

## **SECTION TWO--GENERAL POLICIES AND PROCEDURES**

Revised 09/2020

### Eligibility

Children age six weeks through 12 years will be accepted. Children who have completed kindergarten through 12 years will be accepted during the summer months for our school-age Summer Day Camp program.

### Admission Requirements

Initial contact must be made with the Administrator or Administrative Assistant for an interview and to receive enrollment forms. Children enrolled will be accepted in the order of availability. All children ages 6 weeks through kindergarten entrance must obtain a physical examination from their physician. Prior to admission, an orientation to the center must be completed. This orientation is an important part in the transition to child care at our center. In the orientation, we will cover numerous important areas regarding our agency.

The center requires an accurate and current record of telephone numbers: work, home & cell. We also require the telephone numbers of where parents can be reached during the day in case of emergency or illness of child. This record should also include a designated responsible party to notify if the parents cannot be reached. If your job should change or you should move during your time with us, please keep us informed of these changes.

The Center also requires a current listing of immunizations signed by the parent, unless waived for personal convictions or religious reasons.

The following forms are included in your parent folder and must be completed prior to the first day of attendance unless otherwise specified:

- Membership Agreement
- Family Orientation
- Parent Handbook Acknowledgement Page
- Enrollment Form
- Health History & Emergency Medical Care Form
- Auto Withdraw for payment of fees (optional)
- USDA Food Program Enrollment Form
- USDA Household Size Income Statement
- Child Health Report (within 30 days following the first day of attendance)
- Immunization Record (within 30 days following the first day of attendance)
- Intake Study

These forms and other pertinent information related to the care of each child make up the child's file. This file can be made available to parents upon their request. Please inquire with the Administrator or Administrative Assistant if needed.

### Clothing and Supplies

We suggest the following items be kept daily at the center for each child. Please label all items clearly with your child's name. Each child will have a personal storage area for their things.

#### Infants

Pacifier, if desired  
Diapers and wipes  
Clean bottles  
Changes of clothing

#### Toddlers & Children 2-5 years of age

Complete change of clothes for the season: shirt, pants, underwear, socks  
Diapers & wipes until toilet training is mastered  
Sturdy shoes for play and walking  
Proper weather clothing: Winter-coat, hat, mittens, snow pants, & boots  
Spring/Fall—light jacket or sweatshirt  
“Sleep Stuff”—sleeping bag or other padded fabric capable of being closed on 3 sides. The sleeping bag then must be stored in a pillow case. A 2 inch mat with blanket/pillow may also be used. Store in a pillow case to maintain cleanliness.

#### School Age Children

Complete change of clothes  
Sturdy shoes for playing and walking  
Backpack

#### Sleep/Rest Period Policy

Infants and young toddlers will be allowed to rest according to their schedules. Older children will have scheduled rest/quiet times. We request parents to provide a sleeping bag inserted into a pillow case that is labelled with the child's name. “Sleep Stuff” will be taken home each week for laundering by parents and brought back for your child's next scheduled day of attendance.

#### Visitation/Observation

The center is open to visits and observation by parents during hours of operation. We welcome your participation in our program. Please feel free to come and visit at any time.

#### Arrival and Departure Policy

Children must be brought directly into the center accompanied by a parent/guardian or other authorized person. A staff person must be notified of the child's arrival and departure. A daily record of arrival and departure times will be maintained by the staff. Children will be released ONLY to those persons authorized on the enrollment form. We cannot deny any parent picking up their own child unless a copy of the court order is on file here at our center. It is the responsibility of the parents to keep the center staff updated on court-ordered documents. If a parent attempts to pick up in violation of a court order, Community Care staff will call the Beaver Dam Police Department--911. Should it become necessary for any other person to pick up your child, please notify the center. Some form of identification must accompany the person picking up the child/children if unknown to staff.

If an authorized person's behavior appears irrational, slurred speech, etc. due to suspicion of drug or alcohol use upon pick-up of a child, Community Care staff will offer to call a ride for this person. If denied a ride, Community Care staff will call Beaver Dam Police Department—911 on departure.

