

POLICY AND PROCEDURES HANDBOOK

Hearts & Minds Childcare, LLC
5051 W Bradley Rd
Brown Deer, WI 53223
Phone: (414) 263-8943

MISSION

Children attending H&M Childcare will have access to a safe, high-quality, developmentally appropriate environment which will nurture the Hearts and Minds of each child and prepare them for a successful future.

VISION

1. Develop a promising and respectful partnership with all parents and family members.
2. Surround children with caring, loving and qualified staff.
3. Provide exceptional learning opportunities.

If you need this policy in another language please contact Administration .

ADMISSION POLICY

Hearts & Minds Childcare (H & M Childcare) is licensed by the State of Wisconsin, Department of Children and Families. It is owned and operated by Hearts & Minds Childcare as a Limited Liability Company. An on-site Director will manage the day-to-day operations. Hearts & Minds Childcare is licensed to care for no more than 100 children at any one time. We will serve children ages 6 weeks to 13 years old. We are open Monday through Friday, from 7 AM to 7 PM. No service will be provided on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day. All regular fees will be charged for these holidays. If a holiday falls on a Saturday, we will be closed the previous Friday. If a holiday falls on a Sunday, we will be closed the Monday following. In case of emergency, Director will contact all the parents regarding any closing. All closings due to inclement weather will be published on FOX6 local news.

We are inspected regularly to insure that we meet licensing standards. **Smoking is not permitted anywhere on the premises of the center, indoors or outside.**

We will post the following items for parents' review at the front entrance on the parent information board: license certificate, a complete copy of operating policies and procedures, the results of our most recent licensing monitoring visit, a copy of the licensing regulations. Other parent information along with the monthly menu will be at the front entrance brochure holder. The family communication board is located in the front of the building. Any updates, announcements, and policy changes are available there.

Hearts & Minds Childcare is covered by liability insurance in the amounts required by DCF.

There will not be pets on the premises. If new pets will be added in the future, a notice will be posted and mailed to inform parents in advance, and whether or not children will have access to the pet(s). Any allergies children may have will be taken into consideration.

Parents or authorized adults are required to bring children into the building and to sign the children in at the beginning of the day (documenting arrival time) and sign them out at the end of the day (documenting departure time). Staff will also take daily attendance to know the names and number of children at the center at all times.

To protect each family's confidentiality, H & M CHILDCARE will not share information about a child or a child's family with anyone who is not authorized to receive this information.

As a child care center, all staff is required to report any suspected abuse or neglect to the county's Child Protective Services (CPS) office by calling 414-277-8980. We must notify the proper authorities if we suspect that any child is being improperly treated.

Our administrative structure is as follows:

Director – Kulbir Singh

Administrator – Jesspreet Tuli

Teachers

Assistant Teachers

Parents are welcome to visit at any time during the hours of operation unless prohibited by a court order. If so, a copy of the order must be on file at the center.

Parents who need transportation for their children can contract with transportation vendors that serve the community. The transportation company driver or designated adult is required to escort the children into the building upon arrival. If enrolled children do not arrive at the center within 3 hours on a regularly scheduled day, teachers will contact parents. Any and all incident of this nature will be documented by making a note or entering in

the system, if applicable. Parents will be asked to call the center in the future of any delay in child's arrival. If parents wish to allow a school-age child to leave or arrive at the center unescorted, they must provide written authorization for this activity by completing **DCF-104**, "Alternate Arrival/Release Agreement." School-age children who leave the center unescorted must be traveling to home, school or another activity where adult supervision is present.

Children will only be released to persons listed on the enrollment form. If anyone other than the child's parent or someone who is listed on the enrollment form is to pick up a child (ren), we will need to be notified in writing or by a telephone call in advance. The person picking the child (ren) up may need to show a driver's license or other photo ID.

If a parent or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While staff cannot legally withhold a child from the legal guardian we will not hesitate to call the local authorities if we feel the child is in danger.

