



## **Family Policy Handbook**

Updated:  
**January 2009**

**Great Expectations Early Learning Center, LLC does not discriminate on the basis of race, sex, age, color, religion, handicap, political persuasion, economical status, or ancestry.**

**Great Expectations Early Learning Center, LLC does not affiliate with any religious training as part of our curriculum.**

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### Non-Discriminatory Clause

Great Expectations Early Learning Center, LLC provides a safe learning environment for children and families of all genders, races, religions, socioeconomic status levels, family make-ups, or ability levels. We celebrate diversity in each classroom everyday, and we strive to bring out each child's uniqueness. Each and every child and family is equally cared for in this center.

# Welcome!

Welcome to **Great Expectations Early Learning Center!** We look forward to growing and working with you and your family and want you and your family to feel comfortable. Please feel free to ask any questions or express concerns that may arise while looking through this handbook. Our staff is here to help you and your family.

## Ages of Children Served and Hours of Operation

Great Expectations Early Learning Center serves children between the ages of six weeks and twelve years old. We are licensed to hold a capacity of 139 children. Our hours of operation are 5:30 a.m. to 8:00 p.m. Monday through Thursday, 5:30 a.m. to 6:00 p.m. Friday. We are open for business 12 months a year. Great Expectations Early Learning Center is closed on the following holidays:

New Year's Day  
Memorial Day  
Independence Day (July 4<sup>th</sup>)  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve  
Christmas Day  
Day after Christmas  
(at our discretion)

We reserve the right to close the center in severe weather or on days of low enrollment. In the event that the center should close in the middle of the day, families receive a minimum of **one-hour** notice. There is no school age transportation provided on days when the center closes early.

## Philosophy of Center

GEELC, LLC is a for profit center owned and operated by Angela Schueler. GEELC provides a safe and playful environment for your child. We know that the best care for a child comes from home and we strive to duplicate that care at our center. We understand that each child offers his/her own unique and individual qualities and we are dedicated to recognizing these qualities in order to assist your child in reaching their highest potential. GEELC provides high quality care for your child. It's our goal to provide an environment that is warm, caring, and accepting. Our classrooms are designed to promote social skills and achievement, help stimulate growth and development, and encourage self-expression. We provide many interesting and age appropriate activities throughout the day. This allows your child to have the opportunity to make choices, develop responsibility, and work on problem solving skills.

## The Staff

Our staff strives to make your child feel loved, accepted, and cared for by all. GEELC makes every effort to employ teachers and assistants that have completed all required course work and are certified by the State of Wisconsin to work with young learners. As a requirement for employment, each teaching staff member employed in a full time position must complete 25 hours of continuing education each year. Staff also receives additional training on various topics concerning early childhood by attending monthly staff meetings and in-services. All continuing education is recorded and kept in staff files. Continuing education opportunities mean teachers are learning new and exciting ways to provide the highest quality care for the children.

## Family Connections

GEELC recognizes that family members are the most important teachers in a child's life, and we encourage you to join in your child's activities whenever possible. We strive to make communication between staff and families a high priority. Each classroom has its own daily attendance log sheet used by the teachers to sign children in and out of our care. Children ages 2 and under also receive daily activity sheets that indicate how their day went. The teachers make every effort to communicate with family members during drop-off and pick-up times as well as parent/teacher conferences that are offered twice a year. If there is any information that you need to get to your child's teacher, please feel free to write them a note or give them a call anytime during the day.

It is also important for family members to come in and spend time with their children whenever possible. Feel free to visit or observe your child (ren) at anytime while they are in the care of GEELC. We also have procedures in place to enforce any court ordered visitation/custody issues. Although, it is each family's responsibility to make sure we are aware of any situations, it is our responsibility to care for your child while they are here at the center. Each of these situations is unique and GEELC works in cooperation with families to make sure that the children remain safe.

We have a Family Connection bulletin board that contains most forms, menus, and other important information for the families. The Family Connections Board also contains copies of the Family Policy Handbook, State Licensing Regulations, and any non-compliance issues that are being corrected. We also have various bulletin boards within the center that display children's work, interesting happenings, and information about upcoming events.

## Admission Policies & Fees

The procedure for admission of children into our program is as follows:

1. A **registration/waiting list form** must be filled out and a **\$25.00 (per family)** fee must be paid. The registration fee is non-refundable and is used towards the cost of preparing for your child's arrival.
2. Once it is determined that space is available, **enrollment forms** must be filled out and a **\$75.00 (per family)** fee must be paid. This fee is due at the beginning of new enrollment and then annually during the month of August.

These fees are non-refundable and used towards the cost of purchasing special equipment and materials that are not typically on hand for art projects, classroom parties, and other special learning opportunities. In August, when annual fees are paid, the allotted number of Vacation/Sick Day Vouchers are distributed to qualifying families. (If contracts are signed after the month of September, all fees and vouchers are prorated to reflect the remainder of months left that contract period).