Please contact the center as soon as possible if your child will not be attending on a scheduled day. If a child does not attend on a scheduled day and you have not notified the center, you will receive a call from center staff to verify your child's scheduled attendance day(s). State regulations require us to call if a child is scheduled to be here and has not arrived.

For District sponsored 4K students, arrival 10 minutes before and 10 minutes after the established program times is acceptable with no extra charges. Should arrival and departure be more than 10 minutes before or after the established program times, an hourly charge will apply. If you need care before or after 4K hours please be certain to schedule this. See "Weekly Schedules" for further details on procedures for scheduling your child.

### Communication

Communication between parents and teachers is a vital component to a successful relationship with our center. Each day at drop off sharing vital information with your child's teacher helps the day to go smoothly. For example, taking a moment to mention that last night's sleep was unusual or otherwise not the norm for the child may be a clue to why the child is reacting a particular way. Infants & Toddlers have limited means of communication so information regarding their care is even more important.

Consequently, teachers must also communicate about the day's events with parents. Whether it be eating less than usual that day or a slight tummy ache that resolved following a visit to the bathroom or a sad day. Our main avenue for daily communication is Brightwheel, the parent communication app, that we use centerwide. This app is free to all parents. Here you can input pertinent data about you and your child like contact information and emergency contacts. We will provide you a variety of information like photos, notes, and general information about eating, sleeping and bathroom time. Our app is also capable of sending messages regarding reminders/events occurring with the center.

The center produces a newsletter on a consistent basis that will provide general information and center wide happenings. This is generated via email.

Facebook is used as a social platform for connection to our program. Like us and follow our activities for your enjoyment.

Through any and all of these our goal is to communicate with families on a timely and consistent basis. If any of these technology-based communication methods is challenging, we will make accommodations for your circumstances. Please let us know how we can assist.

### Parent/Teacher Conferences

Another very useful communication tool is the Parent/Teacher Conference. Fall and Spring we offer formal opportunities for parents to sit down with teachers to review their child's developmental milestones. We prepare a focused portfolio for each child outlining their

individual development with goals specifically for them. Twice yearly we offer a parent interactive based screening tool called the Ages and Stages Questionnaire. The “ASQ” is an evidence-based developmental screening tool that can help parents and caregivers understand where a child is in their development. The tool can assist in understanding any unmet needs a child may have early, rather than later, in their development. Community Care teachers use this data to individualize teaching plans for children. We also use the data collectively to increase our service focus to children. We work in partnership with two foundations to track child development needs in the community. These partnerships with parents and community partners help guide our service to be intentional for the needs of the children we serve. Parents are children’s first teachers. It is imperative to the success of our work that parents are involved.

### Enrollment Policy

A child is considered enrolled upon completion of admission requirements, admission fee paid, and first week’s schedule filled out. Enrollment status is continued until one of the following occurs:

- A letter of formal termination by the parent/guardian
- Mutual decision
- Center termination
- Holding fee paid

### Termination of Enrollment

The following circumstances for termination of enrollment are:

- Parent Termination--Notification of a child’s termination must be in writing two weeks in advance. Without this notice, a charge of 1 full week will be added to your balance. (If funded by other means, you are responsible for the 1-week charge.)
- Mutual Decision--Upon enrollment, a child will be on a five (5) week adjustment period, during which time the staff will observe the child’s adjustment to the program. After consultation with the parent, the Administrator and parent agree that placement is inappropriate at this time.
- Center Termination--The Administrator reserves the right to terminate a child from the center if they feel the needs of the child cannot be served by the center or parents are uncooperative, such as, but not limited to:
  1. Failure to pay fees
  2. Failure to submit required child health forms
  3. Failure to observe rules of the center relating to arrival and departure of child
  4. More than two weeks of lack of communication with parent re: schedule will constitute forfeiture of enrollment.

### Minimum Attendance Guidelines

Children age 6 weeks through 23 months will be accepted on a 3, 4, or 5 set days per week contract. Each child 2 years through 5 years of age will be required to attend a minimum of 3 half days per week. Children not attending the minimum 3 half days per week will be charged the equivalent. Summer Day Camp children have a 3 day per week required minimum attendance or will be charged the equivalent.

