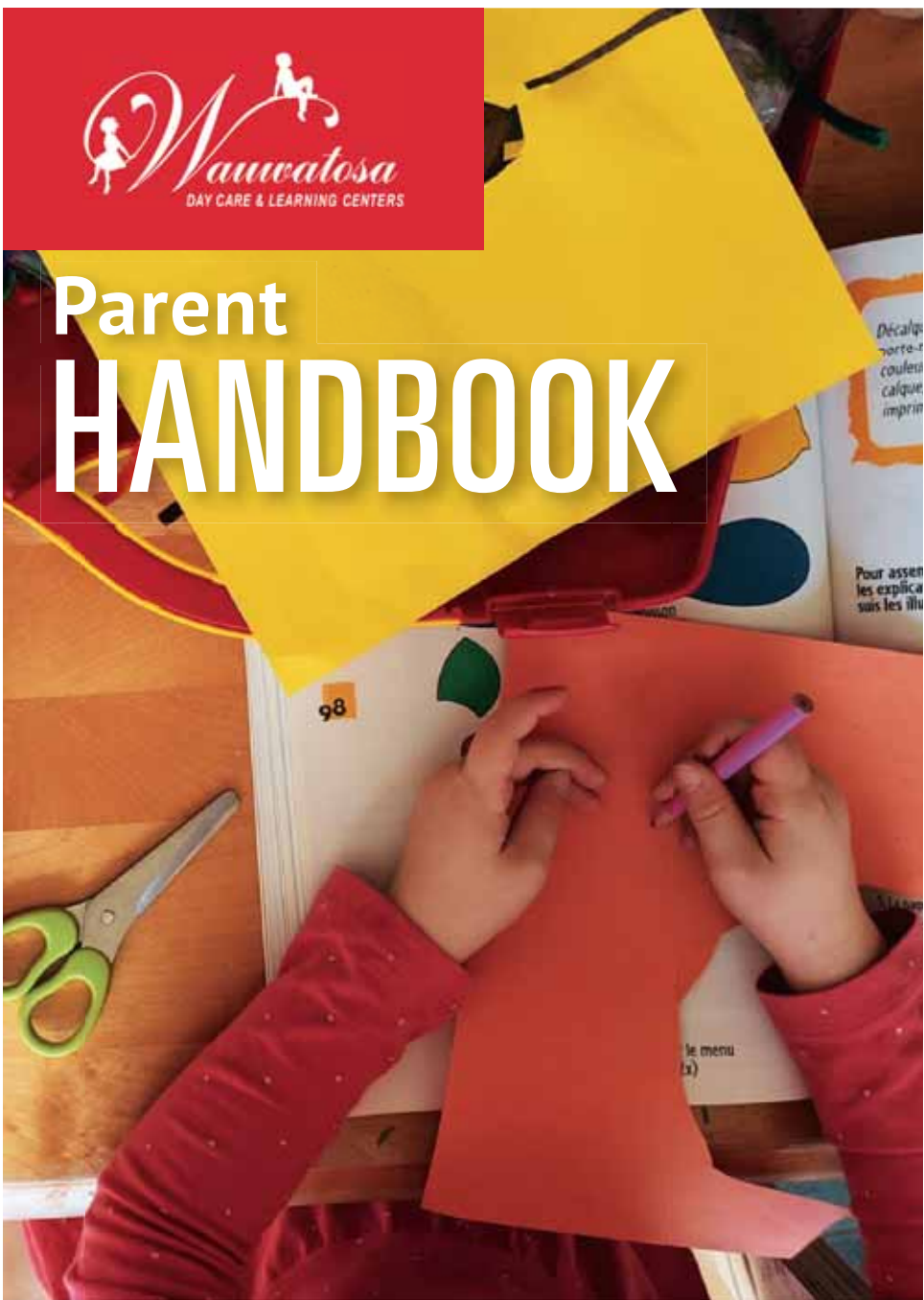




Parent HANDBOOK



AT ST. JUDE
822 Glenview Avenue

AT TRINITY WOODS
3010 North Menomonee River Parkway

WAUWATOSA
346 North 121st Street



WELCOME

*Wauwatosa Day Care & Learning Centers, LLC
has been an active, caring part of the Wauwatosa community since
1974. The quality of our child care and versatile programs have
brought thousands of families to our centers.*

NAEYC accredited Wauwatosa Day Care and Learning Centers is owned and operated by Danielle Rageth. We have maintained an excellent reputation in the community in a partnership that is family friendly and most importantly – child centered. We hope your family’s experience with Wauwatosa Day Care and Learning Centers will be enriching and enjoyable and we look forward to serving you.