It is important that we communicate daily concerning the progress, needs and interests of each child. If there are issues or concerns that need to be discussed, parents should arrange with us a convenient time to talk on the phone. To foster communication on a regular basis, H & M CHILDCARE provides scheduled conferences/written newsletters/parent bulletin board and daily conversations.

H & M CHILDCARE will provide care for children between the ages of 6 weeks and 13 years. We will never refuse to enroll a child on the basis of race, sex, color, creed, political persuasion, national origin, handicap, ancestry or sexual orientation. All children will be enrolled for a trial period of 1 week. During the trial period either the program or parent may terminate child care without advance notice.

Within the first 45 days of transitioning into the program , a face to face meeting will occur between administration and new families to discuss child's progress. Paperwork will be completed from all parties to document.

Hearts and Minds currently utilizes DCF Form entitled Intake Form For Children Under the Age of Two to gather information on routine care items like feeding, sleeping and toileting. We use our internal document Intake Form for Children Over the Age of Two to gather the same information.

Items provided by parents:

Extra clothing appropriate for the season,
Classroom Supplies (List provided with enrollment packet)
Blanket
Diapers as well as diapering supplies

Items provided by center:

Breakfast, Lunch, snack
Cot/Mat, if needed
Other educational supplies needed to educate children.

ENROLLMENT PROCEDURES and DISCHARGE OF ENROLLED CHILDREN

Parents interested in enrolling their children at H & M CHILDCARE must meet with the Admissions Specialist and Director to discuss their child's specific needs and to review program policies. The rules and policy will be available at the center front desk. The following items must be completed and returned to the center by the first day of attendance.

- Form [DCF-62](#), "Child Care Enrollment"
- Form [DCF-44](#), "Heath History and Emergency Care Plan"
- Form [DCF-104](#), "Alternate Arrival/Release Agreement" (if applicable)
- Form [DCF-56](#), "Child Care Center Transportation Permission" (if applicable)

The Director will inform parents when updates are needed, giving 30 days' advance notice to

submit updated forms. Due, completed, within 30 days after child starts attending:

- Form [DPH-4192](#), "Day Care Immunization Record" or an electronic record of your child's immunizations

Due, signed by medical professional, within 90 days after child begins attending:

- Form [DCF-60](#), "Child Health Report"

H & M CHILDCARE will maintain children's records and medical records. If any records need to be updated, the center Director will contact parents. Parents must provide any requested updates within the required time frame. We will transfer a child's record upon request from the family with written consent.

Children may be enrolled on a full-time basis for 30 hours per week, or a part-time basis for 20 hours or less per week. H & M CHILDCARE will accept children for drop-in care if prior enrollment arrangements have been made, enrollment forms are on file, and space is available.

Children that are not picked up by 6:30PM will incur a \$1/min fine.

A child may be discharged from the center for reasons such as, but not limited to:

Failure to pay fees on time. (Grounds for immediate termination, without advance notice.)

Behavioral issues in regards to child, including but not limited to biting, running out of classrooms, unsafe behavior on childcare transportation. Hearts and Minds reserves the right to terminate immediately any child that it believes to be unsafe or disruptive to the learning environment.

Lack of parental cooperation.

Inability of child care program to meet the needs of the child.

Repeated failure to pick up the child at scheduled time.

Failure to complete and return required forms.

Hearts and Minds administration reserves the right to uphold same day discharges without a formal parent meeting. The result of the meeting will be communicated to the parents via certified mail.

If parent do not agree with the discharge decision, they can file an appeal with center administrator. The appeal must be filed within 48 hours from the date of discharge notice and must be in writing. Final decision will rest with the administrator.

Parents must give a 2 week written notice of their intent to withdraw the child(ren). Verbal notice is not acceptable. Hearts and Minds reserves the right to discharge children for any of the above reasons.

A new family is paired with a more experienced family to help the new family engage in the childcare program and larger community setting.

