

St  Ann
C E N T E R

for Intergenerational Care

CHILDCARE
PARENT HANDBOOK

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2801 E. Morgan Avenue, Milwaukee, Wisconsin 53207

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PRESIDENTS WELCOME

Dear Parent(s):

Welcome to St. Ann Center for Intergenerational Care! We are happy to have you and your child(ren) as part of our family. We believe parents are the most significant adults in a child's life. We strive to create mutual respect and collaboration between parents or guardians and staff, a **partnership** for the benefit of your child. Our doors are open to you at all times. We understand what an important decision it is to leave your child in someone else's care. Therefore, we feel it is important to go the extra mile for you and your family.

St. Ann Center for Intergenerational Care is sponsored by the Sisters of St. Francis of Assisi and is a licensed and insured child and adult day care provider. St. Ann Center meets **all** of the standards established by the State of Wisconsin for group day care Centers. You can be assured that your child will be receiving the highest quality of care at St. Ann Center.

This handbook will provide you with pertinent information regarding our policies and procedures. It will help you understand our philosophy of providing an intergenerational environment for children that is nurturing and conducive to learning. We will make every effort to be consistent with your values as parents and be a partner in the growth and development of your child.

Finally, as the name implies, St. Ann Center is an **Intergenerational** Day Care Center. The first free standing Center of its kind in Wisconsin, we serve as a model for the 21st Century. We have raised more than 5 million dollars to build a Center that will provide superior services for both older adults and children, creating an enriching, warm environment where the two generations can grow together. We look forward to partnering with you in the raising of your child(ren) and hope your experience at St. Ann is a positive one.

Again, welcome!

Sincerely,

Sister Edna Lonergan
President

OUR MISSION & PHILOSOPHY

"The Mission of St. Ann Center for Intergenerational Care is to provide community-based services for frail adults and children and to serve as a resource and support for caregivers. The Center, sponsored by the Sisters of St. Francis of Assisi, reflects Franciscan values in meeting the spiritual, psychological, social and physical needs of all who participate."

Franciscan Goals and Values

The Sisters of St. Francis of Assisi embrace the following six goals and values. St. Ann Center for Intergenerational Care also strives to support families as we:

1. **Promote humanization** - *By equipping children and parents as they strive to develop the gifts God has given them.*
2. **Alleviate ignorance, suffering, and poverty** - *By sharing with those who are young and old, the wonders, beauty and uniqueness of every individual.*
3. **Restore peace** - *By encouraging children to resolve conflicts peacefully through voluntary sharing, expression of feelings, as well as assertive and nonviolent problem solving.*
4. **Renew the earth** - *By developing an appreciation and respect for creation.*
5. **Lessen racism and other kinds of oppression** – *By working to confront, transcend, and eliminate barriers based on race, culture, gender, or ability by promoting relationships between children and adults, where they are not bound by their limitations, but freed by their abilities, which are enhanced through interaction with one other.*
6. **Promote growth within the community** - *By providing community based activities that develop cooperation, imagination, and creativity, while promoting a spirit of volunteerism.*

All staff at St. Ann Center encourages the development of social skills, such as playing, sharing, communicating, and resolving conflicts. Children are encouraged to express their feelings, and to grow in self-confidence and independence. Everyday activities also promote cognitive, fine and gross motor, social, imaginative, language, and intergenerational skills.

St. Ann Center also provides an **inclusive** educational program. This means that we serve children who have special educational or developmental needs, together with children who do not. We feel this type of program fosters an atmosphere of acceptance and respect across all ages and abilities.

St. Ann Center for Intergenerational Care provides services to children regardless of their race, color, sex, national origin, creed, or special needs.

ADMISSION POLICIES

General Guidelines

St. Ann Center for Intergenerational care, Bucyrus campus is licensed to care for 266 children aged 4 weeks through 17 years for day programming and for school aged childcare. We are open Monday through Friday, from 6:00 a.m. - 6:00 p.m., January thru December.

Children may be enrolled on the following basis:

A. Children aged 4 weeks through 5 years for daytime childcare

B. School aged children from 5 years through 17 years

for before and/or after school care

Parent Information

Parent information is located outside of the director's office; this is where you can find change of status forms, menus, parental notices, etc. State inspections are done 1-2 times a year. All non-compliances are posted on the parent board. A copy of the state rules is available at the parent board. A copy of the parent handbook is given to each parent either at the time of their tour or it is available online at www.stanncenter.org.

Admission Policies

The first step in the admission process is to tour the facility. Once space is available the director will call and notify you of the opening and setup a day and time for admission orientation. The orientation will consist of an introduction to the classroom and teachers, review of Center policies, distribute and review necessary paperwork needed for enrollment including but not limited to the following:

1. Child Care Enrollment Form (CFS-61 or 62)
2. Health History and Emergency Care Plan (CFS-2345)
3. Child Health Report (CFS-60)
4. Day Care Immunization Record (DPH-4192)
5. Transportation Permission (CFS-56)
6. USDA Food Program Forms

7. And the Contract

These forms are due on or before their first day of childcare. Each child must have a physical examination within 3 months of their first day of attendance, although we prefer the exam is complete by the first day. Children under 2 years of age will require a physical every 6 months. Subsequent physicals are needed at 2-year intervals for children over 2.

Due to our elderly population here at St. Ann Center, children will not be enrolled unless they have proper immunizations or waiver has been signed.

FEES, HOLIDAYS, AND CLOSINGS

Fees

We pledge to provide the kind of program and environment you want for your child and are constantly improving our Center. For this reason, tuition fees are reviewed annually and, if increases are necessary, they are usually increased in January. Other fees and applicable rules are as follows:

- Tuition sheets available upon request
- Upon enrollment, you can indicate your payment schedule: bi-weekly or monthly

Annual Registration Fee: We charge a \$50.00 fee per **family** upon enrollment and every fall to cover administrative and assessment costs.

Failure to pay tuition in a timely manner will result in your child's termination. If you are having trouble paying your bill you are obligated to call accounting to schedule a payment plan. If you are in need of tuition help you can request a financial aid form and the president will determine whether your family qualifies.

The tuition is determined by the number of days your child is signed up to attend the center at the time of enrollment. We offer a minimum of two days per week and a maximum of five days. The parent/guardian is obligated to pay that amount whether or not their child attends those days. The fee sheet is given to the parent or guardian at the time of enrollment and discussed in the contract. The fee sheet is also available online at www.stanncenter.org.

The bills are emailed to the parent/guardian bi-weekly on Fridays, using the tuition schedule available online. The bill can be paid at the front desk or you can set up an automatic withdraw from a credit card.

Center Closings

St. Ann will be **officially closed** on the following holidays:

New Year's Day (January 1)
Memorial Day
Independence Day (July 4)
Labor Day
Thanksgiving Day
The day after Thanksgiving
Christmas Eve
Christmas Day (December 25)

One week for winter and spring break and three professional development days per year. **(To be determined)**

Full tuition is required for these holiday weeks. We encourage you to celebrate other holidays that are significant to your family.