Community Care will not charge fees for the legal holidays or other PLANNED closures of the facility. The holidays are as follows: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the Friday after, and Christmas Day. For example, a PLANNED closure of the facility with advance notice to parents might include Christmas Eve if there is not enough interest in care that day.

### Behavior Guidance

The staff at Community Care shall provide each child with guidance that helps the child acquire a positive self-concept and self-control, as well as teach acceptable behavior.

Discipline and behavior guidance used by each caregiver, at all times, will be constructive, positive and suited to the age of the child.

The behavior guidance policies and procedures are as follows:

**1) Children should be presented with positive models of acceptable behavior.**

Staff actions and interactions set the tone through their actions, body language, and voice level. Children copy what they see and hear. If we wish to provide a peaceful and cooperative environment for children to grow and to learn, then we must demonstrate this in our actions and voice. When voice levels are soft and calm, the children set their tone in a similar fashion. Adults need to model appropriate expression of their feelings.

**2) Behavior guidance standards need to be developed based upon the developmental needs of the children in attendance.**

It is the staff's responsibility to understand the developmental level of the children in their classroom and to recognize that expectations and practices of certain behaviors vary in accordance with that developmental level. Young children should be exposed to activities and experiences that will help them meet staff and program expectations. Games that emphasize waiting long periods of time, taking turns, and winning and losing should be de-emphasized.

**3) Redirections and constructive solutions should be the techniques used by the teaching staff. Emphasis on the positive is essential in guiding young children.**

All staff should build on the positive, providing attention and encouragement when positive interactions are taking place. The word "no" and "do not" should be used only in emergencies and rare situations. Encouragement, intervention, and reconciliation are positive goals to strive for in classroom relationships. Cooperative games and team-building activities should be emphasized; telling children what they can do instead of what they cannot do.

**4) Children should be taught how to use acceptable alternatives to problem behavior in an effort to reduce conflict.**

Behavior that is unacceptable should be considered by the staff as "mistaken" behavior. The staff must reinforce reasonable limits, and teach children "what to do instead" and not just "what not to do". Staff must realize that everyone makes mistakes and when they do they are capable of taking care of their

mistake (with staff guidance). Reinforce limits and teach alternatives. Understand that acceptable behavior takes time to learn. Opportunities to problem solve and work through mistaken behavior should be incorporated as part of the child's curriculum, both individually and in group situations.

**5) All children and staff members shall be protected and be provided a safe and secure environment.**

Ground rules are established for the general center community. The ground rules shall be established based upon respect for the individual, environment and others. It is important that the children clearly understand their boundaries. We help them with this by introducing rules that are age appropriate and in the best interest of the total center community. Ground rules should be introduced on each child's first day and reinforced throughout the year. This will provide security for the young child. Our 3 basic rules are: be safe; be kind; and take care of your school.

When a child tests the rules, staff members should immediately remind him/her of the ground rules and use the assistance of those children involved in the incident to reinforce the ground rules. The rights of the child and the staff must be respected.

**6) Consequences for unacceptable behavior shall be handled in the following way:**

The teacher must first respect and protect the rights of the child or children. Restore order without loss of child's self-esteem. Redirect the child to another activity area, or to a specific area. Natural consequences should follow the misbehavior. When this is not possible, logical consequences should be used. Children should be encouraged to verbalize their feelings, rather than demonstrate them physically. Situations of misbehavior should be used as a learning experience for those involved.

**7) Persistent unacceptable behavior will be dealt with in the following manner.**

1. The child's behavior may be tracked with information like date, time and any triggering event.
2. Staff shall meet to discuss the unacceptable behavior and to develop a program plan to meet the individual needs of the child in question.
3. The parents of the child will be consulted for a conference to discuss this plan and to enlist their cooperation and input.
4. When necessary, the director will contact the appropriate professionals for guidance and referral.
5. All action will be taken with the approval of the parents.
6. Persistent, unacceptable behavior may result in termination of enrollment, if all other methods of behavior guidance have failed.