CHILD HEALTH REPORT FORMS (CHRF)

Our child's Health Report Form which is to be signed by doctor must be turned in NO LATER than 72 hours after child starts. There is no exception to this rule. In lieu of this, DCF may sometimes accept a Child Wellness Check which is an alternative piece of paperwork that doctor signs that child is well and can attend daycare, this is always printed on the MyChart letterhead. This document is only accepted if child's next INSURANCE PAID appointment is some time out. However, child MUST have (CHRF) at the next possible earliest time.

HEARTS AND MINDS TRANSITION POLICY

There are a number of transitions that children will encounter within their early years. Change and transitions can be unsettling and upsetting to children when in unfamiliar surroundings, introduced to new caregivers or routines. As children develop from birth throughout childhood they move, or transition, from one learning environment or setting to another . At Hearts and Minds Childcare we recognize children learn best when they feel safe, nurtured, and have positive experiences with their caregivers and peers. Your child is assigned a Primary Caregiver (See Primary Caregiver Policy), and we aim to develop a caring, professional, and respectful relationship with our children and families.

We feel transitioning takes time, preparation, planning and patience. Adults can help a child by supporting them before, during and after transitions occur. These transitions occur when starting at a new environment, every day transitions from home to daycare setting, transitioning into a new age group and classroom, with a new provider, and transitioning to school. We are committed to assisting our families and children in making these traditions as seamless and comfortable as possible.

Transitioning into our Center

Parents and Care givers need to work together, share information they have about the child and what support he or she needs. Transitioning into new care includes a few visits if possible to acclimate the child to the environment, meet their caregiver(s) and peers. Additionally, days may need to be shorter to begin with, to allow children to have a positive experience, and to have as

little stress placed upon them as possible. We ask that parents have some flexibility during these first days of transition and attendance.

Transitioning into new age groups and caregivers

The same patience, planning, and care needs to be implemented for transitioning children into new classrooms. When a teacher is preparing for transitioning a child they will first discuss this with the parents. Children are transitioned into new classrooms according to space availability, age, as well as physical, social and emotional development.

When preparing to transition your child will then get to visit the other classroom for short times to meet the teacher and other children in the classroom, and explore and become familiar with the environment. this also allows teachers to gauge when and if your child is emotionally ready to transition to the older classroom.

We Aim to..

Talk to parents about their child before they start in the setting, to become familiar with their needs. Allow all children to have the opportunity to spend time with the environment and with their caregiver or teacher where possible before starting in the new setting.

Support children through the transitions. This is also to support staff and parents in getting to know each other as well as children, keeping lines of communication open.

Ensure all parents know who their child's caregivers are and by providing a confidential area (staff lounge/ office area) where parents can discuss any concerns.

Provide contact through verbal and written exchanges, as well as the acknowledgement that parents can call the Center to contact the Director and Primary Caregiver/ Teacher.

Inform parents when children are ready for their transition to another classroom and provide the new caregiver/ teacher with information to support the child, alongside with parents, in as smooth a transition as possible.

Have parents complete a one page profile to assist caregivers/ teachers in providing a smooth transition.

To provide ongoing communications throughout the transition period among staff and parents. Communication is an essential means to aid a smooth transition for each and every child.

FEE PAYMENT AND REFUNDS

All the fees are calculated on hourly basis. Attendance records and parent sign-in records will be used to determine the actual billable hours for the childcare service. No refunds will be provided for any child absence without advance notice from the parents. Parent must fill out a refund request form for the time and date refund is requested. Final determination will be made by the Administrator. H&M Childcare does not charge registration fees. Fee payment policy will be available at the center front desk and with enrollment packet.

Fees are to be paid in advance on Friday for the following week.

- If there will be a third party payment, as from an employer or the county, a special payment schedule will be arranged and detailed in the contract. Parents will be responsible for any specified co-payments or unpaid amounts.
- No refunds will be given for days when children do not attend for illness or other reasons, without advance notice of at least 48 hrs.
- The Director will establish a regular rate based on each child's hours of enrollment.
- There will be no reductions or discounts for additional children from one family.

Access to the children's attendance and parent sign-in sheets will be available.

There may be additional fees for special occasions organized by the center and for field trips. Parents will be notified in writing and verbally regarding these costs.