In addition, St. Ann Center will be closed whenever **Milwaukee Public Schools are closed for SNOW related emergencies. St. Ann Center will not close due to COLD related emergencies** Please listen to the radio (stations: WLTQ 97.3 FM, WMIL 106 FM, or WOKW AM 920) or watch the news on channels 4, 6, or 12 the mornings of inclement weather. In addition, there may be times when we need to close even though Milwaukee Public Schools does not. These instances will also be announced on the radio and television stations. You will **not** be required to pay for these days.

If we need to close the Center before your scheduled pick up time, we will contact you at work or at home to inform you of this decision. You **will be** required to pay your usual fee for these days.

PARENT ACCESS TO CENTER AND SECURITY

Children will not be released except to persons authorized on the enrollment form unless proper parental permission is given. If someone not authorized to pick up a child tries to pick up a child the parent/guardian will be contacted immediately. All children need to be signed in and out daily by the person picking them up and dropping them off. St. Ann Center has an open door policy for parents. If you want to come in to observe your child or to set up a conference with the lead teacher you can come in the child care thru the main entrance and go to your child's classroom. We schedule two parent/ staff gatherings where parents will be able to discuss their child's progress with the teachers. Please remember that separation gets harder for your child as they get older and it may be more difficult, for them, if you plan to visit them during the day.

In the rare occasion that the courts have ceased parental rights, we will need a court order before we can deny a parent to pick up their child(ren).

Security of St. Ann Center for Intergenerational Care Center is enhanced by an out-door fenced-in play area, security systems at all entrances and exits, and an indoor atrium in which children will enjoy outdoor-like play in bad weather.

Personal Belongings

All rooms require children to leave personal toys at home. Children are required to leave food, gum, pets and money at home. We provide an ample supply of equipment, materials, and food for each day. Children, however, are encouraged to bring a special blanket or security object that they can use when needed. The presence of such an object tends to foster a sense of security.

Clothing

Please think of **comfort and safety** when dressing your child each morning. We ask that s/he wear shoes only with a rubber sole and also, no open toes shoes. If a child arrives to the center with open toe shoes you the parent will be asked to take the child home and change them into the appropriate shoes. In the winter months, we ask that you send hats, mittens, boots, and snow pants each day for your child, as outdoor play is a part of each day. **Please remember to label these items.** Finally, if there is an item of clothing you do not want to get soiled; please do not have your child wear it to the Center.

Diapers and Toilet Training

If your child is not toilet trained, we ask that you provide labeled diapers and wipes. As soon as you feel that your child is ready to begin toilet training, set up a time to meet with your child's teachers to discuss techniques and goals. We want this to be a collaborative effort! For the first several weeks, please send diapers, extra underpants and a change of clothing. Children will be taken to the bathroom at least once per hour, or as needed during this training period. In addition, please discuss the use of "Pull-ups" with your child's teacher.

Items to be provided for infants/toddlers by parents

1. Bottles (bottles are provided for EHS Families)
2. Formula if you use a different formula than the center's Enfamil with Iron.
3. Diapers & wipes provided for EHS Families
4. Baby food and cereal if you choose to use your own brands
5. Pacifier
6. Labeled diapers, lotions, and disposable wipes.
7. Extra clothing

Items provided by St. Ann center

1. Enfamil with Iron (provided for EHS Families)
2. Step 2 Gerber jar food, rice cereal, and table food as needed(Provided for EHS Families)
3. Bibs (provided for EHS Families)

Items to be provided by parents for all children enrolled

We ask that you label **all clothing and articles** that you bring in to the Center for your child. We are not responsible for lost or stolen items. Please do not bring items that are valuable to you.

Please provide:

1. An extra change of clothing for daily use if needed.
2. Outdoor playwear suitable for each season.
3. Sunscreen and bug spray.

DAILY ROUTINES

Beginning a New Program

For many children, this will be their first experience away from home without the security of their parents and home environment. As parents or guardians, this may be your first experience utilizing childcare and being separated from your child for an entire day. We realize this can be a challenging experience, and St. Ann Center staff will work with you and your child(ren) to make the adjustment process run as smoothly as possible. Some children adjust to new people, environments, and routines better than others. There are some things you can do to support your child in this new routine and experience.

For infants: bring in a blanket from home that has familiar smells. Communicate your child's schedule, or lack thereof, so that we can provide care consistent to what is received at home.

For toddlers/pre-schoolers: Talk about "going to school/day care" at home, explaining the daily routine, and highlighting the positive things about going to day care (the fun s/he will have, the new friends s/he will make, the new toys and games that will be at the Center, etc.) Reassure your child that you will pick him/her up at a scheduled time, using a cue as a reminder such as, "Mommy will pick you up shortly after your nap."

The first day at day care may be equally difficult for children and parents. We encourage you to watch your child play from the hallway until s/he has settled in, and to call throughout the day to check on your child.

When You Arrive

Your involvement each morning helps ease this time of transition.

1. Use the key card that was provided by the center to unlock the door for you. Parents are responsible for signing your child(ren) in on the roster in the classroom also to keep attendance. This is so that the teachers have an accurate record of how many children they have in their care. The teacher will refer to the sign in and out sheet frequently for accurate count of the children.
2. Drop off any special food, formula, or medication in the classroom refrigerators. Be sure to fill out an "Authorization to Administer medication" form if we need to give your child medication, and give it to the classroom teacher.
3. Find your child's teacher, say good morning, and report any special information. The teacher will make sure your child does not have any symptoms of illness. Please complete the top portion of the "Daily Report" form if your child is under age one. If your child is having a problem, please alert the classroom teacher.
4. Say goodbye to your child, offer a hug and kiss and a reminder of when you will return. Leaving while your child is distracted may be easier on you, but the adjustment for your child will be easier if you announce when you will be leaving.

Please be mindful of group time and schedule your drop off times accordingly. Your child is more likely to feel a part of activities if arrival occurs before group activities begin. As children grow and develop, they periodically pass through phases of separation and stranger anxiety. Again, staff is more than happy to assist and support you in working through these phases

Nap

All children under the age of 5 years of age in care for more than 4 hours shall have a supervised **nap period**. There will be opportunities for children to sleep, after which time the children will be encouraged to get up and participate in quiet activities. Cots for each child one year and older will be provided. **Sheets and blankets will be provided for all children and will be washed at the Center, unless you prefer to provide them and launder them yourself.** Children under age one will have a designated crib.

As suggested by the AAP, St. Ann Center's Child Care Program uses the following rules regarding infant sleep position and surroundings:

- Infants fewer than 12 months of age shall be placed on their backs on a firm tight-fitting mattress for sleep in a crib.
- Waterbeds, sofas, soft mattresses, pillows, and other soft surfaces shall be prohibited as infant sleeping surfaces

- All pillows, quilts, comforters, sheepskins, stuffed toys, and other soft products shall be removed from the crib.
- If a blanket is used, the infant shall be placed at the foot of the crib with a thin blanket tucked around the crib mattress, reaching only as far as the infant's chest.
- The infant's head shall remain uncovered during sleep
- Unless the child has a note from a physician specifying otherwise, infants shall be placed in a back position for sleeping to lower the risk of SIDS
- When infants can easily turn over from back position, they shall be put down to sleep on their back, but allowed to adopt whatever position they prefer to sleep
- Unless a doctor specifies the need for a positioning device that restricts movement within the child's crib, such devices shall not be used.

