in our newsletter and will be developmentally appropriate to the ages using them. Classroom arrangement, materials and planned activities will all contribute to providing clear guidelines for promoting positive behavior in the classrooms. Expectations and classroom rules will be modeled and learned. Lesson plans will be posted outside each classroom on the Parent Board.

All children in the center shall have a nap or rest period. This is to ensure that the children's day has a nice mix of active and quiet times to prevent over stimulation of children. Staff shall permit a child who is not asleep after 30 minutes and a child who awakens to have quiet time through the use of equipment or activities which will not disturb other children.

Children 3 years of age and older will enjoy fieldtrips as part of the curriculum. The full cost for transportation and the event will be charged to the parent. Parents will be notified of fieldtrips at least one week in advance via a signup sheet at the front desk that will indicate the date, time and destination of the fieldtrip and the type of transportation that will be used.

During the beginning hours and ending hours of the day, age groups may be combined for staffing purposes. All child-to-adult ratios will be met at all times. During this mixed age group time, staff will be aware of developmentally appropriate activities, but also of those activities or items that may NOT be appropriate to have out considering the youngest children in this group. To ensure this, limited activities may be available during these opening and closing hours. The opening hours of 6:30 am – 8:00 am will be spent in mixed age groups in the designated classrooms which will have available a variety of activities, books and music to keep the children actively involved. The closing hours will include the same arrangement from 4:30 pm – 5:30 pm. Infants will be excluded from this mixed group except during the first and final 30 minutes of our operation hours or if less than 8 children are present.

Communication

Each classroom teacher will prepare weekly lesson plans appropriate for enhancing the skills of the children in their classroom. These lesson plans will be posted on the Parent Board that is located outside each classroom. A Daily Activity Board will also be located in this area with a brief summary of the day's events written by the teacher(s). You are free to contact your child's teacher at any time you wish. If an uninterrupted time period is necessary, we ask that you schedule it in advance so that the teacher can set aside time to meet with you. Child Progress Reports will be sent home in November and April, with Parent Teacher Conferences being held each November. You are welcome to come to the center and visit your child at any time during their care with us. Children under the age of 2 years old will have a notebook system for direct communication to their teacher. This notebook will log the daily activities, diaper changes, feedings and rest times of your child by the teacher and pertinent

information from the parents to keep the individualized schedule of each child up to date.

Daily Program Schedule (Example)

6:30 am – 7:45 am	Arrival and free play in mixed age groups
7:45 am -- 8:00 am	Handwashing and preparation for Breakfast
8:00 am – 8:30 am	Family style Breakfast is served in each classroom
8:30 am – 9:00 am	Story and Group Time
9:00 am – 10:00 am	Outside activities
10:00 am – 10:50 am	Planned activities (art, lg./sm. motor, cognitive etc.)
10:50 am – 11:00 am	Handwashing and preparation for Lunch
11:00 am – 11:30 am	Family style Lunch is served in each classroom
11:30 am – 12:00 pm	Preparation for Nap Time
12:00 pm – 2:30 pm	Nap / Rest time
2:30 pm – 2:45 pm	Wake up and snack time
2:45 pm – 3:30 pm	Outside activities
3:30 pm – 4:30 pm	Computer activities and optional activities
4:30 pm – 5:00 pm	Free play
5:00 pm – 5:30 pm	Story time or other table activities such as puzzles, games, art, etc. Prepare for Departure

**The daily program will vary for each age group.

***Ages needing diapering will be checked approximately every 2 hours.

****Infants will be on their own schedule as determined by parents and staff.

Infant Programming

Our commitment to quality care begins with the partnership between our caregivers and parents, which is especially important in providing the highest quality of care for your infant. Together, parents and caregivers develop a daily schedule that meets the individual needs of your child. This open communication will be ongoing during your time at Early Learning Center.

Early Learning Center realizes that very young children require an environment that is responsive to individual needs. Our loving caregivers respond with kind words, warm smiles and gentle touches to assure infants they are safe, secure, and special. Our infant classroom offers an array of bright, stimulating equipment alongside soothing, restful areas such as our separate nap room. Our infant room is a safe and secure place for your infant to explore and learn as they spend their day with us. Each infant is on their own unique feeding, sleep and play schedules. Our nurturing infant program is designed just for them with their best interests at heart. Non mobile infants will be moved to various activities in the room to provide variety and enjoyment in their day.