There will be \$25 charge for every NSF check. Repeated NSF checks may lead to the termination of the child's enrollment from childcare.

Excessive late payments and late pickup may lead to immediate termination.

Current fees appear on the rate sheet.

Cut off time for arrival is 9 am for all children

Current rate sheet will be available at the center front desk and with enrollment packet.

If a child will not attend on a regularly scheduled day, parents should let the Director know by 08:00 AM for all-day program and by 2:00 PM for after-school programs.

There will not be any discounts for enrollment of more than one child in a family.

H & M CHILDCARE will announce any tuition increases at least two weeks in advance.

EDUCATION POLICY

All staff will have information about Developmentally Appropriate Practices and we will review this information at least annually. All the information regarding daily schedule activities will be available for parents at the childcare facility and also on the website.

Our program is designed to both enrich and complement the child's school experience. To that end, H & M CHILDCARE staff strive to provide every child:

Regular Subject Areas: Math, Reading/Language Arts, Science and Social Studies

Language development: Books, writing materials, music, stories and games, finger plays, poems and flannel board stories

Large muscle skills: Balls, hoops, running, jumping, dancing and outdoor play

Small muscle skills: Puzzles, art and craft activities, manipulative toys and blocks

Creative expression: Dramatic play props, puppets, musical instruments and movement activities

Self-help skills: Cleaning up after ourselves, helping with mealtime preparation, daily responsibilities

21st Century Skills: Collaboration, Global awareness, Life skills, Financial literacy and use of technology

Learning through play is the major component of our program. Enough time, materials and space will be provided for children to actively explore the world around them. Children will have an opportunity to use a variety of art materials, manipulative and housekeeping equipment. Our curriculum will provide exposure to a variety of cultures through music, stories, games and art, and we will celebrate how we are all the same and how we are all different from one another. Parents will have the opportunity to meet with the teachers on a monthly basis to discuss child's performance. Lead teachers and assistant teachers are assigned to a specific classroom and will remain in their classrooms for the duration of their shift. It is best for children to remain with the same consistent teachers throughout the year (at least 12 months). The teacher may loop in order to remain with children.

There will not be a religious component to our program, such as mealtime prayers or songs, stories and displays of the religious aspects of particular holidays.

Children **will go outdoors daily** when weather permits. The children will be kept indoors if the temperature is below zero degrees including the wind chill. Children younger than 9 years will be kept indoors if the temperature, including wind chill, is below 20 degrees. Children will also stay indoors when it is raining or when the temperature is above 90 degrees. If the inside temperature rises above 80 degrees we will provide fans or air-conditioning; if it falls below 67 degrees we will call for furnace repair and contact parents to come for their children. There will not be any water activities. All parents are required to provide hats, gloves, and coats for their children. If parents do not mark them, Hearts and Minds will do so. Hearts and Minds does not reimburse for the lost items.

School age children will have a quiet place to study or relax, access to appropriate materials and activities, and will have ample time for large muscle activities and to participate in festival activities like baking cookies.

We occasionally take field trips, including walks around the neighborhood. Emergency information for each child will be taken whenever the children leave the premises. You will be notified in advance of any field trip requiring transportation.

Request for Records

It is our mission to ensure the educational, emotional and social success of your child. To this end, Hearts and Minds may request records from other agencies serving your child, including but not limited to :

1. Social Services

2. Court Documentation
3. Any other school agencies servicing your child-public or private.
4. Caseworkers

5. Social Workers
6. Therapists, Coaches and Mentors

A schedule of daily activities is posted in each classroom. Activities at the beginning of the day and at the end of the day will be designed for a wide age range of children working and playing together. Groups of children may be combined at the beginning and at the end of the day. A program of activities is planned a week in advance. Staff use a variety of resources in their planning. We will also use the services of the Wisconsin Child Care Information Center (800-362-7353) and access their resources to plan activities. The activities focus on a weekly theme based on the interests of the children and lesson plans are available for parents to review.