The information gathered concerning the issue of SIDS is practiced within the center, and shared with parents in order to build awareness and reduce the risk of SIDS in their home.

Pick-Up Time

This is the pick-up time procedure:

1. Use the key card provided to unlock the door for you. Parents are responsible for signing your child(ren) out on the roster in the classroom also to keep attendance. This is so that the teachers have an accurate record of how many children they have in their care. The teacher will refer to the sign in and out sheet frequently for accurate count of the children.
2. Review the Parent Bulletin Board outside the director's office.
3. Locate and let your child know that it is time to depart, "We will leave in five minutes," or "We will leave at the end of this story." This will help your child in transitioning smoothly. Please feel free to sit and watch or play and clean up with your child.
4. You must sign your child out on the roster.
5. Collect possessions from your child's cubby and mailbox. Please clean out your child's cubby each day.
6. Review the Daily Report Form (for children two and under), which explains how your child's day was and indicates if any supplies are needed, like diapers, wipes, extra clothing, etc.
7. Check for any soiled clothing that needs to go home daily to be laundered.

Any parent or guardian who is suspected to be under the influence will not be allowed to pick up their child. The center director will help them find other arrangements to get the child home safely.

Daily Schedule

The following is a sample of a Daily Schedule in 3 year old classroom

Daily Schedule

6:00-8:00	Arrival Handwashing/Early Morning Snack/Table Toys
8:00-8:15	Journal Writing
8:00-8:30	Read Aloud
8:30-9:00	Breakfast/Handwashing
9:00-9:15	Circle Time
9:15-9:35	Small Group
9:35-10:45	Choice Time/Intergenerational Care
10:45-11:00	2 nd Step
11:00-11:30	Outside
11:30-12:00	Handwashing/Lunch
12:00-12:30	Tooth Brushing/Bathroom
12:30-2:30	Nap Time
2:30-3:00	Bathroom/Books
3:00-3:30	Snack
3:30-3:45	Music and Movement
3:45-4:00	Read Aoud
4:00-4:30	Outside
4:30-6:00	Table Toys/Sensory/Clean Up/Departure

The fee structure includes the cost of all meals and snacks your child receives each day. St. Ann Center will prepare and serve meals and snacks to children depending on the length of time they are in our care. We provide early morning and late afternoon snacks for those who need them.

<u>Time Present</u>	<u>Number of Meals/snacks</u>
2-1/2 to 4 hours	1 snack
4 to 8 hours	1 snack and 1 meal
8 to 10 hours	2 snacks and 1 meal
10 or more hours	2 meals and 2 or 3 snacks

Breakfast is available daily for children who arrive by **8:30** a.m. (a snack will be offered if your child arrives after 9:00 a.m. Lunch is provided for children in the half day room at 11:00 and 12:45, full day classrooms between 11:00 and 11:30. School age children will also participate in any meals or snacks served while in our care.

All meals and snacks will meet the nutritional guidelines as outlined in the U.S. Department of Agriculture and State Licensing Standards. The food service program is partially subsidized through our participation in the **Adult & Child Care Food Program**. You will be asked to complete an income eligibility form to qualify either for free, reduced, or non-subsidized meals. St. Ann will also provide a brand of iron-fortified formula and baby foods for infants. If you would prefer to provide your own brands, please indicate this on the application or notify your child's teacher. The kitchen director is responsible for orientation and training of the kitchen staff this includes detailed instructions for equipment. The kitchen director is also responsible for policies regarding food storage, food delivery, and kitchen cleanliness.

Meals will be served family style in each classroom. Staff will assist children during this transitional time by rotating small groups of children through hand washing, and seeking their help with set-up until all the children are seated. Children will be encouraged to socialize with others while setting up, serving themselves, and cleaning up. Teachers will sit at the table and eat each meal or snack with the children. The adult(s) will encourage social interaction and conversation about the concepts of color, quantity, number, and temperature of food and events of the day.

The weekly menu will be available for review weekly. Although we are aware of your child's allergies and have posted allergy lists in each classroom, please review each menu and circle any foods or beverages that your child is unable to eat/drink, and inform us of any **new** allergies.

No outside food will be allowed in the center, due to children with allergies.

Children under one (1) year of age and children on special feeding regimens will be fed following parental guidelines.

MISCELLANEOUS POLICIES AND PROCEDURES

Confidentiality

St. Ann Center staff feels that trust is the key to our ability to establish relationships with families and to provide the highest quality of care to children. All information about children and families enrolled at St. Ann Center is kept confidential, or private. This

means those children's records, including: general information, classroom performance reports, and therapy notes/reports, are accessible only to staff members who need the information in order to provide services. In addition, informal verbal conversations, conferences, discussions of educational and/or behavioral programs, or problems concerning your child will be held in a private office with only the relevant staff and parents present.

Sensitive information about the children and parents is not shared with other children or families whose children are enrolled at St. Ann Center. Staff is also not to discuss any personal information about children or families outside of the Center with their families or friends. It is our responsibility to protect your personal information and respect your privacy.

All children's files are available to be reviewed by their parent/guardian by request to the lead teacher or director.

St. Ann Center will not disclose material in the records to anyone without the written consent of parents with legal custody or legal guardians, except for the exceptions explained below.

There are a few cases where St. Ann Center must report information about your child. The two exceptions are: **Court ordered** and **state mandated** reporting. If we are ordered by the court to testify, or when the court provides a subpoena for copies of records, St. Ann Center must comply. We will notify you if we have sent records to the courts to comply with a subpoena. In addition, we are mandated to report suspected abuse, neglect, or fear that abuse/neglect may occur.

Administrative Structure

If you as a parent have any positive or negative feedback, please follow this chain of command.

Lead Teacher→Center Director→VP of Childcare→Chief Operating Officer

Holidays and Birthdays

Due to EHS and HS policies and procedures holidays and birthdays are not celebrated at the center.

Field Trips

(To be determined)

Field trips are periodically taken to give the children hands-on experiences related to the theme for the week. The frequency and length of field trips increases with the age of the child. All children must have a signed permission slip for each field trip and emergency and health forms on file in order to participate. Please leave the car seats next to your child's cubby on the day of the field trip.

You will be notified in advance of the date, fees, time, and destination of the trip. **Parents are very welcome and encouraged to join us on these trips.** Please let your classroom teacher know if you would like to be a chaperone. At times children may take walks around the grounds or in the neighborhood. We will not require a separate permission slip for these outings. Upon enrolling there is an all purpose consent for these activities.

St. Ann Center staff will follow these procedures during field trips;

1. An emergency pack containing basic first-aid supplies and a cellular phone will be taken along.
2. Each child's information card will accompany him/her on all off-site excursions.
3. At a minimum, a ratio of one teacher/adult per four children will be maintained.

Children will always cross streets with adults acting as crossing guards, one in front of the children looking at traffic, and the other adult facing the children.

Withdrawal of Your Child

If you need to withdraw from St. Ann Center's program, we require two week's written notice before you leave. Please notify us by filling out the section called Permanent Withdrawal on the Change of Status Form located on the bulletin board outside the director's office. You must pay tuition for the two-week period if you do not give proper notice.

