



Helen R. Godfrey
University Child Learning and Care Center

Accredited by the National Academy of Early Childhood Programs (NAEYC)
Five Star Rated by Youngstar



Family Handbook

Policies & Procedures Manual

UWSP- Child Care Delzell Hall
910 Fremont Street
Stevens Point WI, 54481
715-346-4370
www.uwsp.edu/childcare

Director: Becky Helf
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University of Wisconsin – Stevens Point

Helen R. Godfrey University Child Learning & Care Center

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Stevens Point, WI 54481
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To All Our Families,

Welcome to the Helen R. Godfrey – University Child Learning & Care Center (HRG-UCLCC). The center is so glad your family will be a part of our school family. For all families returning, we welcome you back and for new families we hope our program will be a rewarding experience for your entire family. A large part of our success depends on the involvement of the families of the children we serve. We have developed this handbook to provide you with our policies and procedures along with basic information on our program. Thank you for taking the time to review the information. Please be sure to return the last signature page at the back of the handbook to the Child Care office in room 11 or place them in the Return Form drawer below the sign-in iPad.

We are looking forward to a successful partnership. If you have any questions or concerns, please ask the Director or primary teachers. The staff is always available to help. We welcome your comments and suggestions.

Sincerely,

Becky L. Helf

Becky Helf
Director, HRG-UCLCC
bhelf@uwsp.edu

**HRG-UCLCC is Accredited by the
National Association for the Education of Young Children (NAEYC)**

Five Star Rated through Wisconsin's YoungStar Quality Rating System

GENERAL INFORMATION

THE CENTER

At UWSP's Helen R. Godfrey University Child Learning & Care Center (HRG-UCLCC), children from age 6 weeks to 12 years of age may grow and learn in a stimulating childcare center environment. Individuals are encouraged to develop according to their own unique abilities while relating to others. The Center opened in January of 1973 with a single classroom of two- to five-year-old's. HRG-UCLCC today has grown into four classrooms serving ages six weeks to six years (12 years old in summer) and is nationally accredited by NAEYC, rated 5 stars through the WI Youngstar Quality Rating Scale, and is State licensed by the Department of Children and Families to serve 63 children.

The Center is open Monday through Friday from 7:30 AM to 5:30 PM during the academic and winterim period and 7:30 AM to 5:00 PM during the summer session. There are closures throughout the year that align with the university calendar with consideration also to the local school district calendar. Parents/legal guardians are always welcome visitors unless a court order states otherwise (open door policy).

Families contract for the schedule that best meets their needs during any given semester. Our four classroom groups are:

- Starlight: 6 weeks to 2 years
- Bunny: 2 - 3 years old
- Playhouse: 3 – 4-year-old Preschool
- Rainbow: 4K, 4-year-old Pre-Kindergarten
- School Age: School age program (summer only) *

*We also offer drop-in for school age children on school off days, snow days, etc....Call 715-346-4370

LOCATION

We are located on the University of Wisconsin Stevens Point campus, in the lower level of Delzell Hall. The mailing address is UWSP-Child Care, Delzell Hall, 910 Fremont St., Stevens Point, WI 54481. For a guided tour, call the program at 715-346-4370.

STAFF

The Center's staff includes a full-time director, assistant director, and eight full-time degreed teachers. Several student teacher assistants and student volunteers involved in university practicum or work-study/student regular augment the Center's staff. Our UCLCC student employees are generally to be wearing purple or a purple apron to distinguish themselves from the UWSP students here for academic only purposes. All staff upon hire are required to have a physical and TB test and complete certification in CPR, 1st Aid, AED. All primary staff and paid student staff have fingerprint criminal background checks and an initial orientation before working in the classroom. This includes, a staff meeting for new staff, manual reading of center policies, tour, safety procedures, injury care & emergency procedures, all center health regulations & education programming including child guidance, universal precautions, infectious disease control, Sudden Infant Death Syndrome, Abusive Head Trauma Prevention training, and child abuse & neglect reporting. The state provides an orientation checklist that must be completed and kept in the personnel file of all staff. After orientation, new staff work alongside the experienced staff. Individuals also employed by UWSP Facility Services (maintenance, custodial, etc.) do move throughout the program as needed, never to be left alone with children and always under the supervision of our program staff when children are present.

All primary staff attend weekly staff meetings. All teachers meet the continuing education requirements by attending conferences, workshops, and/or area educational classes. Requirements are 15 hours for full-time teachers and 5 hours for part-time assistant teachers. Student aides are required to attend a 2-hour orientation & monthly meetings held during the fall & spring semesters. All continuing education is documented. The Center's staff delegation plan is posted by the Family Board.

LICENSE AND ACCREDITATION

The state license is displayed on top of the family mailboxes. Any violations are posted by the Family Board (state code). All Center policies and state codes are available by the sign-in computer and available online at <https://dcf.wisconsin.gov/files/publications/pdf/0205.pdf>

The center is nationally accredited by the NAEYC, rated 5 stars through the Wisconsin YoungStar Quality Rating Scale, and is state licensed by the Department of Children and Families.

ELIGIBILITY REQUIREMENTS

All children enrolled in the HRG-UCLCC must be at least 6 weeks of age with priority given in the following order: current family sibling, a child of a UWSP student, UWSP faculty/staff member, alumni of UWSP, and finally general public. To secure enrollment, the childcare registration form must be filled out and submitted with a non-refundable registration fee. Registration forms are available on our website.

SANITATION/TEMPERATURE OF CENTER

The center is cleaned daily. This includes trash, bathrooms, and general sanitation procedures. All toys mouthed by children are collected and washed in soap/water and sanitized in a bleach/water solution daily. The temperature of the center is monitored by inside thermometers. State licensing regulations suggest classroom temperatures are above 67 degrees Fahrenheit and below 80. Please keep this in mind and provide a sweater or light jacket if your child is sensitive to temperature. All children, staff, families, and volunteers need to wash their hands with soap and running water when they enter the center classrooms.

TRANSPORTATION/FIELD TRIPS

The Center provides no transportation. Families are responsible to bring their child to and from the center. For some field trips in the 4K program, the children are transported by the Steven Point School District Bus Program. For other occasional field trips, a Stevens Point City Bus may provide transportation. Attendance is taken before the bus leaves, when it arrives at the trip location, as it re-groups before it goes back to center, and when it returns to the center. All field trips that transport children by bus will be announced to all families (day, time, location of trip). Families must sign a field trip permission form for their child to participate. 4K children that ride the Public-School Bus will be met at the bus and escorted back at the close of 4K by center staff. Daily attendance of bus riders is taken by teacher and children missing from the bus will be followed up on with a call to the family and/or bus garage (as necessary).

As part of our program, we occasionally organize field trips to allow the children to experience new environments and visit new people and places outside of the center. A field trip permission form is required for all field trips that provide public transportation. All walking field trips are pre-approved by signing the registration form upon enrollment. Teachers will post transported field trip information on the Family Information Board areas or family mailbox in advance of the field trip. This notice will state the destination, date, times, cost (if any), and type of transportation. It is very important that you sign the required permission slips if you wish your child to participate. Please be sure your child is early for scheduled field trips and dressed accordingly. If your child arrives late or their arrival time is after the time of the scheduled field trip, he/she will join another group until their group returns. Teachers take a cell phone, children's emergency information, the attendance list, any needed medication, and a first aid kit on all field trips. The same emergency and first aid procedures will be followed as if at the center. Attendance records will be copied and kept in the main office while on fieldtrip.

PARKING

The Center has two parking spaces, in Lot Z behind Delzell Hall, to use for drop off and pick up of children. Families must use flashers, or you are subject to being ticketed. If these spaces are full, metered parking spaces should be used in Lot Z or parking on the west side of Fremont Street near the front stair entrance to Delzell Hall is available and street signs are noted accordingly.

It is recommended that all vehicles parked in Lot Z be turned completely off. Vehicles should only be left idling in cases of extreme weather (heat or cold) to maintain interior or engine temperatures.

SPECIAL CONSIDERATIONS OR GRIEVANCES

Any special considerations should be discussed with the director. They may be approved at the director's discretion. Objections or problems should be put in writing and submitted to the HRG-UCLCC. Concerns regarding program staff should be brought to the attention of the Director and/or Assistant Director. Conflict resolution strategies include, but are not limited to: meeting with program Director and/or Assistant Director, mediated meeting between all involved parties, etc. If concerns are at/above that of the Director, those should then be directed to the Vice Chancellor for Student Affairs.