CHILD GUIDANCE POLICY

Children's behavior will be guided by setting clear limits or rules for children. We will talk with children about expected behaviors and model those behaviors consistently for them. We will state positively what children can do, using specific terms; e.g. "you need to walk" rather than "don't run"). Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age-appropriate activities to choose from and will be given the attention they need before they demand it. Behavior management will be for the purpose of helping children develop self-control, self-esteem and respect for the rights of others.

When a child is crying, fussy or distraught, staff will work to calm and comfort the child, in ways that are appropriate for the child's age and personal disposition. This may include stroking, cuddling, rocking; offering a drink; acknowledging the child's fear, or separation sadness, or conflict; distracting or redirecting to another activity; talking calmly with the child about how s/he is feeling or what has happened. If the behavior includes biting and unusual behavior, the parent will be called immediately and the students will be escorted to the center director. If the unhappiness persists, we may contact a parent to share what is occurring, and inquire if this might indicate onset of an illness.

"Time-Out" is a guidance technique that can be effective in reducing challenging behaviors of young children. Time outs may be used with children **age 5 and older**, but never for more than **5 minutes**. The term 'time-out' is short for 'time out from positive reinforcement.' The strategy is similar to an extended form of selectively ignoring disruptive behavior. Children are removed for a brief time from all sources of reinforcement (e.g., teacher and peer attention) following serious challenging behavior. Usually this strategy requires that a child be removed from an ongoing activity for a brief time, typically by having a child sit on the outside of the activity within the classroom until the child calms down and is ready to rejoin the activity and try again. Time-out is intended to be a non-violent response to conflict that stops the conflict, protects the victim, and provides a 'cooling off period' for the child.

"Time-out" is only effective when used in the context of a comprehensive approach to behavior support that is designed to teach, nurture and encourage positive social behaviors. Time-out should be used only by well-trained teachers and caregivers when less intrusive discipline procedures have been tried and deemed unsuccessful and only in combination with positive procedures designed to teach new skills and prevent challenging behaviors from occurringEffective management of behavior should always start with praise and encouragement for pro-social behavior and self-regulation and be accompanied by distraction, redirection, withdrawal of attention, and logical and natural consequences." The child will be praised after completing the time-out, and will be helped to rejoin the group. Peer-mediation has proven to be an effective technique to reduce behavior issue among children. These techniques will be utilized, if needed. Good behavior and character will be reflected in the classroom. Character building will be the integral part of our program. Center director and administrator will be involved to help with behavior issues. This will help teachers to continue the class schedule without interruption and children will not have to wait in line or groups for their turn.

We recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with parents to consider how to deal with the behavior. If the behavior continues, the next steps may include referrals to appropriate community resources, and/or discharge of the child from care. In accordance with "Wisconsin Rules for Group Child Care Centers," actions that are aversive, cruel, humiliating, and actions that may be psychologically, emotionally or physically painful, discomforting, dangerous or potentially injurious are prohibited. Prohibited actions include spanking, hitting, pinching, shaking, slapping, twisting, or inflicting any other form of corporal punishment on the child; verbal abuse threats or derogatory remarks about the child or the child's family; physical restraint, binding or tying the child to restrict the child's movement or enclosing the child in a confined space such as a closet, locked room, box or similar cubicle; withholding or forcing meals, snacks or naps; punishing a child for lapses in toilet training. These forms of punishment will never be used, even at a parent's request.

VIDEO SURVEILLANCE POLICY

Hearts and Minds uses video surveillance on-site. The footage collected is used for internal purposes only and it is at the discretion of Administration whether footage shall be viewed by parent and guardians.

PARENT CODE OF CONDUCT

Hearts and Minds childcare seeks to provide the best childcare services for your children. We always treat all of our families with respect and care and expect the same in return. If for any reason families use profanity, threaten, or otherwise treat staff unkindly or disrespectfully you will no longer be able to attend our childcare center. Services may be terminated immediately.