Children under the age of 1 years old will have a notebook system for direct communication with their teacher(s). In this notebook the teacher will log the daily activities, diaper changes, feedings and rest times of your child. Parents will be asked to list pertinent information that will ensure the individualized schedule of each child is up to date. To include but not limited to: the last time

your child ate, slept and was changed, as well as mood and sleeping patterns of the night before.

Early Learning Center will provide:

- Grade A Vitamin D Whole Milk, 100% juice, Iron Fortified Infant Rice or Oatmeal cereal, jar baby food and Parents Choice Infant Formula while qualifying for the USDA Food Program.
- Table food in appropriate texture for the developmental readiness of the infant (once you notify us your child is ready)
- We participate in the USDA Childcare Food Program, meals will be nutritionally sound and will be based on the guidelines of this program.
- All crib linens including blankets
- All feeding utensils and bibs appropriate for age and abilities.

Parents must provide:

- Completed forms as required for enrollment & updates to them as necessary.
- Diapers and a plastic container of wipes, replacements as needed.
- If parents supply jar baby food and infant formula. All items must be labeled and dated.
- Two changes of play clothing including socks (to be replaced as needed)
- Formula provided in bottles readymade daily, with the current date and child's name.
- Those choosing to send breast milk for their child will need to send it in bottles in the amount they wish fed. Labeled with the date and child's name.
- A pacifier if desired (labeled with permanent marker) that is left at ELC.
- If they become necessary; all over-the-counter products your child may need (i.e. diaper ointment, sunscreen, etc.) labeled with your child's first and last initials. These medication items are to be placed in the Medication Container provided within each room, not to be left in cubbies or bags where children can reach them.
- Any special dietary supplements your child may require.

Toddler and 2-year old Programming

Our commitment to quality care continues in our Toddler and 2-year old rooms. Children at this age are eager learners who energetically interact with materials and people. We at Early Learning Center realize that an environment and curriculum that encourages each child's growing need of independence is a basis for developing and mastering life skills and a positive self-esteem. By playing in both large and small groups these children will learn valuable social skills needed to effectively interact with others. While engaging in fun activities toddlers and 2's will discover their likes and talents and will be exposed to fundamentals such as: colors, shapes, self-help skills as well as social and language development.

The Life Skills Curriculum that we provide at Early Learning Center is woven into the everyday pattern of our day. It is based on morals, values, social skills and self-help skills that help to make a "well-rounded" individual that can participate in a group setting. We provide this curriculum in various ways as we instill and role

model certain manners in our classrooms and amongst staff. We instill in the children a level of expectations for following these guidelines of “getting along” and being part of a group. We instill self-help skills in children as we provide opportunities for them to learn for themselves and ways in which they will be successful in doing this. Such as our child sized sinks and assessable cubbies. As we strive to instill these skills in the children we interact with each day, we are using gentle reminders of suggestions or questions to remind the children of the appropriate routine.

Children under the age of 2 years old will have a notebook system for direct communication with their teacher(s). In this notebook the teacher will log the daily activities, feedings and rest times of your child. Parents will be asked to list pertinent information that will ensure the individualized schedule of each child is up to date. To include but not limited to: the last time your child ate, slept and was changed, as well as mood and sleeping patterns of the night before. Parents of 2-year olds will find daily information posted on the Parent board outside of the classroom. A clipboard containing a chart of diapering and potty training is also available for parents within the classroom.

Early Learning Center will provide:

- Grade A, Vitamin D Whole Milk and 100% juice.
- We participate in the USDA Childcare Food Program. All meals and snacks served during the time the child is in attendance will be nutritionally sound and will be based on the guidelines of the USDA Childcare Food Program.
- All eating utensils and bibs appropriate for age and abilities.