CENTER SESSIONS/CLOSURES/HOLIDAYS

The Center is open year-round, except for federal holidays and the other timeframes noted within this section. The center is closed for Christmas break (6-14 days) between Christmas Eve through New Year's Day and the UWSP Spring Break week. It is also closed Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the Friday following Thanksgiving, and Martin Luther King Jr. Day. Additional or different closure notifications are communicated promptly to families and may include closure for staff professional

development days, family teacher conferences, etc.

*If a contracted day falls on a legal holiday (or closely related day) when the center is closed, tuition will still be assessed at a normal rate, always giving families the lowest rate available in those circumstances. No credit will be given for weather-related closures. Tuition credit will however be given for the Christmas Holiday break and the week of spring break (roughly 11-18 days of non-tuition assessed days between these periods of time not requiring vacation credit to be used).

Families must register for each session they would like to attend; it is not an automatic re-registration. If the center is closed due to unsafe road conditions or the safety of our staff and families, communication will be made via email as well as the UCLCC Facebook page.

NONDISCRIMINATION

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410.

(2) Fax: (202) 690-7442; or

(3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.

CONFIDENTIALITY

All records and information on families and children are kept confidential. Children's records are accessible only to parents/guardians, administration and teachers in the program. Information will not be released to unauthorized parties without written parental/guardian consent.

DROP OFF OF CHILDREN

- Always sign your child in at the time of arrival. The sign-in iPad is located next to the family mailboxes by the elevator. Each family will receive a 4-digit pin for signing children in/out daily. Staff will train new families on the iPad routine for signing in/out.
- Children are to arrive ready for school. We will try our best to send your child home with a clean diaper and/or clothing and would appreciate the same consideration when you drop your child off.
- Children should arrive dressed for play. Please don't dress your child in nice clothing and expect him/her to be spotless when you arrive to pick him/her up. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, winter/rain boots and coats for cold or rainy weather. Please label all of your child's clothing.
- At drop off – sign your child in to the program at the iPad, have them wash their hands, and walk them to their appropriate classroom (Do not drop your child off at the door and leave without announcing your child's arrival to the teacher in charge).
- Families are required to call the center if their child is sick or will not be attending for any reason.
- If a child is absent from the center with no prior notice, the center will make a phone call to the child's home, family's workplace, or cell phone.

PICK-UP OF CHILDREN

- It is expected families will pick up their children at the appropriate time stated on the registration form.
- Please be sure to pick up your children before the scheduled time of closing. Children are considered to be in the care of the UCLCC until they have been picked up from their classroom NOT the time families clock them out of the computer. Please note late pick-up fees on page 20.

- Be prepared to show your picture identification when picking up your child. Your child will not be allowed to leave with another person unless you have notified us in advance in writing. A picture ID is used when we do not recognize the individual (driver's license – student ID).
- According to licensing rules, children left at the Center more than thirty minutes after their program time period ends can potentially be put under the protection of Portage County Human Services, if parents/guardians/emergency contacts cannot be reached.
- Persons appearing under the influence of drugs or alcohol will not be permitted to pick up children from the Center. An authorized person from the child's Child Care Enrollment and Health History document will be called to pick up your child and/or the matter will be turned over to university police.
- Be sure to stay on the designated sidewalk area at pick up and drop off, especially due to the high volume of traffic in the parking lot area.

**If you know you will be late picking up your child, please call the
Child Care Office 715-346-4370.**

WAITING LIST

Families requesting a specific unavailable time/classroom for their child or a child who is not yet age-eligible may be placed on our waiting list. The center will regularly reach out to families on the waiting list for an update of status to keep the waiting list as up to date as possible. The form can be found on our website at: [www.http://uwsp.edu/childcare](http://uwsp.edu/childcare).

ORIENTATION

Families and children are invited to visit the center prior to starting. Children adjust more easily if they are familiar with the teacher, other children and the facility before they attend. An open house is available each fall, which enables the family and child to become familiar with our program. If you are unable to attend the open house, please contact the Director for an alternate orientation.

COMMUNICATION WITH FAMILIES

The following are ways communication between the center and families are initiated:

- Each family has a mailbox by the sign-in iPad: Notes from teachers are left in family mailboxes along with flyers, announcements, and reminders.
- Center monthly newsletters (sent via email along with a hard copy on the family board).
- Special reminders are sent via email.
- Follow the "HRG UCLCC" Facebook page for events and daily happenings.
- Community and special announcements are posted on the Family Board located to the immediate right upon entering the UCLCC from the elevator.
- Weekly classroom lesson plans are posted on classroom family boards and emailed along with a weekly classroom newsletter.
- A message notebook is provided by the sign-in iPad for families to leave messages for the childcare office and teachers.
- All registration forms, handbooks, and family information are on our website: www.uwsp.edu/childcare
- **Family/Teacher conferences (scheduled twice a year – MANDATORY in the fall and optional in the spring).**
- Families are encouraged to ask questions and to speak with their child's teacher on an on-going basis. Each child is assigned to a lead teacher for family/teacher communications.

Please check your mailboxes daily and open all email correspondence from HRG-UCLCC

FAMILY PARTICIPATION

Families are always welcome at the HRG-UCLCC. It is encouraged to share time with your child. The following would be some examples of participation:

- Joining your child with a brown bag lunch.
- Read a book to the class.
- Share a talent: i.e. play a guitar, lead a sing-a-long, do a science experiment, etc.
- Share a cultural tradition.
- Fix a toy.
- Bring a snack (check with a teacher to follow nutrition guidelines).
- Demonstrate a hobby.
- Help with a field trip.
- Volunteer.
- Attend family night activities or other center related family events.
- Take advantage of the family resource area. If you have any articles to share, please contact your child's teacher or the director.

ITEMS FAMILIES PROVIDE AND THOSE PROVIDED BY HRG-UCLCC

Families provide:

- ✓ disposable diapers, if needed
- ✓ baby wipes, if child is in diapers
- ✓ Two (2) changes of clothing (labeled with first and last name)
- ✓ seasonally appropriate outerwear (boots, snow pants, mittens; labeled with name please)
- ✓ rain gear (suggestions: umbrella, rain boots)
- ✓ medication as needed including diaper creams, hand lotion, insect repellent, and sunscreen (permission forms are required to be completed for these items)
- ✓ family photos (2-3)
- ✓ 2 boxes Kleenex

HRG-UCLCC provides:

- ✓ a nutritious morning breakfast*
- ✓ a nutritious lunch*
- ✓ a nutritious afternoon snack*
- ✓ mat for napping, sheet and blanket
- ✓ muddy buddy (rain/wet body suit) for outdoor play as needed
- ✓ all other necessary materials, equipment, and supplies

*Please see FOOD section for more details.

PROGRAM PHILOSOPHY AND PRACTICES

THE PROGRAM

HRG-UCLCC is licensed for 63 Children by the WI Department of Children & Families (DCF) for children 6 weeks through 12 years. We strive to create an environment where children are respected as capable, active participants in their own learning.

The Center's activities emphasize social, emotional, physical and cognitive development. The program's values include:

- Children, Families, Professional and Student Support Staff.
- Developmentally appropriate practices inspired by children's interest and diverse backgrounds.
- Acknowledging families as their child's first teacher.
- Celebrating diversity as an opportunity to enhance our learning community.
- An inspiring learning environment for families, children, and teachers.
- Sharing real-world experiences with the UWSP community and beyond that connect joy and learning.
- Assessment that enables HRG-UCLCC to be accountable for teaching methods and benefits quality enhancement and improvement of programming.

- Continued professional development that enables all staff to stay current with early childhood trends and best practices.
- A strong commitment to work ethic that adheres to high quality standards and values.

MISSION:

The HRG-UCLCC is dedicated to providing a high-quality, developmentally appropriate environment for children and their families. We are a model educational and training site collaborating with partners throughout UWSP and the community for early childhood development, teacher education, and UWSP students.

VISION

Our work transforms the understanding of education to include all children as capable and life-long learners, all teachers and families as full partners in the education system and quality programs for children as integral to the success of the global community.

PHILOSOPHY

Our underlying philosophy is that children learn through play, and our goal is to provide many kinds of play experiences, supporting each child's progress at their own pace. Based on the assumption that all children have strengths, we promote the positive accomplishments each child makes. The center's programming emphasizes cognition and general knowledge, language and communication, social emotional, diversity and learning, and health and physical development. Families are valued for the support they provide their children, for the partnerships they build with our staff, for their eagerness to help and for their willingness to entrust their children into our care. We believe that the college students who participate in our programs at all levels of their study from beginning observations to student teaching/practicums are unique, integral, and valuable members of our learning-teaching community.

