



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
bhelf@uwsp.edu

Effective: June 4, 2018

TABLE OF CONTENTS

WELCOME..... 3

GENERAL INFORMATION 4-8

- The Center
- Location
- Staff
- Center Sessions/License & Accreditation
- Eligibility Requirements
- Sanitation/Temperature of Center
- Transportation/Field Trips
- Parking
- Special Considerations or Grievances
- Center Closure/Holidays
- Nondiscrimination
- Confidentiality
- Drop Off of Children/Pick-Up of Children
- Waiting List
- Orientation
- The UCLCC Parent/Student Advisory Committee
- Communication with Families
- Family Participation
- Items Parents Provide/Items HRG-UCLCC Provides

PROGRAM PHILOSOPHY & PRACTICES.....8-10

- The Program
- Mission
- Vision
- Philosophy
- The Curriculum
- Developmentally Appropriate Programming
- Parental Consent
- Special Needs Policy
- Cultural Diversity

PROGRAM INFORMATION..... 10-13

- Children's Daily Schedule
- Food
- Clothing
- Rest
- Child Assessment
- Outside Time
- Birthdays & Holiday Celebrations
- Toys from Home
- Cell Phone Policy
- Pets
- Babysitting
- Non-Violence Policy
- Viewing of Videos
- Separation
- Required Forms

INFANT TODDLER PROGRAM..... 13-14

PRESCHOOL 2'S, 3' S, & 4' S AND 4K PROGRAM 14-15
SUMMER & SCHOOL AGE PROGRAM 15

DISCIPLINE POLICY 15-18

- Classroom Rules/Consequences
- Approaches to discipline
- "Please, Thank you, I'm Sorry"
- Discharge of Enrolled Children

SCHEDULING.....18-19

- Contracted Hours
- Permanent Changes to Contracted Schedule
- Requested Extra Care
- Absence Notification
- Attendance Records

FEES AND PAYMENT..... 19-20

- Fees/Rates
- Registration Fees
- Holding Fee
- Field Trips/Special Event Fee
- Diaper Fee
- Sign In/Sign Out Penalty Fee
- Penalties/Late Fees
- NSF Checks
- Payments
- Agency Fee Co-Payments
- Special Scholarships or Funding

CREDITS AND REFUNDS20-21

- Family Discount
- Absences due to Illness
- Refunds/Withdrawals
- Vacation Policy

HEALTH AND SAFETY21-23

- Communicable Disease
- Medication
- Medical Coverage
- Diaper Ointments, Sunscreen and Bug Repellant
- Allergies
- Integrated Pest Management
- Suspected Child Abuse/Neglect
- Lockdown
- Missing Child Procedure
- Emergency Preparedness
- Emergency Medical Source
- Shaken Baby Syndrome
- Firearms
- Custody/Court Records-Orders

FORM TO BE SIGNED AND RETURNED... 25

- Compliance Agreement



University of Wisconsin – Stevens Point

Helen R. Godfrey University Child Learning & Care Center

910 Fremont St
Stevens Point, WI 54481
715-346-4370
www.uwsp.edu/childcare

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 program. For all families returning, we welcome you back and for new families we wish 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 or place them in the Return Form Box by the sign-in computer.

We are looking forward to serving your family. 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 Academy of Early Childhood Programs (NAEYC)**

Five Star Rated through Youngstar

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 olds. 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 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, year round, with closures throughout the year that align with the university calendar. Parents/legal guardians are welcomed visitors at all times unless a court order states otherwise (open door policy).

The HRG-UCLCC staff is committed to a program that is flexible enough to meet the needs our university student families. Families contract for the schedule that best meets their needs during any given semester. Our four groups are:

- Starlights: 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 care 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, 910 Fremont Street. The mailing address is UWSP-Child Care, Delzell Hall, 910 Fremont St., Stevens Point, WI 54481. For a guided tour, call the director at 715-346-4370.

STAFF

The Center's staff includes a full-time director, program assistant, and four 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. 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 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, Shaken Baby Syndrome, and child abuse & neglect. The state provides an orientation checklist that must be completed and kept in the personnel file of all staff. After orientation, new staff works alongside the experienced staff.

All primary staff attend weekly staff meetings. All teachers and assistant teachers meet the continuing education requirements by attending conferences, workshops, and/or area educational classes. Requirements are 25 hours for full-time teachers and 15 hours for part-time assistant teachers. Student aides are required to attend a 4 hour orientation & 2 evening meetings held during the fall & spring semesters. All continuing education is documented in the staff files. The Center's staff delegation plan is posted on the parent board.