The following pages of the PARENT HANDBOOK have very important information. Please read every page so that you will be better informed about your child’s care. Please do not hesitate to call if you have any questions.

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ACCREDITATION **(NAEYC)**

The National Academy operates a national, voluntary accreditation process. The accreditation process identifies high quality programs for children from birth through school-age.

NAEYC's purpose is to act on behalf of the needs and interest of young children. The goal is to provide standards and procedures that bring about real and lasting program improvements. The program respects the diversity of educational philosophies without compromising the developmental needs of young children.

Wauwatosa Day Care is proud to announce that we have gone through the voluntary process and have achieved accreditation at all eligible sites.



Accreditation helps teachers and directors evaluate and improve their practices.



Accreditation helps parents make informed decisions when choosing a center.



Accreditation benefits children by providing high quality programs.



5 STAR PROVIDER

Youngstar sets a five-star rating system for childcare providers based on education, learning environment, business practices and the health and well-being of children. Wauwatosa Day Care & Learning Centers - St.

Jude location has a five-star rating. Our other locations are currently undergoing the accreditation process and are excited to achieve five-star status as well.

MISSION STATEMENT **AND PHILOSOPHY**

MISSION STATEMENT

Wauwatosa Day Care and Learning Centers mission is to provide for the emotional, social, physical and intellectual growth and development of each child in partnership with the child's family.

PHILOSOPHY

Wauwatosa Day Care and Learning Centers strives to provide a center where parents may leave their children with the security of knowing that they will receive the best possible loving care by qualified infant-toddler, preschool and school-age teachers. Many times this is the first relationship with adults other than a family member, and we strive to make it a happy one. We believe a good childcare center should be an educationally enriching experience that supplements, not substitutes for the care given at home by the child's parents.

NON-DISCRIMINATION POLICY

Wauwatosa Day Care and Learning Centers does not discriminate on the basis of sex, age, race, color, national origin, religion or handicap in the educational programs or activities which it operates.

PROGRAMS

INFANT / TODDLER (6 weeks to 2 ½ years)

This specially designed infant-toddler program is a place where infants and toddlers can grow and become their own special person. It is a safe environment, staffed by trained, qualified people who are warm, nurturing and caring.

FULL DAY CARE (Ages 2 ½ to 6 years)

Experienced and concerned certified preschool teachers make each day new and exciting for your child. Games, art, music and outdoor play are all a part of each fun-filled day.

4K WRAP AROUND (4 and 5 year olds)

Designed for kindergarten level children. 4K Wrap Around is a program that combines play activities and learning for your child – a wonderful introduction or supplement to that first school experience.

KIDS' CLUB – Before and/or After School

A special program that fills a special need – a place where your 6 to 11 year old can spend quality, supervised time before and/or after school and on vacation or holidays when parents must work. Children will have the option of joining planned activities or may choose to read, play, work individually or participate in our Homework Club.

KIDS' CLUB – Summer (Ages 6 to 11 years)

Every summer, when school is out, the best “Kids Club” program around is offered for children 6 to 11 years old. They swim, go on field trips, have picnic lunches, cooking projects, physical education, art and more.

LOCATIONS

www.wauwatosadaycare.com

Office – 822 Glenview Avenue

(414) 479-3050

(414) 479-3053 (fax)

danielle@wauwatosadaycare.com

822 Glenview Avenue

(St. Jude)

(414) 479-3050

(414) 479-3053 (fax)

gldirector@wauwatosadaycare.com

- Ages 6 weeks to 11 years.

346 North 121st Street

(Wauwatosa)

(414) 434-5050

(414) 434-5053 (fax)

121director@wauwatosadaycare.com

- Ages 6 weeks to 4 years.

3010 North Menomonee River Parkway

(Trinity Woods)

(414) 625-9938

(414) 625-9941 (fax)

trinitywoods@wauwatosadaycare.com

- Ages 6 weeks to 11 years.