THE CURRICULUM

The UCLCC provides quality learning experiences and care for infants, toddlers, pre-school, 4K and school age children. The UCLCC learning environment is cognitively stimulating, aesthetically pleasing and fosters children's emotional, social, physical and cognitive growth. The center's strong emphasis on nurturing relationships, family, community and culture is promoted with developmentally appropriate practices through the Reggio Emilia Inspired Approach, Conscious Discipline, and nature-based programming.

The UCLCC curriculum is a guide created to define learning objectives and create teaching standards that are fluid throughout the four UCLCC classrooms. It has been designed to serve UCLCC children from 6 weeks to 6 years. The curriculum considers developmental differences and is meant to be flexible and meet the child where they are at. The curriculum also serves as an indicator for ongoing professional development of staff. In accordance with UCLCC's emphasis on program-family partnership, the curriculum has been created to encourage family involvement, and establish ongoing meaningful communication with families.

At UCLCC teachers plan and implement age appropriate and play-based activities. Activities are inspired by the children's interests and adapted to each child's individual needs. Plans for execution of curriculum are developed through classroom observation as well as child and program assessments. Educational learning goals are based on the Wisconsin Model Early Learning Standards.

DEVELOPMENTALLY APPROPRIATE PROGRAMMING

All programming for children six weeks of age and older follow the NAEYC Accreditations Standards for age-appropriate developmental programming. The program activities are planned to enhance all children to learn their best for their own unique individual abilities. Activities are age and time appropriate. Group and individual activities all follow The Wisconsin Model Early Learning Standards, a Reggio-inspired philosophy with an emphasis on environmental education, Conscious Discipline, child-inquiry based learning, and NAEYC Developmentally Appropriate practices.

FAMILY CONSENT

By signing the Family Consent Form on the back of the registration form, families give consent for their children to be observed and to perform activities, which are appropriate for his/her development as determined by the staff or by university volunteers. By signing the Media Release Form, families consent to allow release of publicity of their child/children enrolled at the center to newspapers or other media.

SPECIAL NEEDS POLICY

If a child has any type of special need(s), the Center Director and appropriate head teacher should be notified and provided with all necessary information regarding the special need(s). Upon acceptance into the program, the staff will develop an individual program plan for the child based on this information. Families may be asked to get a developmental assessment by a specialist of their child. This can be done by the family talking with their child's doctor about the concerns, through the Birth to Three Program, a public school system, Children's Hospital, or another agency. While the Center has professional-level staff with years of experience, we do not have a school psychologist, doctor, therapist or psychiatrist on staff. Families have opportunities to provide input regarding policies and procedures for meeting a child's individualized plan, provided the staff has been given the necessary documentation i.e. IEP's, evaluations, medical documents, etc. from outside agencies. If after multiple attempts to work with a family to address concerns over their child's needs, and the family's unwillingness to pursue additional help/support, the family may be withdrawn from the program.

CULTURAL DIVERSITY

HRG-UCLCC is fortunate to be affiliated with the University whose diversity practices have been evaluated by many levels of educators. Embracing differences and similarities in cultures, unique traditions, and experiencing multicultural foods and experiences are consciously integrated into the everyday experiences of the program. Resources such as the Department of Foreign Languages and the International Studies Program are utilized for special programs and cultural support in addition to the vast array of student organizations here at UWSP. Every effort is made to hire employees of diverse backgrounds and cultures when possible. Cultural diversity is respected, and no religious training or education is available.

PROGRAM INFORMATION

DAILY SCHEDULE: The following schedule is a **SAMPLE** & will vary in each classroom

<i>Morning</i>	<i>Afternoon</i>
7:30 - 9:15 Choice	12:30 - 2:15 Rest
9:15 - 9:45 Breakfast	2:15 - 2:45 Choice & Bathroom
9:45 - 10:30 Group time, Small Motor	2:45 - 3:00 Progressive Snack
10:30 - 11:30 Outside	3:00 - 4:00 Outside
11:30 - 12:15 Lunch	4:00 - 4:45 Choice Time, Music
12:15 - 12:30 Bathroom	4:45 - 5:15 Story Time

FOOD

UCLCC's core principles surrounding food culture are; we value kindness, respect and responsibility surrounding food and mealtimes, we eat together, and children are capable. UCLCC supports the familiarization of a diversity of foods through repeated exposure to its taste, texture and appearance. Children will learn about food through observational and experiential learning during mealtime experiences and beyond. Meals are a social time when teachers model family style food service, complete with conversations about food origin, biodiversity of food, and table manners. Children take responsibility for serving meal components and post meal clean-up. UCLCC works as a collaborating partner with home, community, and peers to teach children about food culture.

Children who have a disability that restricts eating and/or feeding must complete the CACFP Special Dietary Needs Tracking Form with documentation from a physician. Meals and snack for disabilities can be brought from home and the center will provide at least one component if possible. Meal substitutions for a non-disability special dietary need are allowed for only one food item per meal or snack and must be a creditable product through the CACFP food program. A non-disability special dietary need request form must be on file for all substitutions. This does not apply to lunch for the dates that families are required to bring lunch from home.

University Dining Service (UDS) provides HRG-UCLCC with nutritionally balanced meals and snacks during the academic year along with delivery. Their cooks have the required training through their department. HRG-UCLCC is a participant in the Federal USDA Child Care Food program. The program is reviewed periodically. Monthly reports of daily attendance and eligible children are submitted as required along with quantities and qualities of the food served.

- Lunch is provided at approx. 11:35 a.m. during the academic year (all components)
- During any time periods outside of the academic year families must provide cold lunch and milk labeled with their child's name (microwave available)
- Morning breakfast is provided at approximately 8:45 a.m. and afternoon snack at approximately 3:00 p.m., including milk throughout the year
- Meals are served family style with staff seated at the tables with the children
- If you choose not to fully follow the provided menu, it is required that you talk to the director or assistant director (before bringing in items from home) regarding special dietary medically-related needs or special requests, such as vegetarian or religious beliefs. Medical documentation may be required depending upon the circumstance.
- During the summer, the menu may include produce from the children's garden and/or other locally grown foods
- All menus are posted on classroom family boards as well as in the kitchen. Substitutions are made as needed to things like seasonally available fruits. These changes are noted on the kitchen menus only.
- If you would like your child to have a small snack beforehand brought from home, please sit with your child at a table until they have finished it prior to leaving. Do not leave with your child still eating foods from home.

Please note: During sessions outside the academic calendar (summer and winterim), children are required to bring a lunch from home (including milk). Please place your child's lunch in the appropriate refrigerator. The lunch boxes are taken home at the end of each day. Families are encouraged to provide healthy, well-balanced meals. Children are encouraged to try new foods but will not be forced to eat. The withholding of food will not be used as a method of discipline. DPI has a website that includes links to nutritional information at: <http://dpi.wi.gov/fns/nutrition.html>. We encourage you to look over these guidelines and take them into consideration when planning your child's lunch for required days.

Breastfeeding: Breastfeeding mothers shall be:

1. Provided a place to breastfeed or express their milk
2. Have a refrigerator made available for storage of expressed milk
3. Shown sensitivity and given ongoing support
 - Staff shall be trained in handling human milk
 - Breastfeeding employees shall be provided flexible breaks to accommodate breastfeeding or milk expression
 - Breastfeeding promotion information will be displayed

*For more information please visit: www.dhfs.state.wi.us/WIC

CLOTHING

- Please bring two (2) complete changes of clothing. This includes socks, underwear, shirt and pants. **Label ALL items with your child's name**
- Please dress children in clothes that are easily washable, as your child will engage in "messy" activities at school.
- Tennis shoes are highly recommended! Flip-flops, crocs, and open sandals are NOT appropriate for safe play.

REST

- All children ages 6 weeks to four years old in attendance from 12:30 to 2:30 have a rest period but are not required to nap if not asleep after 30 minutes of resting.
- Mats, sheets, and blankets are provided by the Center.
- Children who do not fall asleep are provided with quiet activities during this period.
- If you plan to pick up your child during a rest period, the Center prefers you either pick them up prior to napping or after the rest period is over.
- Rest items provided by the center are laundered weekly or in between use of children. Pillows and toys from home are discouraged for lack of space.