CENTER SESSIONS/LICENSE AND ACCREDITATION

The Center is open year-round, with the exception of federal holidays and the week between Christmas and New Year's Day. Parents must register for each session they would like to attend, it is not an automatic re-registration. (The Infant/Toddler Program is only open during the academic year and assessed for need during other periods of the year.)

The state license is displayed on top of the parent mailboxes. Any violations are posted by the Parent 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 NAEYC, rated 5 stars through the 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 order of a child of a student, 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: www.uwsp.edu/childcare.

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 that 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, parents, and volunteers need to wash their hands with soap and running water when they enter the Center

TRANSPORTATION/FIELD TRIPS

The Center provides no transportation. Parents 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 parents (day, time, location of trip). Parents need to sign field trip permission upon registering with the center. 4-K children that ride the Public School Bus will be met at the bus and escorted back at the close of 4-K by center staff. Daily attendance of bus riders is taken by teacher and children missing from bus will be followed up on by a call to a parent 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 compliance agreement. Teachers will post transported field trip information in the Family Information area or parent 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. Parents must use flashers or you are subject to being ticketed. If these spaces are full, metered parking spaces should be used.

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.

CENTER CLOSURE/HOLIDAYS

If the Center is closed due to unsafe road conditions, an emergency announcement will be made available on the WSPT (FM 97.9) radio station. The center is closed for Christmas break (7-14 days) between Christmas Eve through New Year's Day. It is also closed Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the Friday following Thanksgiving, and Martin Luther King Jr. Day (unless other notification is communicated). Closure during the week of spring break will be evaluated on a yearly basis

to determine family's needs and staffing availability for coverage. *If a contracted day falls on a legal holiday when the center is closed, tuition will still be charged at a normal rate. No tuition will be charged for the week of December 25-January 1 and the week of spring break if it is determined the center will close.

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, administration and teachers in the program. Information will not be released to unauthorized parties without written parental consent.

DROP OFF OF CHILDREN

- Always sign your child in at time of arrival. The sign-in computer is located next to the parent mailboxes by the elevator. Each family will receive a 5-digit PIN number to access the computer sign in/sign out process. Staff will train new families on the computer routine for signing in/out.
- Children are to arrive clean and 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, 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 computer, take them to their appropriate classroom and walk your child into the classroom (Do not drop your child off at the door and leave without announcing your arrival to the teacher in charge).
- Parents are required to call the center if their child is sick or will not be attending the center 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, parents' work place, or cell phone.

PICK-UP OF CHILDREN

- It is expected parents 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 that parents are assessed \$1.00 per child for each minute when children are picked up late.

- 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 346-4370.
Late fees will apply. Please read the Center's policy on penalties.**

WAITING LIST

Parents 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. Placement on the waiting list is not perpetual. At the end of each academic year (each May), children's names will be removed from the waiting list. If you would like your child to remain on the waiting list you must send or email a new completed Waiting List Enrollment form. The form can be found on our website at: [www.http://uwsp.edu/childcare](http://uwsp.edu/childcare).

ORIENTATION

Parents 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 parent 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.

THE UCLCC PARENT/STUDENT ADVISORY COMMITTEE

The UCLCC Parent/Student Advisory Committee works to help make our center even better than it already is! This group consists of one parent representative from each of the four classrooms, a student employee of the UCLCC, a student representative from UWSP's Student Government Association, and is chaired by one of the UCLCC's lead teachers. Please contact the Director if you are interested in serving on this committee.

COMMUNICATION WITH FAMILIES

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

- Each family has a mailbox by the sign-in computer: Notes from teacher are left in family mailboxes along with flyers, announcements, and reminders.
- Monthly newsletters (sent via email along with a hard copy on the parent 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 Parent Board located to the immediate right upon entering the UCLCC from the elevator.
- Weekly classroom lesson plans are posted on classroom family boards.
- A message notebook is provided by the sign-in computer for parents to leave messages for the child care office and teachers.
- All registration forms, handbooks, and parent information are on our website: www.uwsp.edu/childcare
- **Parent/Teacher conferences (scheduled twice a year – MANDATORY in the fall and optional in the spring).**
- Parents 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 parent/teacher communications.

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

FAMILY PARTICIPATION

Parents are welcome at all times at 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 parent resource area. If you have any articles to share, please contact your child's teacher or the director.