3. Prior to the first day of attendance at Great Expectations the following forms must be turned into the office: Registration form, Enrollment/Emergency contact form, Health History form, a signed Family Agreement, Emergency Medical Authorization form, all CACFP paperwork, and Immunization Record. If the child is under the age of two, an intake form must also be completed.
4. If the child is participating in our School Age Program, a School Age Agreement form and Transportation form must also be completed. Families participating in Wisconsin's W-2 Child Care Assistance Program must have completed the above mentioned paperwork and received written authorization from their caseworker indicating such authorization. Enrollment and attendance does not begin until all required forms are on file at the Center.
5. A physical form, signed by a health care provider, is due to the office within 30 days of enrollment. Physical forms must be completed every 6 months by a health professional. Failure to provide this information must result in suspension of care until physical form is signed and on file at the Center.
6. All required forms must be updated on a regular basis. Children with expired or incomplete forms must be removed from care until all information is current and forms are correctly completed. Children's files are reviewed quarterly to ensure compliance with this procedure.

*All information found in children's files is kept confidential. The only persons with access to this information are the management, owners, the children's teacher, the State Licensing Specialist or other authorized representative with State or Local authority, and parents(s) or guardians(s).*

Enrollment of Infants and Toddlers follows the steps stated above. However, our infant/toddler program also has the following requirements:

1. Families must provide diapers, wipes, extra clothes, and anything else that is indicated on the Infant/Toddler Checklist.
2. Intake forms must be updated every 3 months and placed in child's file.
3. Physical forms must be completed every six months by a health professional.

### Types of Tuition Offered

GEELC is unique in its offering of available tuition rates that accommodate different family needs. The Center allows families to choose a program that best fits their child care needs according to the following tuition schedule.

**Set Schedule** = the same days & hours each week.

**Flex Schedule** = varying or rotating days & hours each week. This type of schedule requires either monthly or weekly calendars to be completed and on file in the office. Monthly Calendars must be on file by noon of the last WEDNESDAY of the month. Weekly Calendars must be on file by noon WEDNESDAY of the week prior. If calendars are not turned in by the cut off days, enrollment will be based on classroom availability.

Part-time = less than 6 hours per day.

Full-time = 6 hours or more per day.

(maximum of 10 hours per day; additional hourly charges apply for each day with more than 10 hours of care)

## Weekly Tuition Fees

All weekly tuition fees are due to the office no later than the Friday by 6:00 p.m. of the week for which care is provided. Any fees turned in late will be subject to a \$25.00 late fee in addition to the regular weekly amount. Failure to pay weekly tuition will result in termination of enrollment. All outstanding tuition and late fees are due in full prior to re-enrollment. Re-enrollment after 30 days requires a new Registration Fee to be paid. Any returned check will result in a \$35.00 fee. After two such incidents, all further payments are required to be paid in the form of cash, cashier's check, or money order. All tuition fees are explained on the TUITION AND FEE SCHEDULE. If you have any specific questions concerning tuition fees and payment, please ask Management for assistance.

## Listing of Fees Charged to Families

<i>Type of Fee</i>	<i>Cost</i>
Registration/Waiting List fee	\$25.00 per family
Yearly Fee	\$75.00 per family
Late Pick-Up Fee	\$1.00 for every minute per child

## Vacation/Sick Day Vouchers

Families at GEELC who have a "Set" schedule and have paid the annual fees are entitled to receive Vacation/Sick Day Vouchers. Families will receive Vacation/Sick Day Vouchers worth two times their current schedule for each child. These vouchers may be used in lieu of tuition payments for planned or unplanned absences due to illness, vacation, or legal holidays that fall on contracted days. Although families pay tuition in advance for care, the vouchers can be used up to one week after an unexpected absence, legal holiday, or planned vacation day.

Families also have the opportunity to earn additional Vacation/Sick Day Vouchers by participating in various events held by GEELC, as well as by paying all tuition on time each month. These vouchers will be awarded quarterly. Administration will issue additional vouchers as deemed necessary throughout the year.

## Our Curriculum

GEELC feels it is essential for children to learn through play. Our center uses The Creative Curriculum, a play based curriculum for all children under the age of six. This is a system that incorporates large and small muscle activities, social interactions, creative expression, and critical thinking opportunities. This helps the children discover the environment and become familiar with the center and their classroom.

Each classroom incorporates a learning theme every week or two. We feel this encourages the children to explore new and interesting materials, as well as the opportunity to experience cultural diversity.

Our preschool program is designed to accommodate pre-kindergarten learning skills as well as large and small muscle development, social interaction, listening skills, and play activities. The school age program that is offered for older children during "wrap-around" times, early release days, vacation times, and summer offers the children stimulating and age appropriate activities such as arts and crafts, games, quiet reading time, inter-center activities, and planned field trips during extended vacations and the summer months.

The Infant/Toddler programming offered at GEELC is based on The Creative Curriculum for Infants and Toddlers and in coordination with family requests. Children's needs are accommodated as they arise and the care offered tries to duplicate home routines and techniques as much as possible. Infant room teachers periodically change all non-mobile infants' positions during the day. Each non-mobile infant is given opportunities throughout the day to experience "tummy time" or the prone position in order to provide full range of positioning and avoid exclusive time on their backs.