Parents must provide:

- Completed forms as required for enrollment & updates to them as necessary.
- Diapers and a plastic container of wipes (if necessary for your child)
- Two changes of play clothing including socks (to be replaced as needed)
- Thick training underwear will be necessary once toilet training is agreed upon and additional sets of clothes during this training period.
- A pacifier if desired for rest time. (labeled with permanent marker)
- Shoes, they are required at this age and classroom.
- Sleeping bag to be stored in a pillowcase. Both items labeled with child’s name, with permanent marker. Sleeping bags will be sent home every Friday for laundering and will need to be returned each Monday.
- Provide seasonally appropriate clothing for outdoor play, including boots.
- If they become necessary, all over-the-counter products your child may need (i.e. diaper ointment, sunscreen, etc.) labeled with your child’s first and last name. These medication items are to be placed in the Medication Container provided within each room, not to be left in cubbies or bags where children can reach them.
- Any special dietary supplements your child may require.

Preschool Programming

Our commitment to quality care enhances our Preschool Program through our hands-on, theme based curriculum, allowing children to make choices and be

successful. Our Preschool Program has a distinct advantage as it is run throughout the entire day allowing the staff and children to spend ample time on key concepts and activities at a child appropriate pace. At each stage of preschool development careful consideration is given to classroom arrangement and selection of developmentally appropriate toys and equipment to enhance the development of your child. The preschool classroom revolves around 8 interest areas: creative arts, blocks, dramatic play, book corner, manipulatives, math, science and sensory. Interest areas are enriched with engaging activities corresponding with the theme. Specific activities will be listed on the Lesson Plan outside each classroom. Children interact with a variety of materials to discover and learn. It is through child-directed play and appropriate activities that preschoolers are provided additional opportunities to learn key concepts such as counting, letter recognition, sounds, shapes, colors, sequencing and listening skills in preparation for kindergarten. Our theme-based Preschool Curriculum is enhanced with a concentration on a specific color, shape, number each weekly and specific letter each month with activities reinforcing these skills.

The Life Skills Curriculum that we provide at Early Learning Center is woven into the everyday pattern of our day. It is based on morals, values, social skills and self-help skills that help to develop a “well-rounded” individual able to participate in a group setting. We provide this curriculum in various ways as we instill and role model certain manners in our classrooms and amongst the staff. We instill in the children a level of expectations for following these guidelines of “getting along” and being part of a group. We instill self-help skills in children as we provide opportunities for them to learn for themselves and ways in which they will be successful in doing this. Such as our child sized sinks and accessible cubbies. Time and patience to teach them the proper way to wash their hands using soap and water and then a towel to turn off the faucet. Teaching them how to clear their items from the table and the appropriate places the items go: forks on the tray and disposable items in the garbage. As we strive to instill these skills in the children we interact with each day, we are using gentle reminders of suggestions or questions to remind the children of the appropriate routine.

Early Learning Center will provide:

- Grade A, Vitamin D Milk and 100% juice.
- We participate in the USDA Childcare Food Program. All meals and snacks served during the time the child is in attendance will be nutritionally sound and will be based on the guidelines of the food program.
- All eating utensils appropriate for age and abilities.
- Transportation (Contracted bus/van or City Bus), for all fieldtrips not within walking distance. The fees for this transportation will be charged to the parents of those children scheduled to attend ELC the day of the fieldtrip. Lap belts will be used in contracted buses.

Parents must provide:

- Completed forms as required for enrollment & updates to them as necessary.
- Diapers and a plastic container of wipes (if necessary for your child)
- A change of play clothing including socks (to be replaced as needed)

- Thick training underwear will be necessary for toilet training children and additional sets of clothes during this training period.
- Sleeping bag to be stored in a pillowcase. Both items labeled with child's name, with permanent marker. Sleeping bags will be sent home every Friday for laundering and will need to be returned each Monday.
- Provide seasonally appropriate clothing for outdoor play.
- If they become necessary, all over the counter products your child may need (i.e. sunscreen, etc.) labeled with your child's first and last name. These medication items are to be placed in the Medication Container provided within each room, not to be left in cubbies or bags where children can reach them.
- Fees for fieldtrips as requested for these scheduled activities. Advance notice will be provided for all fieldtrips and the required fee due.
- Any special dietary supplements your child may require.