If the program cannot meet the specific needs of a child, we may ask you to withdraw your child. A two-week's notice will be given for you to locate alternate care. St. Ann Center will refund, within two weeks of your child's last day, any pre-paid tuition that was not used.

Immediate Termination

A child may be discharged immediately from the Center for the following reasons:

- The parents' failure to pay fees in a timely manner, provides needed supplies, or observes drop-off and pick up times.
- The child's disruptive behavior that requires a disproportionate amount of individual attention to control or behavior that risks the child's own safety or the safety of other children or staff. Even though the child is immediately terminated under these circumstances, the family is responsible for the remainder of the week's fees.

- Physical or verbal abuse of staff or children by a child or parent. Even though the child is immediately terminated under these circumstances, the family is responsible for the remainder of the week's fees.
- Non-observance of the rules as described in this handbook.

If any of these things should happen we will schedule an immediate meeting with the parent or guardian to discuss the situation and termination.

Transportation (South campus only)

The center provides a bus or minivans. St. Ann Center is responsible for the bus and mini vans and will have them inspected every twelve months, be registered in Wisconsin, the interior will be clean and free of clutter and obstructions, and there will be first aid equipment stored on each vehicle.

All drivers will be at least 18 years of age have a valid driver's license for at least a year, have a background check and their driving record checked prior to transporting children. All persons driving the bus will hold a Class C CDL with a P(Passenger) endorsement. Drivers will also be trained to follow policies to ensure all children exit the vehicle. They will also be trained that children will never be left unattended on the vehicles.

Each driver has a list of the children that will be picked up on a given day from what school. If there is a missing child the director will be notified immediately and the director will notify the driver and then the parents. The director will notify the VP of transportation daily of all instances.

Each child participating in transportation will be required to fill out a transportation permission form and a copy will be on file with the director and in each vehicle used to transport the child. This form will include an address and telephone number where parent or other adult can be reached in an emergency, the child's physician's name address, and telephone number, and written consent from the child's parents for emergency medical treatment. Children under the age of 1 or under twenty pounds will be properly restrained in a rear-facing individual child car safety seat. Children ages 1-4 years of age or twenty to forty pounds will be properly restrained in a forward-facing individual child car safety seat. Children 4-8 years of age or under 80 pounds or 4'9" will be properly restrained in a shoulder-positioning child booster seat. All booster seats will be provided by the center. Any child requiring child car safety seats will be required to provide their own.

A copy of the routes and stops will be available at the front reception area and is updated weekly.

1. If your child is scheduled to ride a St. Ann Center van or bus to or from school and will NOT be on the van on a given day, the FRONT DESK, 977-5000, must be notified
 - AT LEAST ONE (1) hour before the morning ride TO school
 - And by NOON if he/she will not need to be PICKED UP at school in the afternoon

2. THREE STRIKES--- YOUR CHILD(REN) ARE OFF RULE

- If you fail to notify the front desk regarding a change in schedule within the stated time frame or your child does not come off the bus and we are expecting them, you will be contacted. After three (3) unreported rides, your child will no longer be able to access St. Ann Center transportation.

HEALTH AND SAFETY POLICIES

According to the State Licensing Rules for Group Day Care Centers, *chapter HFS46.07*:

"Each child upon arrival at the center shall be observed by the provider for symptoms of illness. A child who appears to be ill shall be removed immediately. If the child gets sick while in the provider's care, the child will be moved to a separate room and isolated. The parent or emergency person will be notified and arrangements shall be made to remove the child from the center as soon as possible."

We understand how difficult it can be to have a sick child to care for when you are needed at home or at work. However, it is our responsibility to look out for the welfare of all of the children enrolled at St. Ann Center. If you think your child is sick in the morning, please call as early as possible so we can decide if he/she should come to day care that day.

Keep in mind a simple rule for school age children: **If they are too sick to go to school, they are too sick to attend a childcare program.**

If your child becomes ill **while in our care**, we will contact you and you may need to pick up your child within an hour. If repeated attempts to contact you are unsuccessful, we will contact the alternate contact person listed on your child's enrollment form. It is important that your contact is someone who can pick up your child if you are unavailable. **If your child is sent home, we request that your child remain at home for a twenty-four hour period.**

If your child is absent due to illness, you will still be obligated to pay for the day. **We will still expect the parent or guardian to call if their child will not be attending the center by 9:30am. If you do not call us it is required that we call you to be sure your child is safe.** When a child is picked up early due to illness, you will still be responsible for a full day's tuition.

St. Ann Center will exclude children from the Center when any of the following symptoms are present:

- A temperature of 100 degrees or higher
- Two episodes of diarrhea within 1 hour
- If a child vomits

- Unusual drainage from the nose, eyes, ears, etc.
- Persistent cough
- Rash of unexplained source
- Any communicable disease
- Open sores with secretions
- The child appears lethargic and is unable to participate in the normal day-to-day activities

Sanitation Policies

1. Children and staff are required by state law to wash their hands with soap and at least 20 seconds of warm running water before: preparing, handling, or serving food; before and after eating meals or snacks; after using the restroom; after assisting a child with toileting or changing diapers; after handling pets or other animals; and after hands are contaminated with bodily fluids.
2. Due to the standards set up by the state of Wisconsin Licensing codes, wet or soiled clothing will not be rinsed or washed. It will immediately be put into a plastic bag and placed in the child's cubby to go home that evening. Your child will be made to feel comfortable and will be put in spare clothing.
3. Conveniently located, washable, plastic-lined, tightly covered receptacles, operated by a foot pedal, will be provided within arm's reach of diaper changing tables for soiled diapers. These waste receptacles prevent the children from coming into contact with disease-bearing bodily fluids. All garbage receptacles will be emptied daily.
4. All bedding, diapering areas, toilets, and any area where there is vomit or bodily fluids will immediately be cleaned with bleach water and further sanitized as required by OSHA standards.
5. Toilet rooms, flush toilets, potty chairs, and fixtures shall be cleaned and sanitized daily with a disinfecting bleach solution or other approved cleaner, and be in good repair.
6. Toys that are placed in children's mouths, otherwise contaminated, or frequently touched, will be set aside to be cleaned and sanitized daily.
7. All toys will be sanitized weekly.
8. Staff will follow universal precautions and are required to wear single-use disposable gloves while diapering, cleaning contaminated areas, or when in contact with a bodily fluid. Hands will be washed with soap after the removal of gloves, and gloves will be thrown out.

Yikes, contagious diseases!"

1. In cases of contagious diseases such as, but not limited to *Chicken Pox, Measles, Infectious Hepatitis, Mumps, Meningitis*, or any of the other communicable diseases as outlined in HSS145, children must remain at home for the entire contagious period.
2. Children may not come to school if they have *untreated conjunctivitis (pink eye), impetigo, ringworm, head lice, or scabies*. They may return after 24 hours after treatment was initiated.

We will keep you informed of any instances of disease affecting children at the Center. When appropriate, we will report such disease to the local health authorities. Information will be posted in the classrooms and on the main childcare door. If you have any questions about our contagious disease policy, please check with the Center Director.

"Time for your medicine!"