All programs offer the opportunity to play outside on a daily basis, weather permitting. Children participating in our Evening Care Program also have many interesting opportunities to explore their environments, participate in planned activities, and receive assistance with home work as needed.

GEELC does not affiliate itself with any particular religion and therefore does not provide any religious training for the children who attend the center.

GEELC strives to be a place of learning for all children. Our staff strives to create an accommodating environment within our early childhood setting, allowing all learners the chance to experience and gain knowledge according to their personal needs. Classroom patterns and schedules allow for a variety of teaching settings including large group activities, small group activities, partnered learning, and one-to-one instruction. Lesson plans are constructed to be flexible and are developed to allow change as needed.

The classroom environments are set up to be open and exciting for the children. Staff members keep in mind the individual children in their rooms and create areas that are developmentally appropriate, interesting, safe, and physically accessible.

### **Behavior Guidance Policy**

The Center feels that discipline should be proactive instead of reactive. Each teacher tries to create an atmosphere that is interactive and engaging, therefore limiting opportunities for children to act out due to boredom. Teachers move quickly towards children who seem to be losing control of their emotions. All staff members work very hard to model the behavior they would like to see children using, as well as providing children with appropriate words and ways to express their emotions and feelings without violence.

In the case that a child is unable to regain a stable emotional state, the teacher may choose to use a "time-out" in order to give this child the opportunity to calm down. This procedure is only used for children over the age of three and may only last one minute for each year they are old. (i.e. 4 years old = 4 minutes) The "time-out" period is a way for the child to regain emotional control and be removed from the situation, in other words, a way to redirect attention to another activity or quiet place. "Time-outs" are never used as a punishment.

Any staff member who physically or verbally abuses any child or staff member is to be immediately dismissed from their position. Non-tolerated behaviors include, but are not limited to, hitting, shaking, punching, screaming and threatening.

## Nap/Rest Time

After hours full of exploration and play, we feel it is necessary to take time to relax and take a nap. Any child who appears awake after thirty minutes will be given the opportunity to get up and play quietly. This may include reading books, coloring, or doing an art project.

Each family is asked to provide two blankets, or a crib sheet and a blanket for children to use at rest time. A pillow may also be sent for children over the age of one. These items must be labeled with the child's name and placed in some type of bag storage at the Center. (i.e. a pillowcase, laundry bag, closable plastic bag, etc....) The sleeping items are sent home at the end of each week for laundering. Please be aware that GEELC MUST launder items used for sleeping or napping if they are left at the center after 5 uses. GEELC provides all children ages one and older a 2" thick mat to use during rest times. The center provides children under age one a Pack-n-Play portable crib for nap time use.

## Schedules

While each classroom will have its own developmentally appropriate daily schedule, the following is a typical full center schedule of events.

### **Great Expectations Early Learning Center Daily Schedule**

5:30 a.m.	Center Opens
5:30-8:30	Children engage in age appropriate free play
8:30-9:00	Breakfast
9:00-11:30	Daily Educational Programming
11:30-12:00 p.m.	Lunch
12:00-2:30	Nap/Rest Time
2:30-3:00	Afternoon Snack
3:00-6:00	Educational Programming/Children's Choice of Activities
3:30	School Age Children Arrive
3:30-4:00	School Age Snack
4:00-6:00	School Age Programming/Age appropriate free play
6:00-6:30	Dinner
6:30-7:45	Completion of homework, planned activities, free choice
8:00	Center Closes

## Pick Up and Drop Off

When arriving at the Center, please park in the designated stalls found in Bethesda Lutheran Homes and Service parking Lot c, located adjacent to the Werner Building. Please be sure to turn your vehicle off, close all windows and lock the doors of your vehicle before entering the building. Enter the Werner Building using the doors located on the side of the building. When arriving inside the main hallway, you must use the security coded main doors to enter the Center. All persons authorized to drop off or pick up children must use the computer terminal to "clock" the children in and out before entering the child (ren)'s classrooms.

GEELC teachers record each child's attendance on an attendance sheet located in their classrooms. They are required to keep a "running list" of all children currently in their care. This procedure allows GEELC to carefully track all children within the Center as well as on trips outside of the Center.

When arriving at the Center, children should be dressed and ready to begin their day. All necessary equipment, such as bedding, extra clothes, diapers, wipes, etc... should be present or brought in as needed. If the Center must provide any required equipment for your child, a charge for the cost of the item will appear in your tuition account. If your child arrives unprepared for the day repeatedly, families will be contacted to either immediately provide the necessary equipment or to pick up the child until all needed items are brought into the Center.

If you or another authorized person are unable to pick up your child (ren), an authorization of pick-up form must be completed for the new person prior to the time that he/she arrives at the center. That person must also bring a picture I.D. to verify their identity in order to remove children from the center. You are allowed to make changes, additions, and deletions to your authorized persons list as needed.

If there is a time when you are arriving before or after the contracted hours of care without prior notice to drop off or pick up child (ren), please be aware that there is a fee of \$1.00 per minute for each child. This fee is to be paid directly to the fee box at the time of arrival and both the family member and a supervising staff member must sign a Late Pick Up notice, also placed in the fee box.