ITEMS PARENT PROVIDE AND THOSE PROVIDED BY HRG-UCLCC

Parents 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 gear) 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 to 12 years. The Center is open from Monday to Friday 7:30AM- 5:30PM. The Infant room is open the Academic year and assessed for need during the remainder of the calendar year. The School Age program is open from June through August.

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

- Children, Families, Professional and Student Support Staff.
- Developmentally, age-appropriate early childhood curriculum that sets standards for later learning.
- Recognizing and accommodating all children's individual characters, abilities, cultures, languages, and communities.
- Developmental individual and group standards that promote social, emotional, verbal, physical, and cognitive development for all children.
- Supporting families by respecting diversity and family cultures.
- A quality work and learning environment for future parents and teachers.
- Collaboration with UWSP and beyond to provide resources that enable children, families, and all staff growth opportunities.
- Assessment that enables HRG-UCLCC to be accountable for teaching methods and beneficial to quality enhancement and improvement.

- Continued professional development that enables all staff to stay current with early childhood trends.
- 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, and nature based programming.

The UCLCC curriculum is a guide to define learning objectives and create teaching standards that are fluid throughout the four UCLCC classrooms. The curriculum takes into account 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, and in accordance with UCLCC's emphasis on program- family partnership, the curriculum has been created to encourage parent 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 and child-inquiry based learning, and NAEYC Developmentally Appropriate practices.

PARENTAL CONSENT

By signing the Parental Consent Form on the back of the registration form, parents 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, parents consent to allow release of publicity of their child/children enrolled at the center to newspapers or 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.

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. 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 Limited Choice/Large 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
12:15 - 12:30 Bathroom	4:45 - 5:15 Story Time

FOOD

University Dining Service (UDS) provides HRG-UCLCC with nutritionally balanced meals and snacks along with delivery. Their cooks have the required training through their department. HRG-UCLCC is a participant in the 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 11:30 a.m. during the academic year (all components)
- During any time periods outside of the academic year parents must provide cold lunch and milk labeled with their child's name (microwave available)
- Morning breakfast is provided at approximately 9:00 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 a family has special requests, such as vegetarian or organic meals, the child is welcome to bring his/her own full meal from home. Please talk to the director if you have special dietary medically-related needs.**
- 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 parent boards as well as in the kitchen
- 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, children are required to bring a cold lunch. Please place your child's lunch in the appropriate refrigerator. The lunch boxes are taken home at the end of each day. Parents 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 cold lunches 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.
- Mats, sheets, and blankets are provided by the Center.
- Children are not required to sleep and will be provided with quiet activities during this period if not napping.
- 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 3 and various screeners measure student's growth and whether learning objectives are being reached. 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. **Parent/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. It is HIGHLY recommended all items are labeled. 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 (rain coats & 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 parent 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 on 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.

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 parents 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 all 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 parent 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 their scheduled work time.

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/Parental Consent
Child Care Enrollment Form	Child Health Report/ Immunization History
Family Developmental History Form	Compliance Agreement (from handbook)
Parent Schedule	
Intake Form (for children under the age of 2 years only)	
Health History and Emergency Care Plan (updated yearly)	

INFANT/TODDLER PROGRAM

HRG-UCLCC Infant/Toddler center is open during the academic year 7:30am-5:30pm, Monday-Friday. If available in the summer and winterim sessions; hours are the same. The HRG-UCLCC's Infant/Toddler Program 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 see and hear all infants and toddlers at all times. 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.

The Staff in the Infant/Toddler Center

The Infant/Toddler Center's staff includes a full time infant/toddler teacher, one part-time educational assistant, and several UWSP students working as teacher aides. All staff working with the infant/toddlers are trained in Sudden Infant Death Syndrome and Shaken Baby Syndrome.

Infant/Toddler Center Rates/Weekly

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

What Parents Need to Provide:

- Formula/Breast Milk (labeled with child's name and date)
- Daily Foods
- Diapers/Diaper wipes
- Blanket (if special one is desired)
- Extra clothing
- 2-3 Family photos
- 2 boxes Kleenex
- 4 cloth bibs (a generous size please to cover most of the child's tummy and preferably without Velcro attachments) to be donated to the center

What the Center provides:

- Center provided formula, jar foods, and table foods when appropriate
- Snacks/Milk (when age appropriate)
- Blanket, 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.
- Parents 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.
- We suggest that parents provide a sleep sack, available commercially.
- 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 is able to roll over and back unassisted the child will be allowed to move to that position while sleeping.

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.

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.
- Parents of both children will be notified in the occurrence of a bite.
- The incident will be recorded in the classroom's medical log book.
- 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 parents 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. 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.