CHILD GUIDANCE

Staff will reinforce positive behavior to promote a positive self-concept in the children. The goal of child guidance is to help the child develop self-control, self-esteem and respect the rights of others while being in a group. Early Learning Center Staff will provide positive guidance of children through modeling of polite behavior, redirection of undesirable behaviors to more constructive outlets and setting clear rules and limitations that the child can understand. When positive redirection has failed, and the behavior is severe or threatens to hurt others or the child, a time out will occur. Time out is a child guidance technique by which the child is removed from the offending activity and given the chance to "cool down" and think about his or her behavior while remaining in the sight of the teacher. Following the timeout the teacher and child will discuss what acceptable behaviors should have been used. Time outs will never be used for children under the age of three or be used for more than 5 minutes. Transitions will be smooth and planned as to limit waiting in line without something to do. Songs and transition activities will be used.

Training in Shaken Baby Syndrome will be completed by each employee. Training to include but not limited to; appropriate ways to manage crying, fussing or distraught children, how to know when to ask for help and who to ask.

Only ELC staff may discipline children. The act of discipline cannot be delegated to older children, peers, parents, or volunteers of any sort. Actions that are aversive, cruel or humiliating, and actions that may be psychologically, emotionally or physically painful, discomfoting, dangerous or potentially injurious are prohibited. The following methods of discipline are prohibited, as indicated by Licensing Rules: Spanking, hitting, pinching, slapping, shaking, twisting, or inflicting any other form of corporeal punishment. Verbal abuse, threats or derogatory remarks about the child or the child's family. Binding or tying to restrict movement or enclosing in a confined space such as a closet, locked room, box or cubicle. Withholding or forcing meals, snacks, or naps. Punishing for lapses in toilet training. The above mentioned methods are prohibited even with parent permission as stated in the WI Licensing Rule Book.

HEALTH POLICIES

Health requirements

All children at ELC will need to meet minimum health requirements.

- Physical Examination Report, signed by a physician must be presented to the office within 90 days of admission. This form is to be updated and signed by the child's physician every two years thereafter for children over 2 years and every 6 months for children under 2 years of age.
- An Admission Form must be completed before the first day of attendance.
- No child will be admitted until the Authorization for Emergency Medical Attention Release has been completed.
- Immunizations are to be kept up to date and the form signed by the parent is due upon enrollment. **Parents are responsible** for submitting this information to the office to keep their child's shot and health records up to date.
- Parents will receive a reminder to update their child's Physical Exam 3 months prior to the due date. It is the responsibility of the parent to make an appointment prior to the due date so that all forms are current. A two week grace period may be granted under special circumstances, please contact the office in advance. Your child will not be able to attend if the Physical Exam is not completed in a timely manner. This is to keep ELC in compliance with WI Licensing Regulations.
- Parents of children with specific health concerns will document this information on the Health History Form and make staff aware of any specific needs.
- SIDS. Sudden Infant Death Syndrome is sudden and unexplained death of an infant under 1 year old. One of the most important findings to help reduce the risk of SIDS is to put infants to sleep on their back. At ELC all infants will be put to sleep on their back unless a waiver is on file at the center signed by the child's pediatrician. Infants under 12 months of age will be placed on their backs in a crib to sleep (some infants might have health conditions that might require them to sleep on their tummy or side as specified by a child's physician due to breathing, lung or heart problems or other medical problems.) Infants of the age to roll over may roll to their stomachs and sleep this way if they do so of their own abilities. Other precautions taken by ELC to decrease the possibility of SIDS are: No soft items will be present in cribs including soft blankets under a sleeping child, pillows, stuffed toy, or other soft items. Do not place the infant to sleep on a soft surface such as a waterbed, sheepskin, pillow, sofa or other soft surfaces. Firm tight-fitting mattresses will be used, consistent checking of sleeping children for over heating. If a blanket is used, the infant will be placed at the foot of the crib with a thin blanket tucked around the crib mattress, reaching only as far as the infant's chest. Keeping the infant's head uncovered during sleep. "Tummy time" will be provided for awake non-mobile children. All families of infants will be provided with a brochure about SIDS with their enrollment papers. All staff will be trained on SIDS risk reduction and shaken baby syndrome.