If the occasion arises that a person picking up a child (ren) is suspected of being under the influence of alcohol or drugs, we want you to be aware of the steps we take to keep your child (ren) safe. We first get in touch with the emergency contact person to see if they are available to come and take you both home. If the emergency contact cannot be reached, we offer to call a taxi. If you do not want to take a taxicab, you are welcome to stay at the center until a supervising staff member is able to leave and take you home.

Any person behaving in a disorderly fashion will be reported immediately to the local police and social services department.

For your child's safety we record the date and the steps taken in the accident/incident log. If the occasion arises again we must contact social services. One of our main goals at GEELC is to help keep your child safe and healthy.

## **Nutrition Policy**

GEELC is dedicated to the growth and development of all children in our care. We, therefore, are determined to provide a variety of nutritious foods that help to maintain your child/ren's growth and development. We provide breakfast, lunch, afternoon snack, dinner, and evening snack at no extra charge which our teachers eat to provide a role model to encourage healthy food choices. A monthly menu stating what the children are eating for these times is posted on the Family Communication Board.

Our menu provides a variety of food items from different cultures to ensure that the children are excited to eat the meals. The snacks and meals are kept simple to allow the children to participate in creating and serving these meals/snacks. GEELC staff also ensures that food is cut or prepared to the appropriate portions as deemed suitable by each meal and snack are age and developmentally appropriate. We believe that children eat when they are hungry so a meal or snack is never forced on them nor is food used as a punishment or a reward.

Children arriving prior to 7:30am may bring a nutritious breakfast to eat like a granola bar and fruit along with milk. Any food brought from home for meals or snacks must meet the State requirements (this includes meals for field trips). If food is brought from home does not meet the State requirements, it will be sent home.

The person(s) employed by Great Expectations to prepare meals and snacks must be trained in appropriate techniques used in food preparation process and is required to have at least four hours of continuing education a year. He/she is made aware of all food allergies and special diet requirements as they arise. It is our intent to be accommodating to those who may require special choices. It may be necessary for families to supply food at times if it is not possible for GEELC to make appropriate accommodations.

Families with infants are required to supply food items if the items provided by the Center are not acceptable for the child. Our staff feels that continuing and building home schedules is key to creating a comfortable atmosphere for all infants. It is always the family's choice when their infant is developmentally ready to eat meals and snacks provided by the center. However, the State of Wisconsin requires specific meal requirements to be met depending on a child's age and the Center is required to abide by them. If a family feels that their child is not developmentally ready for all the components of the Required Meal Pattern, written verification must be provided by the child's physician.

Also, if your child requires a special diet or has food allergies please speak to your child's teacher or to the Center Management to ensure that your child's needs are met while still meeting the licensing rules and requirements of the center. Keep in mind that some special diets may require documentation by your child's physician. Be aware also that we are required to have all food allergies posted in the classrooms and available for all the staff to see before meals and snacks are served.

## **Administration of Medication**

All medication that is administered to any child must be accompanied by a completed Administration of Medication Form. This form can be obtained at the office, the child (ren)'s classrooms, or at the Family Communication Board. All prescription drugs MUST be in the original containers and include the child's name, prescription name, expiration date, and specific directions regarding the dosage. Please do not put any medication in your child's pockets, backpacks, or cubbies. Medication MUST be given to the center administration or a teacher in your child's classroom. An Administration of Medication Form or an Ointment Application Form must accompany all over-the-counter drugs, i.e., bug spray, lotions, Chap Stick, sunscreen, Tylenol. Over the counter medicines must also be in the original packaging and labeled with the child's name and the appropriate dosage. All forms must give specific directions regarding proper dosage or application.

Teachers are responsible to record the appropriate information regarding dosage and time of administration in the medical logbook located within their classrooms. The information in the logbook is kept confidential with access given to family members regarding only their child. We CANNOT keep any prescription or over the counter drugs at the Center past the dates indicated on the Medicine Authorization Form. Medications prescribed for chronic or long term conditions must have the Medicine Authorization Form updated at the time of the prescription's expiration date.

### **Accident Procedures**

As we all know, sometimes accidents happen here at GEELC. If the injury is minor, the area will be cleaned with soap and water and/or an ice pack will be placed on the area affected. This type of accident requires the teacher to fill out an Accident/Incident Report that must also be signed by a family member and turned into the office. A record is also made by the teacher in an Accident/Incident logbook located in the classrooms. If an injury were to occur that is deemed an intermediate injury, parents/guardians are notified immediately. It is then the parents/guardian's discretion as to whether physician attention is required. All intermediate injuries are recorded according to the procedure indicated above. In the event of a major injury, an ambulance would be requested using the 9-1-1 services and the child would be transported to Watertown Memorial Hospital for treatment. The family members would be contacted immediately with all pertinent information. All recording procedures mentioned above would also apply to this situation. All major injuries are reported by center administration to the Department of Health and Family Services within 48 hours of the incident.