CONTINGENCY PLANS FOR FIRE / TORNADO AND OTHER EMERGENCIES POLICY

Attendance will be kept in each classroom daily and arrival/departure times recorded. During early PM arrival and late PM pick-up, teachers will be kept aware of children they're responsible for, as rooms are condensed and staff leave the center. Teachers will carry clipboard with the list of student names and contact information along with class schedule. This will help teachers know the names of each child and their whereabouts at all times. Teachers will also take attendance periodically every two hours and 15 minutes before dismissal at 4pm.

Fire and Tornado evacuation plans will be practiced monthly. The Director will document dates of fire and tornado drill and checking the smoke detectors (weekly) on a form provided by the state.

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit. The attendance form and list of phone numbers for parents and emergency contacts will be taken out by the staff member designated to be "in charge" to assure that all children are accounted for and all families can be notified. Children will be assembled at the open parking lot west of the building. The Director will call the fire department at that time and parents will be notified. If we are unable to return to the building following an evacuation, the children will be taken to nearest shelter (Church from 7am till 7 pm) until parents or other authorized adult can be reached and come for them. Center will also maintain electronic records for all the children which will be accessible with computer with internet from anyplace.

In the event of a tornado warning, the children will be taken to the basement (**or other appropriate space**) by all available staff members. Blankets, a portable radio and flashlight, with extra batteries for both, are kept in the tornado shelter area at all times. The attendance form and emergency contact information will be brought along by the staff member designated to be "in charge". Staff will engage the children in activities until we are assured by the authorities that the danger has passed.

In the event of a lost child, staff will check all areas of the center. If the child cannot be found, the child's parents and/or emergency contact and the police will be immediately notified. All emergency numbers will be posted in easily accessible area and especially in the front desk area.

If a child who is scheduled to arrive at the center, via transportation other than the parent, does not arrive within 15 minutes of the specified time on the written agreement signed by the parent, the Director will call the parent to inform them that the child has not arrived. During any custody issues, the center Director will call police to resolve the situation amicably at the center facility.

If the center should lose the use of heat, water or electricity before the center opens; parents will be notified by 7am and/or 3 PM and will be asked to not bring their child that day. Childcare facility is equipped with the battery operated emergency lights to be used during power outages. Other emergency supplies like batteries, flashlights, battery operated fans, radio and blankets will be available for use.

If the center should lose the use of heat, water or electricity while children are in attendance, the Director will call the parents of all children and ask them to pick them up within 30 minutes. Center owned vehicles will be available all the times for emergency use. Center owned vehicles will be equipped with first aid kit.

When there is only one staff person on site we will ensure that an emergency provider is available within 5 minutes. That person will be trained on Shaken Baby Syndrome (SBS), and will sign a document agreeing to serve as an emergency back-up.

Flash Flood

- The facility director or designee will advise all staff of the weather conditions that are approaching.
- The facility director or designee will monitor radio, television, or Local Weather Radio for weather updates.
- The facility director or designee will move records and valuable equipment to higher floors. Chemicals that are in the facility should be stored in locations where floodwaters will not come into contact with them.
- The facility director or designee will make transportation preparations to move childcare attendees and staff in the event that an evacuation is needed.
- The safe area to be evacuated to is first floor of the premises.
- The safe route to take to this location is front and rear staircase
- If evacuation is necessary and time permits, all electrical appliances will be unplugged by the designated staff. If time permits, all loose outdoor equipment will be moved indoors.

Blizzard/Snow

- The facility director or designee will advise all staff of the weather conditions that are approaching.
- The facility director or designee will monitor radio, television, or Local Weather Radio for weather updates.
- Outdoor activities should be modified to ensure that quick access to shelter is available in the case of hazardous conditions.
- If evacuation is necessary, the facility director or designee will ensure that proper transportation has been arranged to move childcare attendees and staff to the designated safe area. This area can be the same as the flash flood location.

Bomb Threats

The following section is a general response for a bomb threat being made against the childcare facility.