CHILD ASSESSMENT

Assessment systems including the Portage Guide, a district specific 4K Literacy and Math Screener, and an Emotional Social Screener that measures student's growth and whether learning objectives are being reached. In accordance with UCLCC's focus on program and family partnership, families are involved in assessment through their completion of the Ages and Stages Questionnaire 3rd Edition (ASQ – 3) and Ages and Stages Questionnaire – Social Emotional (ASQ – SE) which are family completed child monitoring systems. Teachers conduct daily observation and documentation of the children in their care. The information collected is used to measure child and program progress. Individual child portfolios are maintained to demonstrate the needs, accomplishments, and goals appropriate for each child. **Family/Teacher**

conferences are scheduled twice a year – a conference is **MANDATORY** in the fall with your child's teacher and optional in the spring.

Assessments give teachers a clearer understanding of how to plan and design the curriculum to best meet individual needs. You are the authority regarding your child and your input is extremely helpful in becoming acquainted with him/her. Sharing information between us builds a strong foundation. Assessments are a collection of information about a child that is gathered while observing work and play. Collections may include writing, coloring and cutting samples, conversations, photos, anecdotal notes and observations of social interactions. If, through the assessments, we see a child may be lacking a skill that is viewed as typically developing for a particular age, we can integrate this need into the curriculum or environment. Assessments are also used to create purposeful curriculum based on a child's skills, interests and abilities. All children's records are kept confidential. Any information gathered concerning your child's growth and development is only accessible to the lead teachers and administrative staff. This information will only be made accessible to others with the parent/guardian's written approval. Upon departure from the UCLCC, your child's portfolio will be sent home.

OUTSIDE TIME

Since we go outside almost every day, dress your child adequately for outside weather conditions. **PLEASE LABEL ALL CHILDREN'S ITEMS.** All children well enough to be at the Center are well enough to play outside. The children go outside twice a day, morning and afternoon, rain or shine (raincoats & boots recommended). They do not go outside in extreme temperatures of hot or cold (above 90° with the heat index or below 0° with the wind chill) and when it is thundering or lightening. Our state licensing through the Wisconsin Department of Children and Families requires all children to go outside daily. If you feel your child is too ill be going outside, they should remain home until well enough to join the regular classroom activities both in and outside.

BIRTHDAYS & HOLIDAY CELEBRATIONS

The Center is happy to celebrate your child's birthday at school. Snacks for the entire classroom must be approved in advance with the classroom lead teacher. All items must be labeled with your child's name, be purchased from a store with the date and ingredient label. Non-store bought snacks WILL NOT be served at the center, but we are willing to send these items home for each child's family to determine whether or not to allow their child to consume (for allergy & family preference reasons). However, as an alternative to the traditional birthday cake/cupcakes, we encourage sending store purchased ingredients to complete a cooking activity with the classroom (examples – ants on a log, sundaes, muffins to bake, etc.). If you choose to host a birthday party for your child we can provide you with a classroom list of children's first and last names. Invitations can be placed in family mailboxes labeled by child's last name. Invitations are not to be placed in individual children's cubbies. Our cubby areas are visible to all children and when invitations are in only certain cubbies, feelings are easily hurt.

HRG-UCLCC embraces family diversity through the daily inclusion and sharing of family traditions. However, the inclusion of holidays that are centered on religious beliefs prove to be challenging. Therefore, child-initiated conversations regarding these holidays are permitted without planning on the part of the classroom teachers. In an effort to explore diversity, tradition, and culture holidays will be acknowledged in a generic sense incorporating values such as giving, sharing, friendship, etc. within the classrooms. The center welcomes all families to share their traditions/culture – please speak to the lead teacher to make arrangements.

TOYS FROM HOME

We request that children do not bring toys from home because they may be lost, broken, or cause difficulty in sharing. Items that we encourage children to bring include books that are culturally diverse or reflect anti-bias or social learning experiences that can be shared with the class as a whole.

CELL PHONE POLICY

There is a no cell phone policy at the HRG-UCLCC. Unless it is an emergency, please finish your phone call prior to coming into the center to drop off or pick up your children. Communication is key between families and caregivers. Therefore, in order to assure thorough communication a no cell phone policy within the center exists. This is to include all classrooms, restrooms and play yards. If you are on a call at the time of drop-off or pick-up, please terminate your call before entering the center. If your phone rings while you are on site, please allow your voicemail to answer the call.

PETS

The classrooms within the UCLCC have fish tanks within them. All other animals brought into the classroom

as pets must have the prior approval. Reptiles, amphibians, turtles, ferrets, psittacine birds, exotic or wild animals, and poisonous animals, are not allowed in any classroom. Visiting animals must be approved by the lead teacher and parents/guardians regarding the inclusion of their children in the experience. Any family not wishing their child to be involved needs to inform the lead teacher along with any known pet allergies.

BABYSITTING

Babysitting requests are often made to students who are employed in our program. HRG-UCLCC is not responsible for any services provided by our employees outside of the Program. Please respect the Program by not asking employees to babysit during program hours of operation.

NON-VIOLENCE POLICY

Please only have your child bring items or wear clothing of non-violent themes. (Ex. No Batman, GI-Joe, Power Rangers). School rules are: Be kind, Be responsible, Be safe

VIEWING OF VIDEOS

As a state agency, HRG-UCLCC views only public domain videos and cannot view videos produced for home viewing. Only "G" movies are considered for special occasions. Viewing of videos is not part of the center's regular programming.

SEPARATION

It is quite common for a young child to feel some separation anxiety when you leave him/her at the Center for the first few times. Some children will cry and may even try to leave with you. These symptoms usually disappear when the child understands that you will return and when he/she gets to know the staff and the other children. This may take a few minutes, a few hours or a few days, depending on the child. There are some things you can do to help prepare your child for his/her first day. These suggestions may also help alleviate feelings of anxiety.

-Tell your child ahead of time that you will be leaving him/her at the Center. Make it clear that you cannot stay at the Center with him/her.

-When the time comes that you must leave, say a simple good-bye, reassure your child that you will return, and then leave promptly. Staying when your child is crying only seems to make things worse.

-Reassure your child that you will return at a certain time (after nap, before snack, at lunch time, etc.) and then return at the appointed time. This will help the child to develop a routine while he/she is at the Center.

-You are always welcome to visit your child at the Center. If your child is having a hard time separating from you, you may wish to postpone visits until he/she feels more comfortable separating from you. If you stop back, your child may have to go through the pain of separating a second time. If you are concerned about how your child is doing, please feel free to call. Our staff will take good care of your child and give him/her plenty of affection and attention, while promoting involvement in an activity as soon as possible. Usually the sadness your child expresses ends shortly after you leave. Remember also that separation anxiety may not occur right away. Your child may attend the Center for a few weeks and then go through a period of adjustment. Children sometimes are eager to attend the Center because it is new and exciting, but when the newness wears off they may wish to stay with you. If this occurs, the suggestions above will still apply. If the anxiety lasts longer than seems appropriate, we will work together to find a solution.

REQUIRED FORMS

The following is a list of required paperwork. All paperwork must be completed PRIOR to first day of your child's enrollment. If your contact information changes during your enrollment, the center office is to be notified immediately.

HRG-UCLCC Registration Form/Contract	Media Release/Family Consent
Child Care Enrollment Form	Child Health Report/ Immunization History
Family Information Developmental History	Compliance Agreement (from handbook)
UWSP Parent Schedule	
Intake Form (for children under the age of 2 years only)	
Health History and Emergency Care Plan (updated yearly)	
Food Program Enrollment Form & Income Statement Form	

INFANT/TODDLER PROGRAM

HRG-UCLCC Infant/Toddler center is open during the academic year 7:30am-5:30pm, Monday-Friday and offers children ages six weeks - two years old a safe, stimulating environment in which to grow and develop. Individuals are encouraged to develop according to their own unique abilities while relating to others. All staff working within this classroom MUST be able to always see and hear all infants and toddlers. During the child's first two years of life, they change and develop at a rapid pace. The skills they acquire during this time create the foundation of healthy development. The center offers children a developmentally appropriate environment to foster such development. Full-time care is only available. The center is currently not accepting part-time infants and toddlers. Considerations for part-time care will be made as available throughout the calendar year on a case-by-case basis.

The Staff in the Infant/Toddler Center

The Infant/Toddler Center's staff includes a full-time lead infant/toddler teacher, one cooperating teacher, and several UWSP students working as student aides. All staff working with the infant/toddlers are trained in Sudden Infant Death Syndrome (SIDS) and Abusive Head Trauma Prevention Training.