The same policies apply to children traveling on a field trip. Any minor injuries are treated by the teacher using items from the first aid kit and intermediate injuries are reported to the appropriate family member with medical attention given at their discretion. In the event of a major injury, 9-1-1 services would be called and the injured child is transported to the nearest emergency facility via ambulance. Center administration will contact parents/guardians with all pertinent information after an immediate phone call from staff supervising the children.

Center administration will review the Medicine Log and the Accident/Incident Log at least two times per year. The Log Books are also available for family members to view at any time, however because of confidentiality issues involved; we reserve the right to allow families to see only entries that apply to their child (ren).

### **Emergency Response & Evacuation Procedures**

The emergency equipment located in the building is checked on a weekly basis to be sure that it is functioning correctly. The maintenance department from the Bethesda Lutheran Homes is required to regularly check all heating, cooling, ventilation and electrical systems within our building. Other safety precautions taken by GEELC include the use of a carbon monoxide detector, weekly checks of all smoke alarms, properly charged and mounted fire extinguishers located within the center, updated and correct emergency numbers posted in each classroom, and daily checks to determine that all exits are clear of obstructions.

#### **Fire Drills**

The staff and children practice fire drills on a monthly basis. Each classroom is equipped with both a written plan of action as well as a diagram with evacuation directions. Staff and children quickly and safely exit their classrooms and the building. Staff members carry their attendance clipboards, children emergency contact numbers, and a first-aid kit that includes latex gloves, tissue, bandages, and a flashlight. Center administration will make sure that each classroom is cleared and all children are accounted for before exiting the building. Center administration is also responsible to take the center first aid kit before leaving the center. Each month, information on the evacuation time and date of the drill is recorded on the State Required form.

### **Tornado Drills**

Tornado drills are also practiced on a monthly basis during the season they are most likely to occur. All staff members are aware of the "safe zones" located within the center where all persons are to go in the event of threatening weather. Staff and children move quickly and safely to the designated area within the building. Staff members carry their attendance clipboards, emergency contact numbers, and their classroom first aid kit. Administration will make sure that all persons are out of the classrooms and accounted for before seeking shelter. Administration is also responsible to take the Center first aid kit before seeking shelter within the center.

### **Flash Flooding**

In the event that conditions are likely to cause flooding or the National Weather Service has issued a flash flood watch or warning, GEELC may be required to evacuate the Center and close the facilities. The children and staff are moved to an appropriate safe area located on the Bethesda Grounds and families are contacted as to the location and asked to pick up their children within one hour.

### **Swimming Emergencies**

In the event of a swimming emergency 9-1-1 would be called and the child is transported to the nearest emergency facility via ambulance. GEELC staff members who are trained in life saving procedure and/or CPR may use these skills to assist the child. In the case where trained and qualified persons staff the swimming area, they are allowed to assist the child until emergency services can arrive. Center administration will contact parents/guardians with all pertinent information after an immediate phone call from staff supervising the children.

### **Missing Child Emergencies**

In the event that a child in our care were to become missing, GEELC would make an immediate, rapid, initial search of the facility and grounds and attempt to confirm whether the child had been picked up by a family member. Notification of the Watertown Police Department is the next step, taking place immediately upon completion of the initial search. Administration will then continue to search the center facility, grounds, and surrounding areas including all closets, cabinets, rooms, and play equipment. The child's family is also notified and searching continues until the authorities arrive at the Center. Center administration will remain on the premises and serve as the person in charge of gathering information and giving out descriptions of the child to the authorities.

### **Missing Child Emergencies - Field Trip**

In the event that a child in our care were to become missing while away from the Center on a field trip, the teacher in charge of the group would make an initial, rapid search of the immediate area/location. The authorities in charge of the attraction/location would be notified after the initial completion along with the local police personnel. Once the authorities have been notified, the teacher in charge must contact center administration to provide any and all information regarding the situation. At this point, administration will contact the child's family or emergency contact person. The teacher in charge of the group must remain on premises to provide any pertinent information regarding the child.

During any emergency drill or actual situation, staff members are required to escort all children out of the building or to an appropriately safe area as indicated in the evacuation plan. They are also required to carry attendance sheets and "running lists" and make sure all children in their care are accounted for at all times.

In the event that an actual emergency situation should occur, all family members are contacted as soon as possible using the information on the emergency contact sheets carried by the teachers. If the emergency contact cannot be reached, the second person listed is contacted.

## When Children are Sick

It is our goal to keep all of the children as healthy as possible. In order for us to do this, the Center has set forth the following guidelines and policies regarding an ill child's attendance at the Center.

A child should be kept home if they have a fever of **100.4 degrees Fahrenheit or higher** when taken under the arm, especially when accompanied by other symptoms such as **vomiting, sore throat, diarrhea, headache, or undiagnosed rash**. A child should also be kept at home if he/she has an **inflammation/irritation of the eyes, excessive amounts of nasal drainage, or head lice**. According to GEELC policy, **diarrhea** is determined by three soiled diapers within a two hour time period. If diarrhea is present due to teething, a doctor's note must be given to the child's teacher.