General Precautions

- Any bomb threat should be taken seriously and treated as a real situation until proven otherwise.
- Any suspicious packages or letters should be reported to authorities.
- Evacuation should be out of the facility and to another location as far from the facility as possible with respect to safety. The area that is being evacuated should be searched quickly for information that may be important for the responding law enforcement.
- Upon arrival of the law enforcement response team, the facility director or designee will assist with any questions that the law enforcement response team may have.
- No person should enter the facility until the law enforcement response team has been consulted and the situation has been resolved.

HEALTH CARE POLICY

Special Health Care Needs

When a child is known to have any special health care needs, that information will be shared with those staff who are assigned to care for that child, but will otherwise be treated with confidentiality. Such special needs, including dietary requirements, will be posted on the inside of the staff cupboard door, where medication and medical log book are stored. When specialized equipment is needed, such as nebulizer or epi-pen, the child's parent or a medical professional will train staff in correct procedures.

Child Illness

Children who are ill are not to be brought to the center. Examples of children who are ill:

- A temperature of 101 degrees F. or higher. Vomiting or diarrhea has occurred more than once in the past 24 hours
- A contagious disease such as chicken pox, strep throat or pink eye
- An unidentified rash
- Have not been on a prescribed medication for 24 hours or continue to have symptoms of illness
- Has a constant, thick colored nasal discharge

Children may return to the center when they are fever and symptom free, no less than 24 hours, have been appropriately treated, or have been given medical approval to return to child care. We will follow procedures on personal cleanliness and communicable diseases stated in licensing rules and the guidelines for exclusion of children from child care as adapted from the Division of Public Health.

If a child is told by the daycare center that the child needs to be seen for a specific disease, the return to school slip must state that the child was seen for that specific disease. Documentation that does not specifically define what the child was seen for will not be accepted.

Pink Eye: Children must be seen for pink eye. Documentation provided to the daycare center must state the child has been seen specifically for pink eye. Documentation that does not specifically state pink eye will not be accepted.

Children must remain home for one full day.

Bed Bugs: Children must be seen for bed bugs. Documentation provided to the daycare center must state that the child has been seen specifically for bed bugs. Documentation that does not specifically state bed bugs will not be accepted.

Parents will be informed whenever their children have been exposed to a communicable disease. Certain diseases must also be reported to the public health department and to our licensing specialist.

If a child should become ill or seriously injured while at the center, parents will be contacted immediately. Sick children will be isolated within sight and hearing and made as comfortable as possible. Children should be picked up as soon as possible. If the child is not picked up within 30 minutes, the emergency contact person on the child's enrollment form will be called.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about the minor injury when they pick their child up.

We will practice universal precautions when handling all blood injuries and bodily fluid. All staff will use disposable gloves when treating blood injuries. Surfaces touched by blood will be washed and disinfected, and all

materials used to treat the injury will be wrapped in an airtight plastic bag and disposed of immediately.

If there is a need for emergency medical treatment, 911 will be called. *If it is a life-threatening situation, with no time to consult the child's file or parent, the child will be taken to the nearest Children's Hospital Emergency care.* Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. All staff will have training in infant and child CPR, AED and first aid. First aid supplies will be stored in the office area.

When children are off-site for walk or field trip, staff will take along emergency contact information, attendance sheets and a first aid kit in case an injury occurs to children or staff. The injury will be recorded in the medical log book upon return to the center. A cell phone will be carried along, in case help is needed.

We will practice universal precautions when handling all blood injuries and bodily fluid. All staff will use disposable gloves when treating blood injuries. Injuries will be properly washed and sanitized and all of the materials used to treat the injury will be wrapped in an airtight plastic bag and disposed of immediately.

Medications

Director will administer medications under the following conditions:

Prescriptive and non-prescriptive medication will only be given to children if parents have completed the authorization form provided

All medicine must be in its original container, bearing the label with child's name, dosage and administration directions. It will be stored in a medication box that is inaccessible to children. Medicine requiring refrigeration will be kept in a covered, labeled container in the refrigerator.

We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.

All medication administered, accidents or injuries occurring on-site, marked change in behavior or appearance, or any observation of injuries to a child's body received outside of center care will be entered into the center's medical logbook.