GENERAL INFORMATION

Enrollment Forms to Be Completed (Please complete both sides of forms)

1. Child Enrollment Form
2. Child Immunization Form
3. Tuition Agreement Card
4. Child Health Examination Form
5. Health History & Emergency Plan
6. Intake Information for Children Under Two Years
7. Registration Card
8. Emergency Card
9. Medical Alert Form
10. Field Trip or Off Premise Form

The State of Wisconsin requires that your child's health form be completed and on file at our center within 90 days of the day your child begins. Children must be fully immunized and must have a physical exam six months prior to, or one month following the date of enrollment.

Hours of Operation

6:30 a.m. – 6:00 p.m.

5 days a week, Monday through Friday

52 weeks a year

Arrival and Departure

State regulations require every child be signed in and out daily, by an authorized adult.

Child Assessment

Children are assessed on their developmental milestones throughout the school year (September – May). Children will be assessed in both individual and group settings by their primary teacher within their normal classroom environment.

The *Focused Portfolio* process is a framework for creating early childhood portfolios. It offers structure and guidance for teachers who are ready to plan and implement authentic assessment within developmentally appropriate programs. Children will be assessed in the following areas: language, cognitive, gross motor, fine motor and social/emotional development. The *Focused Portfolio* is used in conjunction with checklists of development milestones that are widely held for young children.

Parents will receive a written report about their child's development and learning progress at conferences. Wauwatosa Day Care & Learning Centers teachers receive training on the *Focused Portfolio* and will answer any questions or concerns you may have regarding the assessment methods that are used to meet your child's needs.

Curriculum

Believing that children learn in a number of ways, we want to make sure we offer the children a variety of opportunities to learn, but in a way that suits them best. Our weekly theme-based curriculum is comprehensive yet provides for the individual needs of each child. With a theme-based curriculum, we can motivate the children by making learning meaningful, relevant, and fun. The daily lesson starts with a group time to introduce the concept or skill the class will be working on. Concepts and skills are then reinforced in our learning centers (art, science, math, etc.) Our curriculum has a routine focused on age-appropriate basic learning skills while incorporating those high-interest activities that make learning fun!

Clothing

Sometimes we do messy art projects, or snack time juice gets spilled so it is important that your child wear comfortable washable clothes to school. Also, please dress your child in clothes that he/she can manage in the bathroom. Pants or shorts with elastic waists are the easiest for young children to pull up and down. Although skirts or dresses are easy for girls to maneuver, tights can be very difficult for young ones. As children grow, buttons and snaps are more easily mastered. Teachers are always available for help, but we want to encourage as much independence in self-help skills which adds greater feeling of self-accomplishment. Each child has an individual cubbie and hook. Your child will need a complete change of clothing. All clothes should be marked with the child's name. If your child naps, please provide a small blanket, to be left at the center, and a soft cuddly toy to sleep with (optional). These items need to be marked with your child's name.

Outdoor Play

We are required by the Department of Children and Families to take the children outside daily, weather permitting. Please make sure your child is dressed appropriately for the weather. Children, as well as teachers, like to get outside to enjoy the fresh air and burn off energy. When the snow comes, boots and snowpants are a must with all the other winter clothes. Requesting that a child remain inside is not possible. All staff go outside with the children to maintain proper ratios.

Field Trips

Periodically we take the children, ages 3 and up, on off-site field trips. Children must have a signed permission slip in order to attend the field trip. If there is a field trip charge it will be added to your tuition account. There are no refunds. Parent chaperones are encouraged. Chaperones who attend will also be charged the field trip fee.

Safety and Security

Safety drills are practiced monthly in compliance with state regulations. In the beginning young children are notified beforehand if a fire drill is to take place to make them comfortable with the drill. Tornado drills are held monthly, April – October. Each center has an Emergency Response Plan in place which are practiced regularly with children and staff. In the event of an emergency Wauwatosa Day Care and Learning Centers children and staff will evacuate to a predesignated “safe place.” Emergency Response Plans are posted in each classroom.

Wauwatosa Day Care and Learning Centers strive to provide all children and staff with a safe and secure learning environment. Our building entrances are locked throughout the day with access only thru doors with video surveillance. Parents and visitors must press the button labeled “day care” to identify themselves and gain entry into the building.