We realize we may need to administer medications to your child while s/he is at the Center. Please inform us if medication was given prior to your child arriving verbally or in writing on the Daily Report form. Parents will need to complete the **Medication Authorization Form** including: child's name, name of medication and condition being treated, drug dosage, times & dates medication is to be given, your signature, and date form was filled out. This must be done for prescriptive or non-prescriptive medication (such as, but not limited to: Tylenol, cough medicine, nose drops, diaper ointment, etc.). It is not necessary to fill out a new form each week for topical medications.

Additionally, except for topical medications and medication for teething pain, we will **NOT give medications "as needed."** This is a judgment call only a parent should make. Staff will record the doses & times medication was given during the day, as you requested, in the Medical Log book, which is available for your review. Please give all medications for your child directly to the teacher.

To make sure we administer medicine in a safe and healthy way, any prescribed medication brought into the Center shall be dated, and shall be kept in the original container labeled by a pharmacist with the child's first and last names; the date the prescription was filled; the name of the health care provider who wrote the prescription; the medication's expiration date; and specific instructions for administration, storage, and disposal.

Any over-the-counter medication brought into the Center shall be labeled with: the date; the child's first and last names; specific, legible instructions for administration and storage (i.e. manufacturer's instructions); and the name of the health care provider who made the recommendation.

In the case of siblings on the same medication, you will either need to have two prescriptions, or both children's names typed on the label by the pharmacist. We will modify our policies to accommodate your child's needs if your physician recommends it.

Child Abuse Reporting Policy

Under the State of Wisconsin Group Licensing Regulations: A licensee, employee, or volunteer at a child day care center who knows or has reasonable cause to suspect that a child has been abused or neglected as defined in s. 48.981 (1), Stats. is mandated to contact the *Bureau of Milwaukee Child Welfare* (220-7233). We are in 1 of the 25 professions that are required to report suspected abuse or neglect.

It is the responsibility of St. Ann Center to maintain the safety of your child. Our compliance is designed to provide the Bureau of Child Welfare with the information they need to properly investigate concerns.

It is important that you explain any bruises, burns, broken bones, cuts, etc. to your child's teacher. We understand that children have accidents, fall down, or bump into things, which may result in injury. We will write up an accident report when your child arrives based on what you and your child report. If we see these injuries becoming more frequent or severe, we are **required** to report our concerns.

All staff at St. Ann Center receives training about signs of child abuse and neglect, and knows the policies of reporting to the Bureau of Child Welfare. You may request a copy of our guidelines and the reporting procedure.

A **staff member** who is suspected of abuse will be immediately removed from the Center and will be suspended until proper authorities complete a complete investigation. Decisions regarding the person's employment status will be handled according to St. Ann Center's policy and Wisconsin child abuse laws.

Accident Procedures

The State Licensing Codes require that every child must have a signed permission slip for emergency medical treatment. When an injury occurs in the facility or off-site that requires first aid or medical attention, the staff will adhere to the following procedures:

For accidents requiring **emergency medical treatment** staff will:

1. Apply basic first-aid.
2. With all head and face injuries, the teacher must call the parents and consult with the nurse on duty for further recommendations. The supervisor will report all head and face injuries to the C.O.O.
3. **Contact parents** if not a life-threatening emergency, and makes arrangements for the child to see the family doctor at the parents' discretion.
4. In the case where it **is** a life threatening emergency, 911 will be dialed and the child transported to the proper medical facility based on the judgment of the emergency team. (The nearest hospital is St. Joseph on Burleigh and

Chambers). Parents will be called immediately either by another teacher or staff member.

5. Record the injury in the *Center Medication and Injury Log Book*.
6. The staff shall complete an ***Injury Report Form*** that provides the following information:
 - Name
 - Date & time of the injury.
 - Location of where the injury took place.
 - A description of how the injury occurred.
 - Part of the body involved.
 - Description of any consumer product involved.
 - Name of the staff member responsible for the care of the injured person at the time of the injury.
 - Actions taken on behalf of the injured, following the injury.
 - Name of the person who completed the report.
 - Name & address of the facility.
 - Supervisor will check log book before signing accident report.

The Injury Report will be completed in duplicate. One copy shall be given to the child's parents or legal guardian, and the other copy shall be kept in a chronologically filed injury log.

For **minor injuries**, a teacher will:

1. Apply basic first-aid (Wash area with soap and water, bandage, apply ice...)
2. Fill out an Accident Report for parents to sign. (See above)
3. Record the injury in the *Center Medication and Injury Log Book*.
4. Discuss injury with parents at time of pick-up, unless a phone call is necessary before the parents pick-up the child.

On-site, each classroom will have a first-aid kit with a supply of bandages, tape, and Band-aids. All classrooms have all emergency numbers posted by the phone. Suspected poisoning will be treated only after consultation with the Poison Control

Center. Off-site, a teacher will carry a pack containing: the above plus wipes and a cellular telephone.

Severe Weather Procedures

Children will go outside every day and should be dressed for the weather.

However, as you know, Wisconsin weather can change rapidly! When the temperature with wind-chill factor is below zero degrees for children over two, twenty degrees for children under two, or the heat index is above **92** degrees, children will play indoors. Infants and toddlers shall be taken outdoors for part of each day except during bad weather or when not advised for health reasons.

In the event of a **blizzard or severe weather conditions**, we encourage you to pick up your child as soon as possible to ensure your safety in getting home. There may be times when St. Ann Center opts to close early. We will contact you immediately to inform you of this decision, as you will be expected to pick up your child within an hour. We encourage you to develop a plan with a friend or relative who lives in the area to pick up your child if you are unable to.

The inside temperature may not be less than 68 degrees F. If the temperature exceeds 80 degrees F there will be air circulation via fans or air conditioning.

Fire, Tornado, & Flash Flood Procedures

The proper evacuation procedure for the Center and each individual room will be posted inside each classroom and at the building entrances. Floor plan layouts that show two alternate exit routes will be included. All emergency plans shall be written and reviewed with each employee upon employment and all family members to ensure that policies and procedures are understood and followed in the event of an emergency. A radio, flashlight, extra batteries, and blanket will be available in the director's office.

The daily classroom roster that parents sign their child(ren) in and out on will be utilized to take attendance by the Lead Teacher for **all** procedures. Emergency cards with pertinent information will also be taken for all drills and evacuations. Parents will be notified of emergency situations as soon as possible.

In case of a **fire**, children, with assistance from their teachers, will be evacuated through the nearest safe exit to the employee parking lot. Once all children are accounted for, and if in need of additional shelter, children and teachers will proceed across street to Monumental Missionary Baptist Church located at 2407 W North Ave. The Lead Teacher will take attendance once inside, utilizing the daily class roster, to assure that all children are accounted for. The VP of Buildings and Maintenance will contact the fire department.

Flash Flood Warning

If St. Ann were to be issued a flash flood warning, administration will announce over the PA system, this is a flash flood warning! All teachers and staff would escort all children, regardless of their age to the second floor to the veranda, located on the north side of the building. The teachers will be responsible for insuring they have the daily sign in/out sheet, along with their emergency backpack. The Lead teacher will take attendance once upstairs to assure that all children are accounted for. Once the children have been evacuated safely, the administrator will retrieve the children's records if time allows.

St. Ann Center staff will have special evacuation plans for children/staff with physical/mental disabilities.