## 8) Prohibited Actions

Community Care and its staff will never subject a child to corporal punishment. Corporal punishment includes, but is not limited to rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting and spanking.

Community Care and its staff will never subject a child to emotional abuse. Emotional abuse includes, but is not limited to, name calling, ostracism, shaming, making derogatory remarks about the child or child's family, and using language that threatens, humiliates, or frightens the child.

Toileting habits, or lack of, will not be cause for punishment of any kind.

Food, clothing or medical care will not be withheld as punishment.

No physical or mechanical restraints of any kind will be used on a child.

## 9) Separation from the Group

A child may be separated from the group only when less intrusive methods of guiding his/her behavior have been tried and proven ineffective. A child should be separated from the group only when his/her behavior causes concern for his/her safety or that of other children. When separated from the group, the child must remain in an area of the room where his/her physical presence can be seen and heard by the teaching staff. When a child has been removed from the group, he/she may return to the group when the behavior has been brought under control and the child is no longer a threat to himself/herself or to classmates. The child shall be returned to the group at the earliest possible opportunity.

A child between the ages of 6 weeks and 16 months shall not be separated from the group as a means of behavior guidance.

### Parents and Teachers: Partners in Child Guidance

Parents and teachers can make great impact working together in guiding children's behavior. Teachers request support from parents in helping children follow limits and rules posted in classrooms. Teachers will seek input from parents on home disciplinary methods as needed. Parents should be aware that certain types of discipline will not ever be used, even if parents request. Such corporal punishment techniques such as spanking will not be used. Food will never be used as a reward or punishment. Any form of discipline that is abusive verbally, physically, or emotionally will not be used. Teachers welcome input from parents on child guidance that fall within these guidelines.

### Biting Policy

Biting can be a normal experience in a toddler's world who is learning how to handle frustration or anger. We strive to teach children, even at a very young age, that biting is not an acceptable way to handle frustration. We handle biting with a firm approach that

incorporates close monitoring and interventions to decrease biting. This team approach helps to find the triggers to biting. Parents will be called if skin is broken. The teacher will do daily charting on the biter answering why and when biting occurs. The teacher will find strengths of the child and handle discipline with love and respect.

### Child Abuse

Community Care Preschool & Child Care, Inc. is mandated by State Law Statute 48.981 to report any suspected or known cases of child abuse or neglect to Dodge County's Department of Family Services or to local law enforcement.

All employees of Community Care receive training in child abuse and neglect laws, indicators of abuse and neglect, and the process of reporting suspected cases of abuse or neglect.

All staff are instructed on possible signs indicating abuse and/or neglect. The presence of these indicators is sufficient to warrant a staff member to be suspicious of abuse and/or neglect. Reporting the suspicion of abuse is recommended whether proof or investigation procedures have been undertaken.

Not all injuries indicate abuse; however, a pattern of injuries can be cause for concern and may lead staff to suspect that injuries could be related to abusive treatment. For the protection of the children and the center, staff will record in the medical log any injuries present when a child arrives at the center. Entries will follow the medical log procedures.

Staff are encouraged to discuss their concerns with the administrator. Any staff member with a "reasonable suspicion" is legally obligated to report. Passing on information to other staff or to the administrator does not relieve the staff member of their obligation to report. The center will support staff members in making the decision and affirm that a report made in good faith will in no way jeopardize the person's position with Community Care.

The center may consult with outside agencies as needed. Outside consultation will be done with the expectation that the family's right to confidentiality will be maintained at all times. Discussions that identify a child or family will be limited to center employees and staff of reporting agencies as required by law.

### Pets at the Center

Pets, such as cats, dogs, guinea pigs, hamster, etc. will not reside at Community Care. Any change in this statement will go through the Board of Directors, and parents will be notified well in advance of any change.

### Complaint Procedure

We welcome your feedback regarding our performance. Should there be any part of our services that is found to be unsatisfactory, we want to know. Please speak to any staff member regarding questions or concerns you may have. Our Administrator welcomes calls, e-mails, and face-to-face visits to help address any questions or concerns. Each year we also publish a survey to help improve our services. We welcome your participation in this survey as it helps us to identify and improve areas of our service to families and children.