Cleanliness

- Cleanliness is a huge part of keeping children and staff healthy, all staff and children will wash hands upon entering their classroom. This will cut down on the transfer of germs from home to the Center. Parents are to wash hands with their child each morning upon arrival to ensure that each child arriving has clean hands before beginning to play.
- Toys and equipment will be sanitized at least monthly with a qualified disinfectant as required by licensing. More often in the younger age groups.
- Staff will wash their hands upon entering the room for the day or from a break, before and after handling food, following the use of the bathroom or diapering of a child.
- The wet/soiled diapers will be disposed of in a covered, lined trash can and will be disposed of once a day or more often if needed. Heavily soiled diapers will be wrapped in a bag before being disposed of to further control the odor caused by these diapers. Gloves will be provided to staff to be worn when changing diapers or coming in contact with other bodily fluids such as bloody noses and potty training accidents.
- Children will wash their hands upon entering the center in the morning, before meals/snack, after using the bathroom or diapering, before using the sensory tables, after outside times, after blowing their noses or coming in contact with other bodily fluids. Also 'as needed' throughout the day.
- Universal Precautions will be practiced within the center. When staff need to handle any type of bodily fluid, gloves are to be worn. Disposable paper toweling will be used to clean the area, toys or items that have come in contact with bodily fluids; it will be disinfected with an approved disinfectant as required by licensing. All disposable items used to clean the area, including the gloves will then be placed in a disposable plastic bag, which will be tied shut and removed from that area to be taken to the Trash Dumpster outside the building. Staff will then wash their hands with warm water and soap. This procedure excludes normal diaper changes. The procedure for disposing of diapers is stated in the above sections.
- Soiled clothing or sleeping bags will be placed in a plastic bag and labeled with the child's name and put in their cubbie. The parent is to wash and return the sleeping bag and replace the clothing the next day. Staff are not required to rinse out soiled clothing for health related reasons.
- Sleeping bags will be sent home each Friday to be returned washed and ready on Monday. Crib sheets will be changed at least once a week or more often as needed.
- Staff will practice Universal Precautions with proper hand washing techniques, which will aid in preventing the spread of blood born pathogens. Hands will be washed under warm running water with the use of soap and disposing of or disinfecting toys or areas that have come in contact with bodily fluids. The washing of hands by staff and children will help to prevent the spread of illness between individuals. Staff and children will be asked to wash their hands before and after meals and snack, after toileting or diapering, before playing in sensory tables, or after blowing noses or handling other bodily fluids. Staff will disinfect toys (monthly), tables (before and after use for food), diapering areas (before and after each use), and bathrooms (at

least daily) on a regular basis to help prevent the spread of illness. Staff will be supplied with gloves for all diapering, toileting accidents, and any time they may come in contact with bodily fluids. The use of gloves decreases the chance of the spread of blood born pathogens to the individual who is in contact with them.

Medications

The Staff of ELC will administer medication under the following specifications:

- Parents must complete and sign an Authorization for Medication form when a medication will be administered by ELC staff.
- Prescription Medication must be in the original container and with the prescription showing the child's name, dosage and length of time to be administered. This will be documented on the medication form by the parent.
- Non-prescription medication will be administered on parents written orders as documented on an Authorization to Administer Medication form provided by the center. The medication must be in the original container and labeled with the child's first and last name or last initial. Medications can not be authorized for times longer than specified on the label. The Authorization to Administer Medication forms must be filled out completely/correctly or the medication will not be give to the child. Please pay special attention to the section about administrating over the counter medication and place your initials accordingly.
- The staff must enter all medication given in the Medical Logbook. This Log book is maintained daily by staff for all medications given, any injuries received by a child inside or outside of the center. Upon request the parent may view documentation of their child in the Medical Logbook, all entries are confidential.
- All medication must be given to a Staff Member. No medication can be stored in either the child's cubby or bag.
- Medication requiring refrigeration will be kept in a designated, covered container labeled "medication". Other medication will be kept in the classroom in a designated, covered container marked "Medication", out of the reach of children.
- Parents will be notified of any error in dosage or if the dosage was missed.

Injuries

Injuries do occur in childcare. All minor injuries, including biting, will be washed with soap and water, iced and a bandage applied if necessary and documented in the Medical Logbook and the parent will be notified upon pick up. If an injury occurs while on a field trip a minor injury will be treated as above with the pack of supplies the teacher carries with them. If the injury requires immediate medical attention the child and an ELC staff member will be taken to the most immediate Medical Facility (Theda Clark, Neenah) as noted on the Authorization for Emergency Medical Attention Form, Parents will be notified immediately of such instances. This is for both off site and on site injuries needing to be seen by a Doctor for medical attention. Instances requiring being seen by a Health Care Professional will be documented in the medical logbook as well as an Accident

Form required to be submitted to Licensing. ELC has a vehicle on site for emergency transportation at all times the center is open for operation.