Infant/Toddler Center Rates/Weekly

Current rates are available on the HRG-UCLCC website: <http://www.uwsp.edu/childcare>

What Families Need to Provide:

Formula/Breast Milk (labeled with child's full name and date; breast milk dated when milk was expressed)
Lunch during winter and summer break
Diapers/Diaper wipes
Extra clothing
2-3 Family photos
2 boxes Kleenex
One package of diaper wipes for general outside usage

What the Center provides:

Center provided formula, jar foods, and table foods (as appropriate)
Snacks/Milk (when age appropriate)
Blanket or sleep sack, sheet, and nap mat
Daily Reports
Outdoor raingear (muddy buddy)
Individualized Development plan
Qualified staff

Diapering

- Diapering is completed every two hours or as needed when wet or soiled. They are also checked when a child awakens from rest.
- Families are to supply all diapering materials (diapers and wipes).
- Cloth diapers are allowed, and the family must provide a hands-free disposal bin. Cloth diapers must have an absorbent inner lining and a waterproof outer lining, to be changed as a unit and sent home daily to be laundered.
- All staff wear protective gloves while handling body secretions. This includes diaper changing and the handling of bodily fluids. Gloves are disposed of in a covered trashcan.

Sleep

- Each crib has a tight-fitting mattress and snug fitting sheet covering the mattress.
- Children under the age of 1 year may not have extra soft materials in their cribs with them.
- All children under the age of 1 year will be placed on their back to rest/sleep unless the child's physician orders differently in writing.
- Once a child can roll over and back unassisted the child will be allowed to move to that position while sleeping.
- Staff must position themselves so someone can always hear and see any sleeping infants, toddlers, or twos including when staff are engaged with other children who are awake.

Food

- Breakfast and mid PM Snack (for toddlers) are provided by the center
- Lunch for toddlers is between 11:30 AM and 12 PM and is provided by the center
- Special demand feeding honored for infants
- Moms are welcome to breast feed at the center. Research has shown that breast-feeding has a

positive effect on the health and emotional development of children. If you prefer to express breast milk and bring it to the center, please label the bottles with your child's name and the date and place them in the refrigerator or freezer. No unlabeled bottles will be used. CACFP and DCF 251 guidelines are followed for milk storage and service.

NOTE: See page 10 under Program Information/Food for additional information

Biting

- A normal part of a child's development, often a result of a child not yet having the language skills needed to communicate an emotion.
- Families of both children will be notified in the occurrence of a bite.
- The incident will be recorded in the classroom's medical logbook.
- The classroom teacher will develop a plan of action to help prevent further incidents and will inform both families of the plan.
- If biting persists; the teacher, Center director, and family will meet and discuss further plans or options.

PRESCHOOL 2'S, 3' S AND 4' S AND 4-YEAR-OLD KINDERGARTEN PROGRAM

The HRG-UCLCC works to broaden each child's interests and understanding of the surrounding world through purposeful activities carefully prepared by qualified teachers that are child-inquiry based. The child inquiry approach guides teachers in curriculum facilitation as children grow and develop attitudes toward learning as well as a foundation of knowledge and readiness. The environment supports the development of each age group and learning materials are provided which are inclusive of diversity. Teachers hold Bachelor's degrees which provide them with a broad base of knowledge and an excellent understanding of child development. Non-traditional lesson plans are prepared with the following domains of learning represented.

Science / Technology / Literacy / Math / Social / Emotional / Cognitive / Art / Physical Activity

Classrooms are organized according to the best environmental practices of NAEYC, the Reggio Emilia Philosophy, ITERS and ECERS. These environmental guidelines promote high elements of self-selection, and independence in organized environments and centers that may include dramatic play, science and nature, sensory, blocks, manipulatives, math, literacy, music and movement. The Wisconsin Model Early Learning Standards are incorporated into all programming, so skills are supported outdoors as well as indoors and physical development is maximized. Children in all the UCLCC classrooms (infant/toddlers, young preschool 2-3, preschool 3-4, and prekindergarten 4-5) typically stay in one class for at least 9 months before transitioning to the next classroom.

SCHOOL-AGE CHILDREN & THE S.A. SUMMER PROGRAM

During the school year, HRG-UCLCC offers families of school-age children (ages 5-12) the option of drop-in care for no school days or emergency school closing days. Please contact the center at 715-346-4370 to arrange for bringing your child(ren) in as needed.

During the summer, HRG-UCLCC also offers a school-age summer program for children ages 5–12 that will be attending an elementary school in the fall. The summer program is open to children ages 6 weeks to 12 years old and is open to all university and community members. **Summer hours are Monday through Friday from 7:30 AM to 5:00 pm.** Summer activities include visiting community parks, swimming, camp crafts, nature study, climbing wall, Zumba, and so much more! **About 90% of your child's attendance time is spent outdoors.** The School age program starts the day after the public schools close and operates until public schools reopen in the fall. Summer programming requires a separate signed registration form/contract along with summer calendar of attendance.

DISCIPLINE POLICY

The children's safety is of utmost importance. All physical and verbal aggression is stopped immediately. Teachers encourage children to reflect their feelings and serves as models for children to follow. Conscious Discipline strategies are used for alleviating social-emotional situations. Verbal and physical aggression is handled by the redirection skills of the teacher, and when necessary with consultation of other professional staff. Withholding of food is never used as a form of discipline.

If physical and verbal aggression is reoccurring, a "Time Out" may be used only as a last resort for children age 3 and above. Time out is a removal from the area of aggression. Children in a time out will have direct adult supervision. The amount of time will not exceed one minute per age of child, and a maximum of 3 total minutes.

Teachers use positive language skills, calm voices, and plan to stop and handle aggression. No hitting, shaking, or any corporal punishment is allowed. Children are never shown anything but respect from all adult staff.

The staff informs families of reoccurring aggression. The following guide is followed:

- a. Families/guardians are informed of child's behavior (formal or informal conference).
- b. A home-school management plan is set up for the child (consultation with family and other professional staff) if the aggression is reoccurring often.
- c. Observation notes of child will be kept, and findings reported to families/guardians.
- d. For individual serious situations, a timeline may be recommended.
- e. Recommendation or requirement to families/guardians for outside evaluation from child development specialists, if HRG-UCLCC staff determines an evaluation would be useful for the child's emotional, social, physical, or cognitive development.
- f. Discharge of child may be recommended/required if there is no change in situation and center can no longer provide appropriate care for the individual child.
- g. See discharge policy below.

It is the policy of HRG-UCLCC to treat all families and children with respect and fair treatment. Each situation that occurs at HRG-UCLCC is unique to the individual child or family. Decisions are based on individual needs and overall safety. Federal and state civil rights laws are complied with at all times. Refer to page 6 for the full nondiscrimination policy.

CLASSROOM RULES/CONSEQUENCES

Rules:

Please review the following Classroom Rules at home with your child before your child attends:

1. Be Safe
2. Be Kind
3. Be Responsible

Consequences:

1. For all ages:

Attention/Support will first be given to the child affected. After the child (aggressor) is calm, make sure that you make the classroom rules clear: "I cannot let you hit or use the word 'dummy', we do not allow you to hit or call others 'dummy' at school. We use positive words here." It is hard to talk with a child when he/she is angry. While first stopping aggression, a simple command between the children would be, "I cannot let you hit or call someone names", usually works. Try to use verbal skills with the child to find out the source of the anger. Deep breaths also are encouraged to promote children to calm in order to work through the incident. Teachers are encouraged to have children reflect their feelings. The professional staff serve as models for children to follow.

2. Time out: (Last Resort)

If physical and verbal aggression is reoccurring, as a last resort use "Time Outs" for children ages 3 and above. Time Out is a removal from the area of aggression. Children in a Time Out need direct adult supervision. The amount of time will not exceed 1 minute per age of child and a maximum of 3 total minutes. Children ages 0-3 are too young for Time Out. This age needs distraction or diversion to correct a given aggressive situation. (see #1)

3. Notes or phone calls each day incident happens *Positive note for good behavior also

4. Conference(s) with family

5. Two-week reinforcement plan *For recurring incidents:

See Discipline Policy guide – page 15 & 16.

APPROACHES TO DISCIPLINE

1. Use positive statements; say "Please do this" instead of "no" or "don't".
2. Use few words in your directions. Ask only once.
3. Be consistent. If you give a definite command, stick to it. Never argue with a child or fuss on his level. A

child barraged by many directives that are not supported learns selective inattention.