Confidentiality

Children’s records are strictly confidential and available to the child’s parents upon request. No information is given over the phone or to anyone unless we obtain parental permission.

Updating Vital Information

Information concerning your child must be kept up to date. **It is the responsibility of the parents to notify the staff of any temporary or permanent changes in address, telephone numbers at home, school or work and/or changes to the child’s medical information.** Persons authorized to pick up your child and persons to be called in emergencies must also be kept current.

Discipline

Discipline and guidance will be consistent, based on the understanding of the individual child’s need and the developmental stage of the child, and directed toward teaching appropriate behavior. All guidance and discipline will be done discreetly so as to maintain the child’s self-esteem. When positive discipline and guidance are not effective a parent/teacher/director conference will be held to determine the need for further intervention.

Communication

We strive to provide the best possible care for children and families. Please feel free to tell us when you are particularly pleased with the care your child is receiving, as well as when you have concerns. Your opinions are valued.

It is our policy to encourage parents to first discuss any concerns they may have with their child's teacher. If the issue cannot be resolved, refer your concerns to the Wauwatosa Day Care director. The administrators communicate closely with center directors and certainly will become involved if necessary. We believe that all concerns are best handled when parents, teachers and directors work together. The following steps may be helpful in resolving differences in a constructive way.

Seek first to understand the other person's position. Clarify the concerns.

Focus on listening. It is important that each party involved in the discussion has an opportunity to express their perception or understanding of their concern. Ask open-ended questions and listen carefully to better understand what concerns that person may have. Good questions and listening help clarify the "real issues" that will give you a better understanding of the other person's concerns.

Validate the concerns and goals.

After hearing exactly what the concerns are, restate what you hear them say. Reassure them that you are listening and that you understand their concerns.

Explain how the classroom / program currently addresses concerns and what might change.

Discuss the practices that are currently occurring at Wauwatosa Day Care which address the issue being discussed. Brainstorm ways to resolve the issue and meet common goals. Keep going until all the options are exhausted. Both sides need to acknowledge their responsibility in the resolution of the issue. Agree on the best way to resolve the conflict.

Make a plan to check in with one another to assess progress towards resolving the concern.

Monitor the progress of your plan and stay in touch. Reassure each other that the issue will remain on your mind and be addressed as planned.

Communication should be done through the center. Parents should refrain from communicating with staff on their personal devices.

Discharge Policy

Wauwatosa Day Care and Learning Centers reserves the right to cancel the enrollment of a child for the following reasons:

1. Non-payment or excessive late payment of fees.
2. Not observing the rules of the center as outlined in our policy book.
3. Child has special needs which Wauwatosa Day Care cannot meet.
4. When continued enrollment is not in the best interest of the child, the parent, or the center. Discharge will be at the discretion of Administration.

Child Abuse Law

Wauwatosa Day Care and Learning Centers is licensed by the State of Wisconsin. We are mandated to report any unusual marks or bruises found on a child to the Department of Health and Social Services. If your child has had an accident or has unusual marks on his/her body, be sure to inform the child care staff about them.

HEALTH AND NUTRITION

Meals and Snacks

Children arriving before 8:00 a.m. may bring their breakfast. Staff will set up and assist with breakfast. We provide a nutritious lunch, mid morning and mid afternoon snack. Lunch and snack menus are posted on parent bulletin boards. Copies of the weekly menus are available to families in the parent resource areas. On days off of school and during the summer, “Kids Club” children will bring healthy, nutritious bag lunches from home. Milk will be provided by Wauwatosa Day Care.

Wauwatosa Day Care and Learning Centers cannot guarantee an 100% allergen free environment.

Sick Child Policy

Sick children should be kept at home. It will make them feel better and keep illness from spreading at the center. Children who become ill at the center or appear to have a condition or illness having the potential to affect the health of other children will be isolated. Parents will be contacted and informed of staff observations of the child. If a parent cannot be reached, the emergency contact person will be notified. Children will be provided with a cot or crib and made as comfortable as possible until parent or authorized person can come to pick up the child.

Communicable Disease

When a diagnosis by a physician or qualified medical person has been made, please let us know. A statement will be posted to all parents notifying them of their child’s exposure to the communicable disease. A child may be re-admitted with a written release from the doctor and/or based on our programs Sick Child Policy. Copies of the Sick Child Policy can be found in the parent resource area at your child’s center.