Staff injuries will be treated and reported to the Director. Minor injuries will be documented in the Medical Log Book. Incident Reports will be filled out for more severe injuries.

Illnesses

A staff person will observe each child upon arrival and throughout the day for symptoms of illness. Staff is trained in watching for signs of common communicable diseases. If the child is observed with one or more of the following (but not limited to the following), parents will be called to pick up the child or to arrange for pick up within 30 minutes.

1. Fever of 101 degrees or higher
2. Two episodes of Diarrhea
3. Two occurrences of vomiting.
4. Rash of unknown origin
5. Signs of a communicable disease. (Such as: pink eye, chicken pox, strep...)
6. Child not able to participate in normal daily activities (including going outdoors)
7. Requiring more care than able to be provided by staff members while caring for other children.

Children observed with the above symptoms will be isolated from the rest of the class in an area within sight and sound of the classroom teacher or director.

The parent or emergency contact person will be required to pick up the child within 30 minutes. The child can not return to care without a physician's note of non contagious, or without medication for 24 hours for contagious illnesses, or without being symptom free of fever for 24 hours without fever reducing medication, or until 24 hours after last occurrence of vomiting or diarrhea. These measures are taken so that all staff and children can maintain a healthy environment in which to play and learn. Please do not bring your child without the 24-hour time period, as they will be refused or you will be called to pick them up again.

Parents are required to inform the center if their child has any communicable illnesses. This must be reported the day you are aware of the illness. A sign will be posted near the Sign in Desk of any communicable illnesses reported to the center. The child's name will be kept confidential. Public Health will be notified for those illnesses we are required to report data on.

SAFETY AND SECURITY

Early Learning Center takes many precautions and is committed to ensuring a safe and secure environment for our families and staff. The safety of the children in our care is a high priority. Safety features include:

- Our center has a secure front entrance with keypad access.

- Visitors or non-parent individuals must “ring” for access to the center. This makes us aware of every individual that is in the building.
- If an individual other than the parent is to pick up your child, we will ask for a picture ID and compare it to your records to ensure that they are authorized to pick up your child. If they are not listed, your child will not be able to leave the building until Staff has contacted you for permission. So please notify the center in ADVANCE if you will have an alternate pick up person.
- When transportation is provided by ELC with contracted services, staff will be responsible for documenting the pick-up time and name of the child being transported. Upon reaching their destination the child(ren) will be delivered directly to the classroom teacher who will indicate arrival time and initial that the child has safely arrived. Staff will also do a physical walk through of the vehicle to ensure that all children have exited again making sure all that children have exited the vehicle.
- For emergency purposes Nancy Youngberg is within 5 minutes of the facility if needed when only one staff member is scheduled.
- At all times of operation several staff members are available that are trained in CPR and First Aid and AED.
- Criminal Background Checks are completed on EVERY caregiver & staff in our center annually.
- Center staff is trained to watch for safety hazards and to correct them immediately.
- Early Learning Center carries general liability insurance.
- We provide accident insurance for all enrolled children while participating in center activities.
- Emergency numbers for 911, Poison Control and Child Abuse and Neglect Reporting are posted by each phone at Early Learning Center.
- Pets not owned by the center will not be permitted on site without prior advance arrangement with the director. Parents will be notified in advance of a visit by a pet to their child’s room. Signs will be posted at the parent Sign in Desk and/or the classroom door.
- The inside building temperature may not be less than 67 degrees or exceed 75 degrees.
- In the event of inclement weather the Director shall instruct the staff if outside play is appropriate using the following guidelines: heavy rain, polluted air quality, temperatures above 90 degrees, wind-chill of 0 degrees or below for children age 2 and above, wind chills of 20 degrees or below for children under age 2.
- Any individual that attempts to pick up a child while Under the Influence of Alcohol will be ENCOURAGED to provide an alternate means of travel for them and that child. This transportation might be, but is not limited to: taxi, city transportation, or calling for a ride from a friend or neighbor. Upon leaving the center with the child, while being suspected of being under the influence, staff will be instructed to immediately call the police with a description of the vehicle and license plate number, if the suspected individual is driving.
- Parent permission is obtained prior to photographs, videos, or interviews conducted for marketing purposes.