4. Give a choice only if you mean it. You don't ask a child if they want to wash their hands, you say, "It's time to wash your hands".
5. Have a friendly and calm manner. Make your voice and words pleasing. Except in a directive, use your full vocabulary. Do not talk down to a child.
6. Be honest and make few promises; when you make promises, make sure to abide by them.
7. Project a child's thinking beyond a tiresome task to something more desirable. "After we pick up the toys, we will have a story."
8. Use prevention rather than cure whenever possible. Anticipate storms. "Let's find something else to do", then give them a substitution.
9. If a child seems full of aggression, try finding some socially acceptable solutions (ex.- punching a pillow).
10. Praise correct behavior.
11. The word "forgetting" is easier for a defensive child to accept than the words "wrong" or "bad". Let a child know how easy it is to forget and make a mistake, they can try again.

Whenever possible, the best discipline method is to encourage children to think of alternative solutions and possible effects of taking those alternatives. Through problem solving, children develop a sense of responsibility for their actions, begin to understand others' needs, and strengthen their decision-making skills. Just as in setting limits, children who participate in the decision-making process are more likely to adhere to their actions.

Younger or inexperienced children probably will need adult assistance to think of alternatives that are potentially agreeable. You might ask, "How can you . . .?" or "What could we do to . . .?" Children soon learn to generate their own solutions. Problems between children and adults, or between two adults, can also be resolved with this technique- it is called negotiation.

Several other possibilities for child-centered conflict resolution include the following:

1. When you notice the beginning of a conflict, just observe. Do not intervene unless the children ask for your help. Observe is the key word. Let the children know that you are available to assist them in dealing with a problem, but that you will not solve it for them.
2. If the conflict goes beyond an initial encounter, such as one child hits another and the other hitting back, stop it and allow the two to exchange comments verbally about their argument. Permitting hitting to continue might cause an injury and does not solve the disagreement. As long as you give the children an opportunity to respond, your first goal is to end the immediate conflict and then to help resolve the original problem.
3. If the children request your help, the conflict threatens injury, or the disagreement is excessively disruptive to the group, engage in a small discussion separate from the entire classroom and calmly have the children join you to sit in a specific area- a "discussion center"- until they solve the problem. Rules can also be established for the classroom as a whole during group discussions and/or when the school year begins in September.

Rules might include:

- ☐ Hands must be kept to yourself
- ☐ No other children can get involved or listen (if in small, separate discussion)
- ☐ Both children must remain in the discussion area until both are ready to resume peaceful activities

Different Approaches to Discipline

- ☐ Sometimes be strictly the boss.
- ☐ Sometimes be democratic, offer choices you'd be ok with either option chosen.
- ☐ Try making a contract with the child to change behavior. Make the new behavior specific.
- ☐ Do not discipline a child in a group.
- ☐ Provide simple rules for children to follow.
- ☐ Keep expectations realistic.
- ☐ Explain the consequences of their actions to the children. Let them experience the logical consequences of their behavior.
- ☐ Use re-direction to cool off difficult situations.
- ☐ Accept child's angry feelings while you discipline their actions.
- ☐ Change the pace often for small children.

"PLEASE, THANK YOU, I'M SORRY"

We want the children to be kind and courteous to each other and the staff members, but we believe proper manners should be imitated not mandated. We expect all staff members will use words like please, thank-you, you're welcome, etc. When children do use these phrases, we associate them with "good manners", please praise them.

We would like the children to take on responsibility for their actions rather than allow them to simply say "I'm Sorry". First, make sure all the children involved in the situation are physically safe and unharmed. If anyone is hurt, give the majority of your attention to that child. Initially, little or no attention should be given to the child who did the hurting. Then, please work with the child to ask them why they hit someone, took something away, or called someone a name. If one child has hurt another child, the child who hurt the first child needs to ask the child if he/she is O.K. Talk about how they feel, why it happened, etc. When you are finished, you can ask the child if there is anything they want to say. If the child does not say "I'm Sorry", please do not make them. Instead, tell the hurt child that you are sorry and act as a model.

DISCHARGE OF ENROLLED CHILDREN

Termination can occur to any child (including those with disabilities) if a family fails to provide required enrollment forms, is consistently absent and/or is non-compliant with policies and procedures.

Termination can also occur if:

- a. The HRG-UCLCC staff determines they are unable to meet the needs of the child. The staff determines it is not in the best interest of the program or other children enrolled in the program to have a child in attendance.
- b. The parents/guardians fail to cooperate with the program's home-school management plan or recommendation/requirement for an outside professional evaluation.
- c. HRG-UCLCC does not discriminate against children with disabilities. If it is determined HRG-UCLCC is unable or untrained to accept or provide care for a disabled child, the Center will provide a referral to the Stevens Point School System.
- d. HRG-UCLCC will integrate all children into the program regardless of race, sex, handicap, color, national origin, or religious belief, unless criteria a, b or c is the determined situation.
- e. All fees must be paid prior to child's last day. Those with unpaid balances will not be allowed to enroll for upcoming sessions.
- f. Failure to pay monthly childcare tuition or follow payment schedule if one is arranged. At the time a family is terminated for failure to pay, tuition is no longer billed, and the child (s) space is released to other families to enroll. Unpaid balances will be sent to the UWSP Bursar's Office and passed along to Collections.

SCHEDULING

CONTRACTED HOURS

All non-UWSP Student Family children must be registered for at least two (2) half day sessions (AM/PM) or two full days. Children in the starlight classroom must be enrolled fulltime. Children are expected to attend during their contracted hours when regular classes meet. Hours can be dropped/added if space permits. A two-week notice must be given for any changes in contracted care to occur in writing to the director or assistant director. If your child is sick or cannot attend you are required to call and notify the center. For 4K children registered for half days, when a no 4K day falls on a contracted half day of wrap, you must opt for either the morning OR afternoon session (7:30am-12:30pm OR 12:30pm-5:30pm).

PERMANENT CHANGES TO CONTRACTED SCHEDULE

During the first two weeks of a new semester or summer period, contract changes will be accommodated on a first-come, first-serve basis (summer school age children excluded). We will do our best to accommodate changes due to class schedule changes, but we cannot guarantee space once the original schedule is set. Schedule change forms are available by the sign-in computer. All permanent contract changes must be put on the form and returned to the office for approval. To withdraw a child, families must give the Director written notice two weeks in advance. At the time of notice, the final two weeks of payment &/or any outstanding balances are due.

REQUESTED EXTRA CARE

In the event additional days of care are needed please contact the Director or Assistant Director to see if classroom space allows either by phone or email. Additional hours may be added to your child's schedule

with a 24-hour approved notice, pending availability of space. Anytime your child exceeds their 5-hour half day session, a full day will be billed (exception for UWSP student parents who have a 15 minute grace window). Regular contracted days may not be switched/swapped for other days as needed/requested.

EXAM WEEK

During **exam week** hours may be added or dropped without penalty given the family signs up for the hours needed by the given deadline. If a family does not sign up for exam week by the set deadline, regular contracted fees will be charged **regardless of if a two-week notice is given of any schedule changes, vacation requests, or notice of withdrawal during these weeks**. The exception to the ability to alter your child's schedule is in the starlight classroom; they remain full-time during exam weeks.

ABSENCE NOTIFICATION

The Center must be contacted (Child Care Office 715-346-4370) as soon as possible, on the day of your child's illness and each day thereafter they are ill, to inform the center of your child's absence from the Center and the reason for nonattendance. If contact is not made, the center staff will contact the home regarding the child's nonattendance. If a child is absent two weeks in a row without notification from the family, the child will be immediately withdrawn from the program and all fees become due and payable at once.

ATTENDANCE RECORDS

Families must sign their child in and out on our automated Time Clock upon arrival and sign their child out at departure time. Each family is given a key fob, per child enrolled, for the attendance system. (This compliance is a state law requiring the center to have an accurate count and whereabouts of children in attendance at all times). In the event the computer/internet is down, the notebook available below the computer should be utilized. A penalty fee is enforced for not following this policy **SEE SIGN IN/SIGN OUT PENALTY FEE**

FEES AND PAYMENTS

FEES/RATES

The HRG-UCLCC is supported in part by UWSP student-segregated fees, it is necessary for our fee schedule to distinguish between UWSP Student and non-student parents because of this. In order to be eligible for UWSP student rates, one parent must be enrolled for at least six (6) undergraduate or five (5) graduate level credits at UWSP. To receive the discounted UWSP student rate, the UWSP Student parent must provide a semester registered course schedule regularly to maintain the reduced rate (fall semester, spring semester, and summer). UWSP Student status along with segregated fee dollars paid will be verified with the Bursar's Office (full segregated fees must be charged to receive the student discount rate). Failure to notify the office of a change in your student status will result in back charges of the discounted amount for the time in which parent was no longer a student. All fees/rates are subject to change.