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 4 – 12 that will be attending an elementary school in the fall. The entire summer program is open to children ages 6 weeks to 12 years old and is open to all university and community members. Summer hours continue to be Monday through Friday from 7:30 AM to 5:30 pm. Summer activities include puppet shows, swim groups, camp crafts, nature study, climbing wall, Zumba, and so much more! 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 signed registration form/contract.

DISCIPLINE POLICY

Children are not allowed to do anything harmful to themselves or others. Hitting, scratching, biting, etc., is not allowed. 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 5 minutes.

Teachers use positive language skills, calm voices, and plan ahead 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 parents of reoccurring aggression. The following guide is followed:

- a. Parents/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 parents and other professional staff) if the aggression is reoccurring often.
- c. Observation notes of child will be kept and findings reported to parents/guardians.
- d. For individual serious situations a timeline may be recommended.

- e. Recommendation to parents/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 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.

CLASSROOM RULES/CONSEQUENCES

Rules:

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

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

Consequences:

1. For all ages:

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 others names", usually works. Try to use verbal skills with the child to find out the source of the anger. Teachers are encouraged to have children reflect their feelings. The professional staff serves as models for children to follow.

2. Time out: (Last Resort-For Lead Staff Only)

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 should not exceed 1 minutes per age of child. 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 with parent

5. Two week reinforcement plan *For reoccurring 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 he wants to wash his hands, you say, "It's time to wash our 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.
- 10. Praise correct behavior.
- 11. The word "forgetting" is easier for a defensive child to accept than the words "wrong", "bad", or "ugly". Let a child know how easy it is to forget and make a mistake, he 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.
- | 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 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 parent 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.
- b. The staff determines it is not in the best interest of the program or other children enrolled in the program to have this child in attendance.
- c. The parents/guardians fail to cooperate with the program's recommendation in adjustment matters that are serious enough to warrant termination.
- d. 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.
- e. HRG-UCLCC will integrate all children into the program regardless of race, sex, handicap, color, national origin, or religious belief, unless criteria a, b, c, or d is the determined situation.
- f. All fees must be paid prior to child's last day. Those with unpaid balances will not be allowed to enroll for upcoming semesters.
- g. Failure to pay monthly child care 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-student children must be registered for at least two (2) half day sessions (AM/PM) or two full days. Children are expected to attend during their contracted hours on any day regular classes meet. Hours can be dropped or 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 program assistant. If your child is sick or cannot attend you are required to call and notify the center they will not be attending.

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. 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, parents 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 program assistant to see if classroom space allows. 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 student parents who have a 15 minute grace window).

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 semester 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 parent(s) or guardian, the child will be immediately withdrawn from the program and all fees become due and payable at once.

ATTENDANCE RECORDS

Parents 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 five-digit code number for the system. (This compliance is a state law requiring the center to have an accurate count and whereabouts of children in attendance at all times.) 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 student and non-student parents because of this. In order to be eligible for student rates, one parent must be enrolled for at least **six (6) undergraduate or five (5) graduate** level credits at UWSP. **The UWSP Student parent must provide a semester registered course schedule regularly to maintain the reduced rate.** All fees are subject to change. To receive the discounted student rate, you must have a current schedule on file with the office verifying your student status. 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 not a student.

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 necessarily 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 a holding fee will be charged. This policy does not apply to children under the age of two, and UWSP student parents are excluded from this policy as well. The following holding fees apply when your child(ren) are not in attendance for more than 2 consecutive weeks:

January Winterim \$150
Summer Weeks @ \$50 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 when not in attendance (following the 2 week vacation notification policy). If vacation time has been exhausted regular weekly tuition will be billed.

Drop-in or random child care 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

Parents 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

A parent 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 computer is down, notebook **MUST** be used in its place). The penalty fee for not signing in or out is \$1.00. Warnings are given during the first two weeks of each semester **ONLY**. 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.

PENALTIES/LATE FEES

1. Any child who goes past their five hour half day session will be charged for a full day. (exception for student parents who have a 15 minute grace period until 12:45pm)
2. If a child is not picked up by the time the Center closes (5:30pm), a late pick up fee of \$1.00 per child/per minute will be charged. 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.
3. For individuals not paying tuition fees within the 10 day invoice window, a \$10.00 late fee will be added.
4. The HRG-UCLCC reserves the right to refuse further service to anyone who repeatedly abuses the HRG-UCLCC policies.