- If your child will be late or not attending please call the center by 8:30 am to let us know. If the parents have not called within one hour after their regularly scheduled time the classroom teacher will contact the office to make phone calls to ask about their attendance that day.

Loss of Building Services

In the event that decisions need to be made regarding the safety and security of the children, the Director and/or Owner will decide if the situation warrants any immediate threats or if closing the center temporarily is necessary. If closing is necessary, parents (or your designated emergency contact person) will be notified to pick up their child promptly. Some possible situations requiring such decisions could be, but are not limited to: loss of building services such as no electricity, no water, no heat, no air conditioning, no telephone, and plumbing problems. Whenever possible the problem will be taken care of in a timely matter as not to interrupt the daily routine for the children. If the loss of service affects our ability to occupy and adhere to our licensing rules then we may close the center for the day and resume the following day that the situation has been resolved.

Each classroom will be supplied with an operational flashlight for emergencies. The hallways are also equipped with battery operated back-up lighting in case of power failure.

Accounting for Children in Care

Staff will be aware of the names and number of children in their care at all times. Parents are to call in all absences by 8:30 am. If a child is absent for unknown reasons, the Center will contact that family to check if they will be attending that day. All staff will create a listing of the children in their care and cross names off as the children are picked up, ensuring that all children are accounted for at all times. When classes are combined the teacher must initial those children's names that have left prior to their departure. The closing clipboard will have names listed of all children in attendance that day. Staff are to write the time each child leaves and staff initials. This again ensures that all children are accounted for before staff leave the building at the end of the day. Daily attendance is kept in each classroom on the class clipboard and is kept current by the lead teacher.

Missing Child

In the case of a missing child, the area will be searched for 5 minutes by all available Staff, both inside and outside the building. If the child is not found, 911 will be called and the parent will be notified, as Staff continues to search for the missing child.

Fire Drill / Evacuation

The Center will conduct monthly fire, tornado, and evacuation drills with the children and staff. These will be documented on the form required by licensing for tracking these drills. The routes and procedures are posted inside each classroom door. Staff are trained on their evacuation route and meeting place outside the center, and can refer to the posted routes. Office staff or designated

classrooms will have access to Radio stations to listen for the onset of threatening weather.

Each staff member is to know the number of children in their care at all times, they should exit through the exterior door from their room and bring with them their class emergency cards and close the hallway door when possible. Children and Staff should not stop for coats, shoes, etc. Infant staff will use the evacuation cribs provided in the nap room to help evacuate non-mobile children. The director will check the building including the bathrooms. Once everyone is outside, attendance is taken to see that all children are accounted for. Everyone will stay outside until the Director or designated staff member, gives the all clear for reentry into the building.

Tornado Drill / Evacuation

In the event of a tornado staff are to enter their designated areas and keep the children settled and calm as a portable radio is used for updates of the weather. The All Page option on the Telephone will be used to announce that we should seek Shelter in our designated areas. Staff should evacuate as directed on their room evacuation postings. Move quickly and calmly to your designated area, infants can be wheeled down in the cribs. Emergency supplies (water, food, cell phone, blankets, and portable radio) will be gathered as time permits during the Tornado Watch. Remain calm and always reassure the children. Staff will bring with them the portable weather Radio to listen for the onset or end of threatening weather.

Severe Weather

In case of severe weather, local radio stations will be informed of the center closing for the day or early closing if weather turns severe while children are in our care. Parents and/or emergency contact will be contacted by phone as well if closing early is necessary. While we do our best to strive to be open to provide care for your children, our primary interest is for the safety of the children and staff.

Evacuation of Building

In the event it is unsafe to occupy our building for reasons of safety and security. All ELC staff and children will take shelter at R.L. Hess Company at 2424 Industrial Drive (directly across the street). This situation has been pre arranged and from the alternate location parents and/or emergency contacts will be called to pick-up their children.

NUTRITION

General Nutrition

- Breakfast (8:00-8:30 am) lunch (11:00-11:30 am) and afternoon snack (2:30-2:45 pm) will be provided by the center for those children in care at these times.