Current rates are available on HRG-UCLCC website: <http://www.uwsp.edu/childcare> Rates are determined by the classroom in which your child is in attendance, not their age.

REGISTRATION FEES

A **non-refundable** initial registration fee is due at the time the registration form/contract is submitted. Thereafter, there is a continuing registration fee structure.

HOLDING FEE

If you choose not to enroll your child over the January Winterim session or any of the weeks during summer but would like to hold your child's spot while you are gone to guarantee a place upon your return, a holding fee will be charged per child. This policy does not apply to children under the age of two (not an option). UWSP student parents are NOT excluded from this policy. The following holding fees apply when your child(ren) are **not in attendance for more than 2 consecutive weeks**:

January Winterim \$200

Summer Weeks @ \$100 per week not attended

January Winterim – Payment due by the start date of spring semester.

Summer weeks – All holding fee charges from the summer weeks are due in full by the end of the calendar year in which fees are charged. Payment arrangements should be made with the HRG-UCLCC office.

If a family is not in attendance for 2 weeks or less, then vacation time would need to be used (following the 2-week vacation notification policy). If vacation time has been exhausted, regular weekly tuition will be billed. School Age children attending over the summer are excluded from this (see school age summer program calendar for more information).

Drop-in or random childcare days are not to be used in lieu of the holding fee

FIELD TRIPS/SPECIAL EVENT FEE

In the case of a field trip or special event, an additional nominal fee may be charged to help cover the cost.

DIAPER FEE

Families supply diapers or Pull-Ups for any child who is not COMPLETELY toilet trained (this includes during naps). Families will be charged \$1/diaper or Pull-Up if HRG-UCLCC needs to use its own supply.

SIGN IN/SIGN OUT PENALTY FEE

Families or an authorized person must sign in/out children when they arrive/leave; this includes the time when arriving/departing **and** the initials or signature of the person responsible (if iPad is down, notebook MUST be used in its place). The penalty fee for not signing in or out is \$1.00 each occurrence. Warnings are given during the first two weeks of each semester ONLY. Children are in the care of the UCLCC until they have been picked up from their classroom NOT the time families clock them out of the computer.

PENALTIES/LATE FEES

1. Any child who goes past their five-hour half day session will be charged for a full day. (exception for UWSP student parents who have a 15-minute grace period until 12:45pm to pick-up).
2. If a child is not picked up by the time the Center closes (5:30pm), a late pick-up fee of \$20.00 per child will be charged for **ANY** amount of time in the first 10 minutes, and \$10.00 per child for every 5 minute interval past that. The child must be picked up from the classroom and signed out by 5:30. Simply signing out by 5:30 then getting the child from the classroom is considered late and fees will be assessed.
3. There is a 5 minute drop off/pick up window outside of the 4K hours – applicable to UWSP student parents only.
4. For individuals not paying tuition fees within the 10 day invoice window, a \$25.00 late fee will be added.
5. The HRG-UCLCC reserves the right to refuse further service to anyone who repeatedly abuses the HRG-UCLCC policies.

NON-SUFFICIENT FUNDS (NSF) CHECK FEE

If a check is returned for NSF, you will be required to pay all fees that are incurred as a result of the returned check. Child care services will be immediately halted until the full payment of tuition and NSF charges have been made by check, cashier's check, or money order.

PAYMENTS

All payments must be ACH or check, cashier's check, or money order) payable to UWSP-UCLCC).

Billing is done monthly at the beginning of each month (4- or 5-weeks billing cycles). Payment is due by the 10th day after the billing date. **Families opting for payment via ACH should email the office of this preference and complete the online registration process. ACH payments are pulled the 15th of each month of the following business day if the 15th falls on a weekend or holiday.** Billing includes:

- Contracted time for the monthly period
- Any extra time from the previous month
- Late/Penalty fees, if any

New families must pay the initial registration fee in order to hold their spot or begin receiving care. A re-registration fee will be charged to continuing families as indicated on the center fee structure available on the center website.

Families whose accounts are not paid in full by the end of each semester will not be able to enroll for the next semester. Failure to make payments in a timely manner may lead to termination of childcare services.

AGENCY CO-PAYMENTS

For those who receive childcare assistance from an agency outside of the Center or University to aid in covering their childcare tuition, such as county assistance, a written authorization must be received and kept on file in the Center office prior to the start of attendance. If we do not have an authorization on file the families will be billed weekly until such time an authorization is issued. Families are responsible for all childcare fees, either through out-of-pocket payments or documented authorized agency fee co-payments. Families receiving assistance must initiate their transfer no later than the first week of each month.

SPECIAL SCHOLARSHIPS AND/OR FUNDING

The Center Director must approve funding if payment is not in compliance with Center policies. Ask the director or assistant director if any funding support opportunities are currently available or visit the program website scholarship page <https://www.uwsp.edu/childcare/Pages/Scholarship.aspx>.

CREDITS AND REFUNDS

ABSENSES DUE TO ILLNESS, WEATHER CLOSURE, ETC.

There is no discount in tuition regardless of the amount of time missed due to illness or weather-related closures, nor can days be traded. Families are encouraged to utilize vacation time for foreseen medical circumstances in alignment with the 2-week notification vacation policy. (By signing the contract, you have reserved that slot for your child. This is applicable year-round).

REFUNDS/WITHDRAWAL

Refunds are given through the Bursar's Office in cases where the child is officially withdrawn from the program for balances over \$50.00. Refunds will only be given if advanced fees have been paid over and beyond the two-week notice period required. The Director must receive two weeks advance written notification of withdrawal along with the final two weeks of payment &/or any outstanding balances.

VACATION POLICY

Full tuition credit for vacation time will be given with a two-week written notice. A maximum of 10 days per calendar year will be granted for families who are enrolled full-time, full year for full tuition credit (per child). Credit for vacation time will either be based on the daily rate or divided accordingly out for fulltime families based on the family's registration form/contract. Time cannot be carried over from year to year (year begins on the first day of fall semester). For families who enroll mid-year, vacation time will be prorated accordingly. If care with the UCLCC is terminated for any reason and vacation credit was given prior to departing, those credits will be reversed, and payment required as such. Those families who are enrolled on a part-time basis (anything less than full-time, full year) will receive vacation credit based on the following chart:

Schedule	Vacation Credit – Academic Year	Vacation Credit – Summer (if enrolled)	Total Vacation Credit possible annually
4-5 Days	7 days	3 days	10 days
3 Days	4 days	1day	5 days
2 Days	2 days	1day	3 days

*Children enrolled in the Summer School Age Program do not earn vacation time.

*Vacation day credit is in addition to tuition credit for the closure periods of Christmas Break & Spring Break (see center sessions/closures/holidays)

HEALTH AND SAFETY

COMMUNICABLE DISEASE

Staff will be alert to symptoms of illness throughout the day. Children with symptoms of illness will be placed in temporary isolation. Families will be contacted and must arrange to remove the child promptly from the Center. Families will be called if a child has a temperature over 100° along with other symptoms of illness.

To comply with state regulations and protect the health of all the children, families must keep child at home if he/she has any of the following symptoms: sore throat, inflammation of the eyes, fever, rash, vomiting, diarrhea, or other signs of illness. Children need to be 24-hour symptom-free (without medication) before returning to the center. PLEASE PLAN AN ALTERNATE ARRANGEMENT FOR YOUR CHILD BEFORE HE/SHE BECOMES ILL.

Criteria the staff will use in determining if a child is to be sent home ill include:

1. Does the illness prevent the child from participating comfortably in regular activities?
2. Does the illness require greater care than staff can provide without compromising the health and safety of other children or general staffing ability of the center?
3. Does the illness pose a risk of spreading to others?

In the event a child is bitten by another child, the area will be thoroughly washed with soap and water. An ice compress will be applied to reduce swelling and an incident report will be given out upon pick up.

Communicable diseases need to be reported to HRG-UCLCC. UCLCC will post these diseases in the sign-in/out area and send out an e-mail to all families. Human Services and DCF are informed of illnesses that are required to be reported by the state of Wisconsin.