If your child becomes sick while in our care, they will be isolated from the other children. This child will be made comfortable and in sight and sound of a staff member. A parent will be notified by phone that their child is ill and needs to be picked up within one hour. If a parent is unable to be reached and/or are unable to pick the child up, and emergency contact must be notified. If the ill child is **not picked up within one hour** of the phone call, a charge of **\$1 for every minute will be added to your weekly tuition**. You may also receive an Ill Child Form that indicated our policy for the child's return.

**A child with any of the mentioned symptoms should be kept home from the center until he/she is completely well or until he/she has been symptom free for a full 24 hours without the use of medication. In some cases a note from a health professional may be required for re-admittance. However, a physician's note does NOT guaranty re-entry to the Center.**

**VIOLATION OF THE 24-HOUR POLICY IS TAKEN VERY SERIOUSLY AND COULD RESULT IN TERMINATION OF ENROLLMENT!!**

A note is posted within the center if any communicable diseases of illnesses are found to be present. GEELC is also required to report more serious cases of communicable disease to the Public Health Department. If you have any questions or concerns about communicable diseases that are common in children, signs and symptoms there is a chart available to be viewed.

## Policy Regarding Suspected Abuse/Neglect of a Child

All staff employed at GEELC are considered to be mandated reporters of suspected abuse and/or neglect of any child in our care by the State of Wisconsin. A mandated reporter is required by law to report all cases of suspected abuse and/or neglect that may occur to the children they have contact with in the course of their professional duties. Our staff is also required to report situations in which they have a reasonable belief that abuse/neglect is being threatened or is likely to occur.

This type of situation is of the utmost seriousness. For this reason our staff is trained in the appropriate reporting procedures. They are also trained in how to recognize the potential signs of abuse and neglect.

GEELC is concerned about the welfare of children, especially those who are a part of our professional family. This policy is designed to protect the children and is not used in any other way. If you have any other questions or concerns, please contact center administration.

## Pick-up Policy Regarding Families with Child Custody Issues

GEELC's goal is to ensure that all children receive proper care in a safe environment that is conducive to learning. Any family with a child visitation or placement issue must provide all paperwork pertaining to court ordered placement and/or visitation schedules at the time of enrollment or as they occur during the child's enrollment.

The Department of Health and Family Services regulations for child care state, "All parents/guardians are permitted to visit during center hours unless access is prohibited or restricted by a court order." This means that any person who is a parent or legal guardian is allowed to visit their child during the Center's operating hours. However, all court ordered restrictions or prohibitions will be enforced by the staff at GEELC with the support of local law enforcement officers.

It is our policy that children are not released to persons unless there is written authorization provided by the contracted parent or legal guardian. In a joint custody situation, the custodial parent under contract with GEELC must grant this authorization. Non-custodial parents are not allowed to pick-up a child without prior notice or consent of the custodial/contracted parent. If a non-custodial parent arrives at the Center with the intention of removing a child from our care without prior consent, the custodial parent must be contacted and the Watertown Police Department may also be contacted.

Any child visitation or placement that causes a disruption in the day-to-day operations of the center will be grounds for termination of enrollment. Any child visitation or placement issues that cause the children, families, or staff members of GEELC harm in any way MUST result in immediate termination of enrollment.

### **Health & Safety Issues**

GEELC is committed to providing a safe and healthy environment for all families, children, and staff members. It is our policy that the facility be clean and free of clutter. Staff members are assigned various cleaning duties to perform on a daily basis. Such jobs include cleaning and sanitizing of toys, tables, and equipment using the state required two step method. Removal of garbage, soiled sheets, and clothing as needed. Clothing and sheets that become soiled are removed immediately and sent home for cleaning in plastic bags. The center is also required to keep the inside temperature above 67 degrees Fahrenheit and if the temperature reaches 80 degrees or above we provide air circulation through the use of fans that are situated in locations that are safe for all the children.

Staff members are required to have a pre-employment physical and a negative TB skin test. They are also trained, and receive continuing education, in the areas of universal precautions, hand washing, the handling of bodily secretions, and Sudden Infant Death Syndrome (SIDS). They are aware of the necessity of glove usage and disposal as well as the need for frequent hand washing by children and staff members.

#### ***SIDS Precautions:***

GEELC requires that all children under the age of one year be placed on their backs for sleeping/napping. Any family who wishes that their child be placed in an alternate sleeping position must return a written recommendation from their child's physician stating the exact sleep position required for that child. This must be in the child's file before the sleep position can be altered from this policy.

Additional safety precautions taken by GEELC staff include the following: babies are placed on firm bedding materials for sleeping and playing; no pillows or plush toys are present inside of cribs; the temperature in the classroom and napping areas is kept at a reasonable temperature to avoid overheating; lightweight blankets are tucked tightly around the child during nap time; no blankets are placed under the child or over the railing of the child's crib; the baby's head is never covered while they are sleeping. State Regulations in Wisconsin prohibit infants from sleeping in their car seats. If this is necessary for your child, a note from a physician must be on file prior to complying with this request. We are also required to elevate cribs for children who require this procedure, but can only raise the crib to a safe position. We cannot elevate an infant's head using any kind of pillow or blanket.