Medication Policy

An Authorization to Administer Medication Form must be signed by the parent, dated and contain specific written directions for administration of all medication. This is to be done by the parent / guardian when the medication is brought in.

Medication must be labeled with the child’s name, dosage, directions for administering and is to be in the original container.

Prescription medications that need to be given for a certain period of time need to be signed once. If the medication is repeated after the designated time period,

a new Authorization to Administer Medication form must be signed. All other medication must be signed on a daily basis.

Over the counter medication will only be administered if it is age appropriate on the bottle instructions. If not, a physician must authorize dosage in writing. The medication must be authorized for each time period it is to be administered. **No medication can be administered “as needed”.**

Medication will be stored in a locked container out of the reach of children.

Cough drops, lozenges, cremes, etc. are considered medications and must be signed for and labeled with the child’s name. No medications of any type or form are to be kept in the child’s cubbies, diaper bags or backpacks.

Medication which is no longer in use, or is not picked up by the parents will be discarded in a safe manner.

Sunscreen / Bug Spray

During the summer months, it may be necessary to apply sunscreen and/or bug spray. Parents will be given a permission slip to sign. Sunscreen and bug spray should be labeled with the child’s name and left at the center. To help ensure that all exposed areas are covered with sunscreen, we suggest that parents apply it in the morning when their children are getting dressed. Staff will then continue to reapply during the day as needed.

Infant Sleep Position

Infants under 12 months of age will be placed on their backs on a firm, tight fitting mattress when sleeping in a crib, unless the child has a note from a physician specifying otherwise, to lower the risk of Sudden Infant Death Syndrome (SIDS). When infants can easily turn over from the back to the front position, they will be put down to sleep on their back, but allowed to adapt whatever position they prefer to sleep.

Accidents

When minor accidents occur at the center, first aid supplies are available, although in compliance with the state law no medication is used. Soap, water, ice and a comforting staff member (usually the best medicine) are used to treat scrapes, cuts and bumps. An “Accident Report Form” is filled out for injuries that occur at school. This form will tell you what happened and how the injury was treated. You will be called immediately if it is more than a mild injury. The Accident Report will kept in your child’s file after you have read and signed it.

In the event of a medical emergency we want to be prepared. It is important for you to keep all medical information and emergency contact numbers up-to-date. We must know where to find you quickly. Even if your plans change for one

day, please leave the number where you can be reached. If a child requires emergency medical care we will call 911 for Emergency Medical Services and the child will be transported to Children's Hospital of Wisconsin with a familiar staff member. The parents will be notified immediately.

TUITION AND FEES POLICIES

Registration

- There is a one-time, non-refundable registration fee, with continued enrollment, per family due at the time of enrollment.
- Families having more than one child enrolled will receive a 10% discount for siblings. The discount is applicable to any of our programs and will be applied to the child with the same or lowest tuition rate.
- If your child is starting immediately, the registration fee and 2 weeks tuition are due at the time of enrollment. If you withdraw at any time, another registration fee will be required to re-enroll.
- Notice of withdrawals are required in writing to your Center Director two weeks prior to the last day of attendance.

Billing

- All families have one tuition account.
- At the beginning of each calendar year, you will receive a tuition payment schedule. Payments are due accordingly which results in pre-payment services.
- Any child attending more than 10 hours per day will pay an extended rate.
- Payments not received according to the payment schedule will be assessed a late fee.
- Wauwatosa Day Care and Learning Centers offer the convenience of Tuition Express. Tuition Express is a payment processing system that allows secure, on-time tuition and fee payments made from either a bank account or secure credit card.
- An additional processing fee will be added to all credit card transactions.
- Pre-authorization for Wisconsin Shares is necessary before a child starts. Your center director will notify you of your parent share.
- We ask that parents honor our 6:00 p.m. closing time. A per child late fee will be charged for every 10 minutes, or part thereof, as verified by closing staff. Payment is to be paid to the staff person on duty.

Enrollments

- At the time of registration, you will choose the number of days per week your child(ren) will attend. This will determine your tuition. If you wish to change your child's schedule, we ask that you submit your request in writing to the center director. A two-week notice is required.
- Please give your center director by 9:00 a.m. in the event of your child's absence on a given day. Refunds are not made for absences since the State

has licensed the center for a specific number of children and your child's place will be reserved.