Once children have been evacuated safely, the administrator will retrieve the children's records if time allows.

In the event that the center has a loss of building services (i.e. loss of water, electricity, and so on) the safety of our clients will be number one priority and these situations will be handled on a case by case basis which could result in the center closing early or not opening at all. If we are to close early parents/guardians are still obligated to pay for the day. If we do not open for the day parents/guardians are not obligated to pay for the day.

Drills

We will have fire drills **every month** at varied times of the day. Tornado drills will be held April through October. We do not have drills in inclement weather. Practicing evacuation procedures on a monthly basis provides the frequency needed for this to become a routine procedure for children in the event of an emergency. The responsibility for smooth evacuation lies with the staff members, although we do attempt to teach the children to respond to the alarm quickly and calmly.

In compliance with Fire Department regulations, total evacuation must take place in no more than two minutes. All children and staff proceed to designated areas outside of the building. The Center Director will use the daily class rosters in checking the evacuation and return to a safe indoor space of all children in attendance during an evacuation drill.

At pick up time, we will let you know if a drill occurred, so that if your child was troubled by it, you can discuss, or just re-affirm the importance of the drills. If you happen to be in the building when an alarm has rung, do not attempt to drop off or pick up your child. Proceed to the nearest exit with your child. Once you locate your child's classroom group outside or in the building we evacuate to, and after an attendance check has been done, you may sign in or out there. In the event of a drill, parents are responsible for their child if they are NOT signed in. Once signed in, staff is responsible for your child, so be sure they stay with their class once they are signed in.

Missing Child Procedure

All children and classroom groups are monitored daily by teaching staff. The staff has several methods of ensuring child are always accounted for:

1. Each morning, the classroom teachers will receive a class roster indicating the names of the children in their care that day. Parents will sign their child(ren) in and out daily on this roster.
2. The daily class roster and emergency information will be taken when a group of children leaves the classroom (drills, evacuations, outdoor play, field trips, etc.)
3. To inform other staff members/parents of the children's whereabouts there is a sign posted outside each classroom door. For example, if the Giraffe room went to the Adult Day Care, the pin will be Velcro to the square that reads "Adult Day Care."
4. When a child goes to another section of the building for one-on-one time with a therapist, or other staff person, s/he will be signed in and out on a log by that staff member, who will document where the child will be located.
5. Staff will not dismiss a child to a person who is not authorized by you to pick up your child.

will continue until help arrives. The media liaison will serve as the main contact person for both parents and professionals.

Center Director/Lead CODE BLUE Procedure

When you hear page "CODE BLUE" send ALL non-essential staff to report to the office to receive their search assignments.

IF YOU HAVE A MISSING CHILD

Assign unit search areas to staff. Have a plan and work your plan!

Remind them of search instructions; Search High and Low/Over and under.

While staff is searching classrooms, Center Director informs VP of Childcare.

Answer questions to share with searchers:

Who saw the child last?

What were they wearing?

When was child last seen? _____ Where?

Is there anything else that will help the searchers?

After search has been completed, inform Center Director and VP of Childcare and let them know if the child has been located or still missing.

If child is still missing, continue search and call front desk at 2450, request code blue and give them the name of the child.

Call Chris Jackson cell 405-5542

**It's Time to SEARCH High and LOW/OVER AND UNDER
Searching is NOT "looking"!**

Searchers: Ask for assignment of section of the Childcare Center, buildings or grounds and report back to Center Director who will inform the VP of Childcare.

Report to Center Director within 10 minutes of search, work in pairs when possible.

Once you have LOOKED without success, SEARCH your assigned area with this systematic process.

Take a few DEEP BREATHS. It is important that you STAY CALM!

REMAIN SILENT expect for essential conversation.

LISTEN for the person.

Remember that the child may not respond to his/her name.

Do not disturb visitors, clients, or children.

How to systematically search a room:

1. Step inside doorway.

2. Scan from right to left with eyes **lows**, scanning the floor.
3. Scan from right to left at **middle range, scanning the walls.**
4. Scan from right to left up **high** taking in the tops of shelves and cupboards.
5. If you can't see **over, under, inside or behind** something, physically go over and check.

Children have moved pieces of furniture and slid behind them, so **CHECK EVERYTHING!**

Keep watch over your boundaries so that the missing child does not move to the area you have already searched.

Report back to the Center Director every 10 minutes or as instructed. Leave a partner to keep watch over your assigned area, if possible.

If you find the child bring them to the Center Director and the Center Director will inform the VP of Childcare that the child has been located.

Be sure to check with the Center Director frequently, so she can inform the VP of Childcare. Continue searching until you hear page "CODE BLUE is CANCELLED"!

OUR LEARNING PROGRAMS

Staff education and policies

Each staff member is required to have an Associate degree, Bachelor's degree, CDA in Infant and Toddler, a CDA in preschool or Infant/ Toddler Credential or Preschool Credential. All staff working full time is required to gain 25 hrs of continuing education,

this is obtained through 10 hrs of staff meetings a year and classes outside of St. Ann Center. Staff participates in an orientation upon hire that includes center policies, licensing rules, confidentiality, child and abuse and neglect recognition and reporting, health observation and precautions, infectious disease control, communicable disease recognition, emergency training, first aid, fire, tornado and CPR, SIDS, knowing whereabouts of all children at all times, sharing information regarding a child's specific health care needs, child management techniques, job responsibilities and, schedule of activities. Also prior to beginning your employment we will work with the employee to obtain:

- A completed application
- Proof of a negative TB skin test or negative chest X-ray
- Physical exam
- Negative drug screen results
- A background Information Disclosure Form
- A criminal record check from the Wisconsin Department of Justice
- Documentation of educational qualifications for the position
- Job description
- Written acknowledgment of employee orientation
- CPR/First aid Certification (within 30 days of employment)

Creative Curriculum

The Creative Curriculum for Preschool is based on five fundamental principles. They guide practice and help us understand the reasons for intentionally setting up and operating preschool programs in particular ways. These are the principles:

- Positive interactions and relationships with adults provide a critical foundation for successful learning.
- Social-emotional competence is a significant factor in school success.
- Constructive, purposeful play supports essential learning.
- The physical environment affects the type of quality of learning interactions.
- Teacher-family partnerships promote development and learning.

Wisconsin Early Learning Model Standards

Why do we have model early learning standards? Based on research and supported by evidence-based practices, the Wisconsin Model Early – Learning Standards (WMELS) provide a frame work for families, professionals and policy makers to:

- ~Share a common language and responsibility for the well-being of children from birth to first grade.
- ~Know and understand developmental expectations of young children; and
- ~Understand the connection among the foundations of early childhood, K-12 educational experiences and lifelong learning
- ~With the inclusion of the birth to 3 age range, the revised WMELS also includes the developmental continuums, sample strategies for adults.
- ~The development of standards was guided by research in the field and supported by content experts from the institutions of higher education in the state. Aligned to the Common Core State Standards (kindergarten through grade 12), the WMELS are intended to provide early learning opportunities that support children’s continued success in school and future life.