#### ***Universal Precautions:***

GEELC has adopted the use of universal precautions when children or staff has been exposed to blood, blood-containing bodily fluids or injury discharge. The procedures follow what is outlined in HFS 46.07(6)(h) of the Licensing Rules for Group Day Care Centers in the State of Wisconsin.

1. All persons exposed to blood or blood-containing bodily fluids and tissue discharges shall wash their hands immediately with soap and warm running water.
2. Single use disposable gloves shall be worn if there is contact with blood-containing body fluids or tissue discharges. Hands shall be washed with soap and water after removal of gloves. Gloves shall be discarded in plastic bags.

3. For spills of vomit, urine, feces, blood or other body fluids, center staff shall clean and disinfect the floors, walls, bathrooms, tabletops, toys, countertops, and diaper changing tables.

***Hand Washing Procedures:***

1. Hand Water is turned on.
2. Soap is dispensed into hands.
3. Hands are rubbed together for at least 10 seconds.
4. Soap is rinsed from hands.
5. A paper towel is used to dry hands and turn water off.
6. Paper towel is disposed in a plastic lined garbage container.

***Diapering Procedures:***

1. Changing area is cleaned and sanitized using the appropriate two-step method.
2. Child is informed of what is going to happen.
3. All necessary supplies are brought to the changing area.
4. Hands are washed.
5. Disposable gloves are placed on the staff member's hands. (if applicable)
6. Child is placed on the changing surface.
7. Soiled diaper is removed. (verbal interaction between staff and child take place)
8. Child's bottom is cleaned with a premoistened disposable towelette(s), making sure to wipe from front to back.
9. While keeping a hand on the child the diaper is placed in a foot-activated garbage can along with the disposable gloves.
10. Child receives a clean diaper and is re-dressed.
11. Child's hands are washed using hand-washing procedure (for a child under age two a clean pre-moistened towelette may be used).
12. Child is returned to the group.
13. Changing area is cleaned and sanitized using appropriate two-step method.
14. Staff member washes their hands using hand-washing procedure.
15. Staff member may use hand cream, after washing, to prevent cracking from frequent hand washing.
16. Information regarding the diaper change is recorded on the child's daily sheet.

***Toilet Training Procedures:***

When a child reaches the 24-month milestone and the family is ready to begin the toilet teaching process, GEELC staff does their best to replicate the procedures followed at home. However, there are some procedures that we are unable to use at our facility. These procedures include, but are not limited to, the following:

- The use of food as a reward for toileting success.
- The use of punishment (any type) as a deterrent for toileting accidents.

***Emergency Numbers/Contacts:***

Each classroom with an outside phone line at GEELC is required to have Emergency Phone Number and Emergency Staff Phone Numbers posted. These are located near the area where evacuation plans are posted and contain the telephone numbers of emergency personnel who are to be called in the event of an emergency. Fellow staff members who are available for assistance when not working at the Center also have a number listed. At least one staff member, who resides within 5 minutes of the center, will be designated as the "5 minute Emergency Contact". This person is available to assist when there is an emergency and additional staff is needed at the center.

Each classroom is also equipped with emergency contact information pertaining to each child. Teachers are required to carry this information with them on field trips and in the event of an emergency evacuation or drill.

## **Policy Regarding Pets at the Center**

The Center's policy regarding the keeping of pets on premises directly correlates with the State Regulations regarding this issue. Teachers may elect to have a classroom pet under the conditions that such animal is cared for appropriately and not harmful to the well being of the children in the classroom. Classroom pets that are acceptable at GEELC are fish and small rodents; the Managing Staff must approve any other types of animals. The types of animals kept in the building or the addition of animals to the classroom shall be disclosed to all families.

Family pets may visit the Center with Managing Staff's approval. Dogs and cats that are brought to the Center shall have proof of vaccinations prior to attending and be handled by an adult or with close adult supervision. Visits should remain short in time and not be disruptive to the daily programming of the Center.

## **Family Grievance Policy**

Please feel free to discuss any minor problems, questions, and suggestions with any of the staff members. If there is something that you feel is a major problem or concern, please follow the steps below.

1. Verbally go to Management. Managing Staff work together to verbally respond to your concern within two working days.
2. If the grievance is not adequately settled, the family shall submit a written grievance to the owner, Angela Schueler. A written response with a plan of action is returned to the family within three working days.

**Angela Schueler**

**690 Johnson St, Werner Building  
Watertown, WI 53094**

3. If the grievance is not adequately met in the second step, the family may choose to contact the State Licensing Specialist.

**Sharon Lebeck**

**Department of Children and Families  
201 East Washington Avenue Second Floor  
Madison, WI 53708-8916  
(608)243-2424**

## **Termination of Enrollment Policy**

Families must notify the center in writing at least two weeks prior to withdrawal from the program. Withdrawing from the program without proper notice does not eliminate tuition charges from being incurred. Accrued Vacation/Sick Day vouchers may not be used in lieu of payment during the last two weeks of enrollment.