- If your child will be arriving early (before 7:00) please feed them something prior to arrival, as breakfast will be served as a group at 8 am. Please do not send food with your child for these early morning arrivals. A small snack should be provided to them before dropping them off if you feel they will be too hungry before the designated breakfast time.
- Menus will be posted at the Parent Bulletin Board near the office. Meals will be nutritionally sound and will be based on the guidelines of the USDA Childcare Food Program. 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, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Ave, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.
- Changes to the menu will be corrected on the main menu posted on the Parent Bulletin Board near the office.
- No child will go without nourishment for more than 3 hours. Infants will be fed on their own schedules.
- Meals will be served “family style”, with an adult seated at the table to provide guidance in food selection and manners.
- Children with food allergies should notify the office and room staff of this matter. Information regarding limitation will be posted in the kitchen and the child’s room and noted on their Health History Form.
- The Early Learning Center Cook will meet the requirements of the job description and those noted in Licensing Regulations, as well as onsite orientation and required annual continuing education of 4 hours a year in kitchen sanitation, food handling and nutrition. Orientation will include but is not limited to, training in proper meal components and portions to be included in each meal for each age group, menu creation and grocery ordering. Proper sanitizing of dishes, utensils, food preparation areas as well as personal hygiene and proper handwashing techniques. Safe handling of food and heating temperatures, as well as the general orientation that is provided for all staff members working with children.
- Storage of food will be kept in accordance with the guidelines set forth by the USDA Food Program.
- Substitutions of menu items will require a medical reason along with a signed Medical Statement from the child’s Doctor.

Infant/Toddler Nutrition

- Infants will be fed on their own schedule as determined by staff and parents.
- No bottles will be propped for feedings. Children that can hold a bottle may feed themselves if a staff is unavailable to hold them during a feeding.
- Formula and baby food that is provided by the families must be labeled daily with name and date. We will notify you as more food is needed.
- Early Learning Center will provide Parents Choice Infant Formula, Baby Food and Iron Fortified Infant Cereal for babies at this stage of feeding as a

participant in the USDA Food Program. No cereal will be added to bottles for feedings.

- When infants become ready for table food, we will send the weekly menu home with the parents for them to indicate which foods we can begin to try with their child. This will continue until they are completely on our menu.
- Refrigerators will be provided within the room for pre-made bottles and food. A Crock-Pot with warm water will be used to warm the bottles before feeding. No microwaves will be used for heating bottles.
- Highchairs will be provided for children of self-feeding age, children too young to sit in a high chair will be held or placed in an infant seat while being fed.
- We will be flexible for nursing mothers, and make every effort to accommodate their feeding schedule with their child.

EARLY LEARNING CENTER STAFF

The staff at ELC is both professional and caring. They will teach and care for your child using their experience, the information they receive from you, and the policies and procedure taught to them during orientation and employment at our center. Each staff member will meet the qualifications of the position they are assuming, by completing the required education to be a professional childcare provider in the State of Wisconsin. Lead Teachers will have all applicable training before starting their position; Assistant Teachers have up to 6 months to complete their initial training. Staff members are required to update their knowledge in this field through annually required hours of continuing education and to document this in their file at the center. Staff that work less than 20 hours a week must have 15 hours per year, staff working more than 20 hours a week will be required to obtain 25 hours of annual continuing education. Kitchen staff are required to obtain 4 hours directly related to food service. ELC provides a stipend for each employee to help defray the cost of these trainings. All staff members have received a physical examination by a Health Care Professional and an annual background check with the State of WI.

During orientation staff complete training on items listed on the Orientation Form required by WI Licensing, including but not limited to: child abuse and neglect reporting responsibilities and procedures. Also training in Shaken Baby Syndrome and Sudden Infant Death Syndrome. Tornado and fire evacuation, fire extinguishers orientation and their location in the center. Missing children, CPR and AED. Communicable illnesses and exclusion policies of these. Child absences and our transportation policies. They are also made clear of their job responsibilities and expectation while working at Early Learning Center to ensure that all staff are reflecting the Educational and Caring atmosphere that Early Learning Center is known for. Written Job Descriptions are given to all staff hired by ELC and are specific to their job title. A review of the WI Licensing Rules and Regulations as well as the Parent & Staff handbooks is required upon hire.