Rotating Schedules

- Rotating schedules are those schedules in which the actual days of attendance vary from week to week. These schedules require more flexibility on our part for staffing, so there is an additional charge to accommodate this. The rotating fee charges are listed on the tuition schedule.
- The following summarizes our Rotating Schedules:
 - Rotating schedules need to be submitted in writing prior to the first of each month.
 - Tuition payments for the entire month are due on the first of each month.
 - Families are required to pick a minimum of 5 days per month.
 - Once a schedule has been received by the center director, changes to that schedule are not permitted.
 - Adding days to the original schedule is permitted only when enrollments allow.
 - A rotating schedule cannot be used for "off school days" only. The charges for "off school days" are subject to the full day charge plus the rotate fee.

Extra Days

- Children enrolled less than 5 days per week can attend an extra day or days providing you check in advance with the center director and enrollment permits. We do not allow for the switching of days.

Returned Check Fee

- A fee will be charged for all returned payments.

Van Transportation

- Transportation is offered at limited locations. Parents who are interested should contact the Glenview Center (414-479-3050) for more information and listings of schools where transportation is available.
- There is an additional per-day charge for van transportation.
- Parents are responsible for contacting the Glenview Center with any transportation schedule changes.
- We will try our best to accommodate any changes.

Credit Days

- A 2 week credit will be granted to each family at the time enrollment. A week will be defined as the number of days a child attends per week. The 2 weeks will be figured from the date of enrollment. The 2 week credit will be granted over a 12 month period of continued enrollment.
- Vacation is normally taken for at least one week of enrollment days. Parents can request to use a single vacation day. Partial days will not be granted. Please ask your Center Director for a Vacation Credit Request form.

Holidays - Closings

- Our centers are closed for seven legal holidays per year. New Year's Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. We will also be closed on Christmas Eve Day, however, we will be open on New Year's Eve Day from 6:30 a.m. – 6:00 p.m.
- Fees are based on a twelve month period. There is no tuition adjustment for holidays or unavoidable closures.

Snow Days

- All of our centers will remain open during times of inclement weather. Please let us know if your child is not attending. There is no refund or tuition discount.

PARENT INVOLVEMENT

Open Door Policy

Wauwatosa Day Care and Learning Centers are open to parent visits, both prior to and after enrollment of your child. No advance appointment is required. We encourage parental involvement in our programs.

Parent Boards

Located outside of each classroom is a Parent Board. Parent Boards are one of the many ways in which teachers of each program can communicate with parents and share information. On each Parent Board parents will find: weekly lesson plans, lunch and snack menus, “What We Did Today” notes, daily schedules, etc.

Field Trips

Parents are welcome to accompany us on any off-site field trips that are planned. If you are interested, please speak with your child’s teacher or center director.

Share Your Career

Parents are welcome to share their talents and skills with their child’s class at any time. This type of participation helps form connections between your day at work and your child’s day at the center.

Parent Teacher Conference

Parents are given an opportunity for individual, formal parent teacher conferences twice a year. Teachers do see each of our parents daily and encourage open communication as the need arises.

Open House

Open House is scheduled during the fall. This is your opportunity to get acquainted with your child’s program.

Newsletters

Center newsletters are another example of communication with parents that offer a glimpse into the children’s day and an opportunity to learn about our programs.

Ongoing Communication

Teachers and center directors will communicate with families on an ongoing basis through phone calls, email and in-person conversations.

Community Resources

Each location of Wauwatosa Day Care and Learning Centers has a parent resource area that offers families information about a variety of available community resources.

Parent Readings

Copies of DCF 251 and all center policies are available to read on the premises at your request.

RECEIPT AND ACKNOWLEDGMENT

I acknowledge that I have received and read the Wauwatosa Day Care and Learning Centers Parent Handbook and understand the policies contained therein.

Date

Parent / Guardian Signature

Please remove and return to Director

THANK YOU!

We know you have placed your trust in us by enrolling your child in Wauwatosa Day Care & Learning Centers.

It is important to us that you continue to feel comfortable about your decision.

Please feel free to ask questions and discuss any concerns you may have with our staff, directors or administrators.