NSF CHECK FEE

If a check is returned for non-sufficient funds, you will be required to pay all fees that are incurred as a result of the returned check. Childcare services will be immediately halted until the full payment of tuition and NSF charges have been made, in by cash or money order only.

PAYMENTS

All payments must be check, cashier's check, or money order made payable to UWSP HRG-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. Billing includes:

- Contracted time for the monthly period
- Any extra time from the previous month
- Late 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.

Advance payment is encouraged. Families whose accounts are not paid in full by the end of each semester will not be able to enroll for the next semester. All aid recipients must pay within 48 hours of receiving their aid check or late fees will be enforced. Failure to make payments in a timely manner may lead to termination of child care services.

AGENCY CO-PAYMENTS

For those parents who receive childcare assistance from an agency outside of the Center or University, 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. Parents are responsible for all childcare fees, either through out-of-pocket payments or documented authorized agency fee co-payments.

SPECIAL SCHOLARSHIPS AND/OR FUNDING

The Center director must approve funding, if payment is not in compliance with Center policies. Ask the director if any funding is currently available.

CREDITS AND REFUNDS

FAMILY DISCOUNTS

Additional children from the same family will receive 10% off the lowest rate(s) when a second child is enrolled and each subsequent child thereafter. **Family discounts are not provided on drop-in care or extra time days. Family discounts will be adjusted in the event a family utilizes vacation time within the invoiced period.**

ABSENSES DUE TO ILLNESS

There is no discount in tuition regardless of the amount of time missed due to illness nor can days be traded in the future. 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 in cases where the child is officially withdrawn from the program for balances over \$15.00. 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 12 days per calendar year will be granted for families who are enrolled full-time, full-year for full tuition credit (per family). Credit for vacation time will either be based on the daily rate or divided accordingly out for fulltime families based on the families 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
5 Days	9 days	3 days	12 days
4 Days	7 days	2 days	9 days
3 Days	5 days	1 day	6 days
2 Days	3 days	-	3 days

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. Parents will be contacted and must arrange to remove the child promptly from the Center. A parent 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, parents 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 and 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 parents. 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 parent 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 parent. Medication must be in the original labeled container with the child's name and dosage. Parents are encouraged to stop by the Center to give medications.

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

MEDICAL COVERAGE

Parents 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

Parents 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. Parents 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 each classroom area.

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 child care 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 log book. 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 is able to be let in and/or out.

MISSING CHILD PROCEDURE

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

EMERGENCY PREPAREDNESS

Monthly tornado and fire drills are conducted. Also, each semester the center practices an emergency lockdown to prepare for unwanted intruders. Records are available in the center office, and plans are located

in the classrooms for emergency evacuation procedures. An emergency procedure log 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 is trained in First Aid, AED, and CPR. The primary or assistant teacher attends 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 a parent is also notified. All accidents requiring medical attention are recorded in the center's medical logs. The center will have the parent transport their child to a medical facility in all non-threatening injuries. For all minor injuries the parent is verbally informed and an accident report is written requiring a parent signature upon communication of the accident.
2. The primary teacher or an assistant teacher 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 know the children in their care & their whereabouts at all times. Each class has a clipboard with names, ages, emergency information, pick up persons & scheduled times. Pick up individuals need picture identification.
4. Additional staff training: All staff are trained in Child Abuse and Neglect, SIDS. Shaken Baby Syndrome, Universal Precautions Infectious Disease Control (Blood Borne Pathogens), hand washing, disinfecting minor injuries, diaper changes, drills for fire/tornado, general cleaning and sanitation. The Staff training manuals are available to parents upon request.

SHAKEN BABY SYNDROME 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, assistant teachers, and substitutes who provide care and supervision to children under 5 years of age have department-approved training in shaken baby syndrome and impacted babies 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 child care 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 the parents are in a custody dispute over their child, the center must have all requests and directives for records or information about the child, from parents 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 parents unless prohibited by court order.

Wisconsin State License contact:
Dezarae Habeck, Licensing Specialist
Department of Children and Families
Division of Early Care and Education
Bureau of Early Care Regulation
Northern Region/Wisconsin Rapids District Office
1681 Second Avenue
Wisconsin Rapids, WI 54494
Phone: 715-997-6626
Email: dezaraea.habeck@wisconsin.gov

PAGE INTENTIONALLY LEFT BLANK

COMPLIANCE AGREEMENT

Thank you for thoroughly reading the Helen R. Godfrey University Child Learning and Care Center Parent 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 Parent Handbook as outlined:

_____	_____	_____
Date	Print Child (ren's) Name	Parent Signature