The Center may terminate an enrollment if the family and/or Management reach an agreement that the placement is inappropriate. Enrollment may be terminated if it is determined that parent(s) or guardian(s) are not following center policies or if the child has not been in attendance at the center for two consecutive weeks, without notification by the family concerning the absence. Enrollment may also be terminated if tuition fees are not paid in full for a 1-week period or if a family has an outstanding balance of \$200.00 or more. Enrollment may also be terminated if the Center's "hurt or harm policy" requires removal.

GEELC will notify families at least 24 hours in advance of any conditions that require withdrawal. Conditions requiring termination of enrollment include, but are not limited to, the following:

- Violations of any Center policies.
- Failure to pay tuition and fees.

- Failure to submit all required forms.
- Inappropriate placement.
- Child (ren) not in attendance for two weeks without notification of reason.
- Parent/Provider differences.

### **No Call/No Attendance Policy & Charge**

If your child is scheduled to be at GEELC, but due to an illness or other reason will not be at the center, you must call within one hour of your child(ren)'s expected arrival time. If you do not call you are charged the normal daily rate plus a \$10.00 fee and a Vacation/Sick day voucher may not be used. You WILL be contacted by GEELC Management to verify attendance if you are more than one hour late and we have not received a phone call. You may only use a Vacation/Sick Day voucher if they are available and if your child's absence is reported to the Center according to the above policy.

### **Hurt or Harm Policy**

We believe that while children are in our care we have the responsibility to ensure their safety and well being. We also understand that biting, hitting, and other types of violence may be contributed to developmental age and issues. However, if we feel that a child is *hurting or harming him or herself or others out of intent to cause harm or at a high frequency* the following steps will be taken:

*One Incident/Day = note sent home*

*Two Incidents/Day = phone call to parent/guardian*

*Three Incidents/Day = child must be picked up within one hour of 3<sup>rd</sup> call*

If any bite breaks the skin, the "biting" child MUST be sent home immediately, and the "bitten" child's family is contacted. After three missed days due to hurting or harming issues, enrollment may be terminated.

### **No School/Early Release Days Due to Weather**

On days that the schools close early due to bad weather and GEELC has decided to remain open, transportation via the center's vehicle is not provided. If a parent would like their child to attend the center on these days, they are responsible for calling the center to see if there is space and provide transportation for their child to the center. GEELC reserves the right to close the center early on these days. If GEELC determines driving conditions are too dangerous on any normal school day, parents will be given adequate notice to make arrangements for the transportation of their child.

GEELC will close when Watertown School District closes due to severe weather affecting driving conditions. GEELC will remain open when schools close due to cold temperatures. Please watch for center closings on Fox 6 and TMJ 4 or listen on 94.5 Lake FM and WTMJ 620 AM.

### **Emergency Center Closing Procedures**

GEELC is required to close the facility in situations where State Regulations regarding the care of children cannot be met. These include, but are not limited to, the following: loss of electricity, loss of water or use of plumbing, excessive heat within the Center, loss of heat, loss of telephone service, or the inability to meet the state required teacher to child ratios.

In the event that such a situation arises, family members are contacted via telephone or cell phone with the information regarding the emergency closing. Each family must then pick up their child (ren) within 1 hour of being contacted or at the time indicated by administration. Center administration is then required to report the emergency closing to the State Licensing Specialist.

## **Transportation Policy & Procedures**

GEELC provides our families the additional service of transportation to and from school for school age children. Center staff that are certified to drive center owned vehicles must meet the guidelines set forth by the State of Wisconsin, as well as have a satisfactory driving record. Driving Records are kept on file at the center for all staff members involved in transporting children. GEELC carries quality insurance coverage that exceeds the minimum requirements in the State of Wisconsin.

The names of all children being transported are recorded daily on the Transportation Record. The drivers use these records to ensure that the appropriate children are being picked up or dropped off at the correct locations.

Transportation records are kept on file at the center. Each vehicle is also equipped with the children's emergency information and forms indicating permission to seek emergency health care services. Center owned vehicles also maintain a first-aid kit.

On the occasion of field trips, the center may authorize the use of staff personal vehicles to transport children. In these situations, the center's insurance coverage is transferred to that vehicle and driver. Families are asked for permission to transport children in staff personal vehicles prior to that situation occurring. There is a form that must be filled out in order to secure parental/guardian permission. No children are transported in the front passenger seat of any vehicle being used in center authorized activities.

### **Important Center Information**

**Center Tax I.D. # or F.E.I.N. - 14-1951948**

**Main Office - (920)262-3588**

**Center Fax - (920)262-3589**

# Family Agreement



I have read through the center handbook. I understand the policies and rules and will follow them. I am aware that if I have any questions or concerns a staff member is available to help.

To ensure you understand our policies, we ask that you sign and date the form below.

We appreciate you taking the time to read our handbook; we want to let you know that we are here for you and your family.

Child (ren)'s Name \_\_\_\_\_

Name

Signature

Date

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Please return this sheet to the office after signing. This form is required to be on file prior to the first day of attendance.