MEDICATION

The staff can administer medication only when a family is not available to do so. All medication (prescription and non-prescription) needs to be locked in area provided and Medical Permission Forms need to be completed and signed by the family. Medication must be in the original labeled container with the child's name and dosage. Families are encouraged to stop by the Center to give medications.

Accident and medication logs are required by state code. Families have access to their children's records. All records are confidential and accessible only to appropriate staff and families.

MEDICAL COVERAGE

Families are expected to provide ample medical coverage. University liability does not provide medical coverage. The university does carry sufficient liability insurance to protect itself against its own negligence.

DIAPER OINTMENTS, BUG REPELLENT, AND SUNSCREEN

Families who would like diaper ointment or bug repellent applied to their child are asked to bring the brand of their choice, in the original container, labeled with their child's name. An authorization form will need to be completed before the ointment or bug repellent can be applied. Only bug repellent using DEET will be applied to children.

Sunscreen is provided by the center for a fee of \$5 per child per year. An authorization form will need to be completed before it can be applied. Families who have a personal preference of sunscreens may bring in the original container, labeled with their child's name, and an authorization form filled out for that product. Families should apply sunscreen at home prior to dropping off at the UCLCC and the center will provide additional applications thereafter.

ALLERGIES

Children's allergies must be documented on the Health History and Emergency Care Forms. All allergies are posted in the kitchen and within each classroom.

INTEGRATED PEST MANAGEMENT

The HRG-UCLCC uses the technique known as Integrated Pest Management so the least hazardous means are used to control pests and unwanted vegetation. If pesticides or herbicides are used, they are applied according to the manufacturer's instructions when children are not at the facility and in a manner that prevents

skin contact, inhalation, and other exposure to children.

SUSPECTED CHILD ABUSE/NEGLECT

The HRG-UCLCC has a goal of strengthening and supporting families. The HRG-UCLCC and staff, as childcare professionals, are mandated by law to report any suspicion of child abuse or neglect. Children are observed regularly for signs of injury, illness, or abnormal behavior. Unusual observations will be documented in detail in the medical logbook. Observations that require intervention will be reported to the director as per DCF 251.04 (8)(a) and then to required agencies as listed in DCF 251.04 (8)(b).

LOCKDOWN

The HRG-UCLCC reserves the right to lockdown the premises in the event of suspicious or threatening behavior. In the event of a lockdown, no one can be let in and/or out. See more on this under “*Emergency Preparedness*”

MISSING CHILD PROCEDURE

The following procedure is followed in the case of a missing child: Search the HRG-UCLCC area, call the family, alert campus security and local authorities as deemed by UWSP staff and the family.

EMERGENCY PREPAREDNESS

Monthly fire drills are conducted. Monthly tornado drills are conducted April through October.

Also, each semester the center practices an emergency lock down (code react) to prepare for unwanted intruders. In the event of a code react drill families will be notified via email on a Monday that a code react drill will be occurring on either Wednesday or Thursday of that same week. A follow up email will also be sent home after the drill has occurred the same day.

Records are available in the center office, and plans are in the classrooms for emergency evacuation procedures. An emergency procedure log (OEP Plan) is also available for review in the center office.

Campus Security (346-3456) is the Center's back-up source for all emergencies as well as non-emergencies.

EMERGENCY MEDICAL SOURCE

In the event of an emergency, the medical source for HRG-UCLCC is St. Michael's Hospital. The hospital is located directly east of Delzell Hall at 400 Illinois Ave.

1. *Emergency First Aide*: All staff are trained in First Aid, AED, and CPR and able to attend to all accidents. Soap, water, ice, or band-aid will be used to treat minor injuries. Severe injury will be attended to by center personnel, 9-911 or campus security (346-3456). If the injury requires immediate medical attention the family is also notified. All accidents requiring medical attention are recorded in the center's medical logs. The center will have the family transport their child to a medical facility in all non-threatening injuries. For all minor injuries the family is verbally informed, and an accident report is written requiring a family signature upon communication of the accident.
2. The primary staff handles off-site injuries. Teachers bring a travel first aid kit for all off-site ventures. Campus Security or 9-911 will be called for emergency care.
3. All staff is trained to always know the children in their care & their whereabouts. Each class has a clipboard with names, ages, emergency information, authorized pick up persons & scheduled times. Pick up individuals need picture identification.
4. Additional staff training: All staff are trained in Child Abuse and Neglect, Sudden Infant Death Syndrome, Abusive Head Trauma Prevention, Universal Precautions Infectious Disease Control (Blood Borne Pathogens), hand washing, CPR/1st Aid/AED, diaper changing, emergency drills, and general cleaning and sanitation. The Staff training manuals are available to families upon request.

PANDEMIC POLICY

In the unlikely event that the childcare center may close temporarily due to a pandemic or other emergency, families are responsible for tuition payments to the center in which the child is enrolled for closings of a duration between a minimum of 1 and maximum of 10 consecutive business days for each occurrence. Should the center be closed for a period of over two weeks (10 consecutive business days), family fees are due to the center for the first 10 consecutive business days, but parent fees are not due beyond the first 10 consecutive business days through the date the center reopens.

After 10 consecutive days of closure, your children are still considered enrolled in the UCLCC upon reopening, but we will not charge families tuition until operations resume. While we hope that all of our UCLCC families will be able to return to care, we know that there are many factors that go into each family's decision-making process. Should you need to withdraw your child(ren) from the program must give a minimum of a two week written notice. Families are responsible for payment of tuition for the entire time the child is enrolled including the required notice period.

If you need to give your two weeks' notice to withdraw your child from the UCLCC, you are still only responsible for 10 (working) days of tuition, as long as we remain closed during your entire 10-day notice period. Your children are still enrolled in the UCLCC during your 10-day notice period, and you have the right for your child(ren) to attend should the UCLCC reopen before your 10-day notice period is complete. Families are responsible for tuition for any days the UCLCC is open until the end of the 10-day withdrawal notice period, should families choose to use the care or not.

If you need to withdraw your child from the UCLCC, you must re-apply to the waitlist and are not guaranteed enrollment. Withdrawing from the UCLCC during the current contract period voids your current signed contract.

ABUSIVE HEAD TRAUMA PREVENTION TRAINING

Except for a volunteer who is not counted in staff-to-child ratios, each child care worker including the administrator, center director, teachers, educational assistant teachers, and substitutes who provide care and supervision to children under 5 years of age have department-approved training in abusive head trauma prevention and appropriate ways to manage crying, fussing or distraught children.

FIREARMS

DCF 215.06(2)(c) addressed the presence of firearms and ammunition in a licensed group childcare center as follows: DCF 251(2)(c) Firearms, ammunition and other potentially dangerous items may not be kept on the premises.

CUSTODY/COURT RECORDS-ORDERS

In the event of any legal matters regarding the custody of your child, the center must have copies of the court documents for custodial arrangements such as billing and visitations. In addition, any orders that state your child cannot visit with certain people must be supported with documentation from the court. Finally, if a family is in a custody dispute over their child, the center must have all requests and directives for records or information about the child, from families and attorneys in writing. Furthermore, those requests and directives must be within the guidelines of the court documentation. Childcare information will be released to both adults in the family unless prohibited by court order.

Wisconsin State License contact:

Heather Struck, Licensing Specialist Department of Children and Families Division of Early
Care and Education,

Bureau of Early Care Regulation Northern Region District Office

2187 N. Steven St., Suite C, Rhinelander, WI 54501

Phone: 715-361-7712

Email: heatherm.struck@wisconsin.gov

COMPLIANCE AGREEMENT

Thank you for thoroughly reading the Helen R. Godfrey University Child Learning and Care Center Family Handbook! This comprehensive manual should address most of your concerns and questions about the day-to-day operations of the HRG-UCLCC.

Some HRG-UCLCC policies and procedures seem to come up repeatedly in our daily interactions between staff members and HRG-UCLCC family members. Therefore, we direct your attention to this handbook as a main resource for the questions you have. It is our belief that this will improve the partnership of staff and families, and therefore improve your child's experience at our center.

Please feel free to address any questions you may still have or need further clarification on, prior to signing, to the UCLCC office administration or primary teaching staff.

Please sign to indicate you have read and understand the information in this handbook.

Sign the form, remove it from the handbook and return to the Drop-box next to the sign-in computer.

I have read and I understand the rules and regulations in the Family Handbook as outlined:

Date

Print Child (ren's) Name

Family Signature