The basis for the development of the Wisconsin Model Early Learning Standards is a set of guiding principles that specify beliefs and values about young children in Wisconsin. The primary principles are as follows:

- ~All children are capable and competent.
- ~A child’s early learning and development is multidimensional.
- ~Expectations for children must be guided by knowledge of child growth and development.
- ~Children are individuals who develop at various rates.
- ~Children are members of cultural groups that share developmental patterns.
- ~Children will exhibit a range of skills and competencies within the domain of development.
- ~Children learn through play and the active exploration of their environment.
- ~Parents are children’s primary and most important caregivers and educators.

Care for School Age Children

The Before and After School Program provides children with a change from the school routine through free-choice play, opportunities to run, climb, and jump indoors and outdoors, opportunities for concentration and rest (alone or in a group), time to read or do homework, and opportunities to be creative; explore the arts, sciences, and social studies; and to solve problems. For those who want to do homework, we provide a quiet space.

We provide opportunities for developing trusting, supportive relationships with staff, peers, and adults in the Adult Day Center. We provide opportunities for community outreach and involvement, like field trips and community improvement projects. We serve school age children meals and snacks that meet the requirements of the U. S. Department of Agriculture.

Weekly Lesson Plans

We post weekly lesson plans on the parent bulletin board in every room. Each day allows for large and small group time, outdoor play, intergenerational opportunities, and child and teacher directed activities.

Infants (up to age two) each have an Individual Lesson Plan that focuses on developmental milestones. These are available to view by parents upon request. Infants up to one year are kept on their own individual sleeping and feeding schedules. Non-walking children are not kept in one position or area for long periods of time. Teachers interact with each child using music, books, and developmentally appropriate toys. Please consult with your child's teacher every time there is a change in feeding or sleeping patterns. It is important to maintain continuity of care between home and daycare. With this in mind there is a form parents are expected to fill out daily in the infant room that will explain how your child's night and morning was and the teachers in the classroom are expected to complete the form with your child's day, when they were changed and whether they had a BM or were wet, when they slept, when, what, and how much they ate, and any other activities the infant may have taken part in. This form will be given to the parent/guardian daily.

Children who are two years old and older follow a group lesson plan that is themed based and followed daily.

Curriculum

Activities in each classroom are designed to promote development in the following areas: social, emotional, cognitive, language, motor skills, values, respect for the environment, and intergenerational activities.

Social - Social development is the ability to participate and contribute to a group of individuals other than oneself. This is an area in which children vary greatly, depending on factors such as family size and birth order. We will concentrate on directing the children in their interactions through appropriate language, problem solving, conflict resolution, and making requests.

Emotional - Children vary greatly in their reactions to external stimuli. Children will be affected differently depending on their individual temperament and life circumstances. Children who are more sensitive will need extra help in working through their feelings. Children who are more aggressive will need to be guided through their reactions to situations and taught alternative ways to control any physical responses to situations. Teachers and staff will be working on this area continually. We feel respect is a key issue and we will work to give the children the gift of acceptance and tolerance toward all individuals and to aid them in meeting their specific individual needs.

Cognitive - Cognition is the ability to think and to successfully formulate and execute thought processes. Children will learn this through **circle time activities** - *songs, flannel board stories, comprehending oral stories, science* - *planting, hygiene, body awareness,*

Math - *counting, sorting, colors, shapes and other various activities throughout the day.*

Language - Verbal skills develop and grow from birth. Babies need constant babbling, talking, and labeling as they are just starting to understand that words are symbols. They will build their vocabulary immensely during the first year of life. Although we usually aren't hearing a lot from them in the way of words in the first year, their receptive vocabulary or what they understand is quite extensive. Therefore, words need to be heard in order for them to grow in their language. The older children will increase and perfect their spoken language as they grow, working on such areas as pronunciation, intonation and comprehension of oral language.

Large and small motor development - The development of the large muscles in our bodies: running, climbing, skipping, hopping, and playing with the parachute enhance legs, arms, and trunk. The development of small muscles in our bodies: fingers, toes, hands, are enhanced by picking up Cheerios (the pincer grasp), cutting with scissors, coloring with a crayon, and practicing with writing tools. There will be opportunities for both areas to grow every day, such as playing outside on the equipment, taking a walk, playing with play dough, or making a big green painted dinosaur!

Values - Children will be exposed to age-appropriate expressions of gentleness, respect, compassion, generosity, fairness, helpfulness, honesty, truthfulness, and other values that are desirable in our society.

Respect for the Environment - Children will learn to respect, care for, and become in tune with their environment: everything from their toys to sounds and aspects of nature.

Intergenerational Activities – Children interact with the adults on at least a weekly basis. The teachers in the infant room will take the infant on walks to the adult side to interact with the adults from the arms of the teachers or the strollers. As the children get older there will be more interaction. The children will participate in art projects, cooking, and music or just be part of the adult environment with the adults. The adults will also come to the classrooms to interact with the children in their environment. Teachers will

never leave the children unattended with the adults. The teachers participate in all activities with the children.

Swimming - All children two years old and up will participate in swimming with permission from their parent/guardian and a medical release signed by a physician. A one-on-one ratio is maintained for children two years old. A ratio of four to one will be maintained for children who are three and six to one for children who are four years old. There will be a life guard on duty at all times and life jackets or life belts are used for all children. There is a separate fee to participate in swimming. Swim passes can be purchased at the front desk. These are not lessons as our teachers are not trained in giving swim lessons, but a large muscle activity and helps children get comfortable in water. ***(When the pool is completed)***

Music- All children will participate in music and movement. The teachers will sing songs with the children and offer musical instruments for the children to play. They will also participate in music with the adults as part of the intergenerational program.

Activities in each of the classrooms are based on the developmental level within each room. An assumption made is that children learn as a result of being "**active doers.**" An emphasis is placed on active learning and making choices. The role of the teacher is to structure the environment to maximize opportunities for learning, and to apply specific strategies that support development.

The teachers, volunteers, and adult clients will be active facilitators in encouraging respectful communication, interactions, and aiding in skill development. Children will also help each other. They can help each other solve problems, share ideas in play, and serve as language models.

Topics of special interest to the children will often be reflected in the weekly theme. Parents can be wonderful resources, sharing their skills, knowledge, materials, and enthusiasm with the children. A shell or butterfly collection, a slide show, a folk dance lesson, a performance of a musical instrument, are just a few of the many kinds of experiences parents can offer.

While children are provided with a stimulating, developmentally appropriate program, emphasis is also placed on respecting **individual differences**. Teachers wish to tailor activities based upon individual abilities, cultural or ethnic traditions, and positive contributions that each child makes.

Curriculum planning is the responsibility of the lead teachers but implementing the activities is the responsibility of all teachers.

Child Guidance Procedures

In accordance with "Wisconsin Rules for Licensing Group Day Care Centers" punishments that are humiliating or frightening to a child, are **prohibited**. The following behavior shall be prohibited at St. Ann Center, **even at a parent's request**:

1. Subjecting a child to the use of corporal punishment, including hitting, spanking, beating, shaking, pinching, and other measures that produce physical pain.

2. Subjecting a child to any form of emotional abuse, including rejecting, terrorizing, ignoring, isolating, or corrupting a child.
3. Using negative comments about the child's race, gender, and/or physical appearance.
4. Using abusive or profane language.
5. Any form of public or private humiliation, including threats of physical punishment.
6. Punishing a child for a lapse in toilet training.
7. Withdrawing or the threat of withdrawal of: food, rest, light, warmth, clothing, bathroom opportunities, or medical care as punishment.
8. Using food as reward or punishment. (Ex. If you clean up your toys I'll give you a treat.)
9. Using physical restraint except as necessary to ensure their own safety or that of others, and then only for as long as is necessary for control of the situation.
10. Use of mechanical restraints, such as tying.

Discipline will be accomplished by setting clear-cut limits on children's behavior through positive guidance and by redirecting undesirable behaviors. Disciplinary practices established by St. Ann Center are designed to encourage children to be fair, to respect property, and to assume personal responsibility and responsibility for others.

1. **INDIVIDUAL MANAGEMENT** - This part of the program reduces the possibility of inappropriate behavior and therefore the need to discipline a child.
 - a. Modeling - St. Ann Center staff models appropriate behavior and language.
 - b. Developmentally Appropriate Practice - St. Ann Center staff will be educated in child development and will not expect children to do things that they are not developmentally ready to do.
 - c. Individualized Care Plans - Staff will become familiar with each individual child's special needs, and will develop appropriate guidance techniques and standards with family input.
 - d. Activity - Teachers will provide an interesting, challenging, and appropriate learning environment. Stimulating activities and materials will be designed to enhance the skills and self-esteem of every child.
 - e. Supervision - By following the staff to child ratios set by the state of Wisconsin, St. Ann Center will ensure that the individual needs of each child will be met.
 - f. Positive reinforcement - Staff will acknowledge each child's accomplishments and good behaviors.

- g. Choices - Children will be informed of what they **can do**, rather than what they **can't do**, and will be allowed to make choices for themselves.
2. **REDIRECTION/DISTRACTION** - St. Ann Center staff will offer alternatives to children engaged in undesirable behavior by offering a different toy, suggesting a new activity or playmate, engaging the child in an activity with the teacher, or suggesting the child play independently.
 3. **ENVIRONMENT** - Staff members will look closely at their classroom environment for cues, which may cause disruptive behavior. For example, "Is there a lot of clutter in the classroom which leads to over-stimulation?"
 4. **VERBAL INTERVENTION** - The teacher will explain to the child the inappropriate behavior and show him/her the appropriate way to handle the situation. For example, the teacher will say, "Instead of hitting Sarah, tell her, "I was playing with that truck. Can I please have it back?" The teacher will guide each child through the problem solving process, helping to recognize the feelings that cause certain reactions.
 5. **LOGICAL CONSEQUENCES** - Here, the teacher helps the child understand the logical consequences of his/her actions when involving another child by modeling age appropriate language and acting as a facilitator.
 6. **TAKE A BREAK** - This intervention is used only after the above methods have been tried. Many times, a child exhibits undesirable behavior because of over-stimulation, which results in a loss of coping skills. This intervention process allows a child to relax and calm down. The process that will be used at St. Ann Center is as follows:
 - a. Children will be separated from the group and will have access to activities, while being supervised.
 - b. Children may return to the group as soon as the negative behavior is significantly reduced, the time not to exceed five (5) minutes.

If the child needs a break two (2) or more times in one day, the parents will be informed at the end of the day either verbally or in writing on the **Daily Report** forms. Incidents will also be documented on incident reports and will also be logged in the classroom log book.

Children will be offered to use the cozy corner to self sooth and when they are ready they are able to return to their activity.

Guidelines for persistent inappropriate behavior

We feel it is very important to follow a **"Family Centered Philosophy"** when it comes to working through challenging issues. This means that you will be the driving force as we assess needs, strengths, and goals of your child and family. We also appreciate you

keeping us informed about critical events in your child or family's life, how your child behaves and responds to discipline at home, and your family's values and beliefs.

These guidelines will be used when a child has gone through the *Child Guidance Procedures* and still exhibits:

- A) Frequent and/or consistent inappropriate behavior, such as **biting**, or **attempting to leave the classroom**.
- B) Behavior which **poses a threat** to the health/safety of self, other children or staff,
Or
- C) Behavior that is **destructive to property**.

Progressive procedures: (2 week process)

1. Parents will be asked to participate in a conference with appropriate staff. Children old enough to understand may be asked to attend as well. **An individualized action plan** will be developed and will outline all steps the staff and parents will take to try and change/eliminate the behavior.
2. Staff and parents will observe and record (in a log) the inappropriate behavior.
3. Staff and parents will document what has been done to try to change behavior.
4. We may suggest that a specialist come to observe your child. S/he may be able to help us identify the cause for the behavior, or suggest other interventions.
5. If the above steps do not seem to produce results, another conference will be held and the dis-enrollment process may begin. The president of the company will be the only person to make this decision. Questions after decision has been made can be directed to the president of the company.

SERVICES TO CHILDREN WITH DISABILITIES/SPECIAL NEEDS

As reflected in St. Ann Center's mission statement, our goal is to create an environment where children come together from three distinct backgrounds: children with typical development, children with disabilities, and children who are at risk. Children may be at risk due to premature birth; economic struggles; poor nutrition; physical, emotional, or sexual abuse; or lack of supervision or stimulation in their home.

We term this concept of care "inclusive child care." Fundamental to successful inclusion is a balance of children with a variety of ages, abilities, and care needs.

Benefits of an Inclusive Program

Preschool children are developing concepts and attitudes about themselves and others. With the inclusion of children and adults who have special needs, their concepts expand. Social integration of children with special needs with other children helps all children learn, play and live together, and develop into people who respect, accept, help, and

appreciate each other. We believe that every child has gifts to bring to day care and that each child enriches the lives of all.

Types of Special Needs or Disabilities

We believe that children are more alike than different. We use the terms “special needs,” “exceptional educational needs,” and “developmental delays” in relation to a child whose development is delayed or unusual in some way. The types of developmental problems children have range from mild to severe.

A problem in development may be in one area like speech production or in more than one developmental area like cognition, fine or gross motor skills, social development, or adaptive abilities. If a child under three years old has a 25 percent deficit in one or more areas, he or she is eligible to receive services in Milwaukee County’s Birth to Three Program. Children between three and five who display a significant delay in two or more areas of development receive therapeutic services within the school systems.

VIII. TO REVIEW

1. Call by 9:00 a.m. if your child will not be attending due to illness. Also let the child’s classroom know in advance if you know your child will not be attending. **If you do not tell us we are required by state to call you to be sure your child is safe.**
2. Call no later than **one half hour** before your scheduled pick-up time if you will be late picking up your child. See your St. Ann Center Childcare Agreement contract for additional information regarding Late Pick-up fees.
3. If you are unable to pick up your child on a particular day, please provide us with a **written** permission form that morning.
4. **Updating all information**, including health care records, immunizations, and change in address, telephone numbers, or family situations is your responsibility. Failure to provide this information may result in termination.
5. **You may not pick up your child under the influence of alcohol or drugs.** If you do so, St. Ann Center will assist you in finding alternate means of transportation. If there is a lack of cooperation, the police and/or Child Protective Services will be contacted.

We thank you for your cooperation and hope you enjoy your time at St. Ann Center!