Non-medicinal products:

Sun screen, insect repellent, lip balm, diaper creams and other non-medicinal products will only be used on a child when signed authorization is on file, and the specific products are supplied by the parent and labeled with the child's name.

H & M CHILDCARE will maintain a medical log where we will document the administration of medication, accidents or injuries that happen when children are in care and observations of injuries to a child's body received outside of care. Parents will have access to entries regarding their child.

Proper hand washing procedures will be followed to prevent the spread of disease. Hand washing procedures will be posted at all of the sinks.

All children will need to have a Health Report on file. The examination for a child age 5 and older must be dated no more than 12 months prior or 90 days after first day of attendance. Physical exams for children over 5 years of age will need to be updated every 2 years. School aged children will need only a health history on file.

Children will need to be properly immunized and an immunization record will need to be on file within 30 days of the first day of attendance.

Rest or naptime will be provided for all children of five years of age and older who are in care for more than four consecutive hours. Center will have area for students to rest, if needed.

Wet/Soiled Clothes: Wet/soiled clothes will be put in a plastic bag and sent home to parent.

NUTRITION POLICY

H & M CHILDCARE participates in The USDA Child and Adult Food Program. We follow USDA guidelines when planning our menus. We will contract with food vendor for afternoon snacks which will be maintained by the center and supper. Serving staff will be trained in all safety guidelines for handling food. We will provide afternoon snack and supper to all children in attendance at the times identified in the daily schedule. School-aged children will be offered an afternoon snack upon return from school.

Weekly records of meals and snacks are available for parents to review. If a menu must be changed for any reason, the food substituted will be noted on the posted menu.

Children will eat family style and will be allowed to serve themselves. Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners and develop sound nutritional habits. Children will be encouraged to clean up after themselves. Eating surfaces will be sanitized before meals and snacks and everyone will wash their hands before and after eating. Children will not be forced to eat; they will be encouraged to try new foods as appropriate. Meals will not be withheld as a form of punishment.

Birthday and holiday treats are allowed. Only store purchased and factory sealed snacks and/or treats are allowed. Homemade food/snacks/treats are NOT ALLOWED.

Parents are allowed to provide their own child's meals and/or snacks as long as the USDA guidelines are followed. A copy of the USDA food guidelines is available at the center front desk and with application packet.

If your child has special dietary needs or has food allergies parents must notify the center in writing. Food allergies will be posted for staff to view.

Food service personnel will be trained in food safety and cleanliness rules and guidelines. Food service personnel will be responsible for cleaning the cafeteria after every meal served. Hot meals will be delivered to the cafeteria in hot boxes and food warmers will be used to keep it to the required temperature while serving. Food will be stored up off of the floor and once opened, in airtight containers.

Paper products will be used to avoid any dishwashing. Trash will be taking out to the dumpster right after children are done eating their meal.

Refrigerator (40 degrees or colder) and freezer temperatures (0 degrees or colder) will be properly maintained.

Snack and meal schedule:

Morning Breakfast: 6:00 – 8:30AM

Lunch: 11:00 AM – 11:30 PM

Afternoon Snack: 2:00 – 4:00 PM



Hearts and Minds Childcare Communicable Disease: When Can My Child Return?

Many times parents and families are upset to learn that their child(ren) have acquired a communicable disease. The level of responsibility that we have in safeguarding all of the students who attend Hearts and Minds is paramount. Because of this, if your child has a communicable disease, they will be excluded.

Diarrhea

If your child exhibits (3) loose stools during the hours he/she is in care you will be notified that you must pick your child up immediately. Your child **MUST** stay home 1 full day from daycare.

Pink Eye

Children can return once they have been seen by a doctor for pink eye (paperwork required), medication has started, eyes are clear (non-milky). Your child **MUST** stay home 1 full day from daycare.

Ring-Worm

Children can return when they have been seen by a doctor for ring-worm (paperwork required), medication has been applied to affected areas and all affected areas have been covered.

Fever

Children that exhibit fever of 99.0 degrees Fahrenheit must be picked up immediately and **MUST** stay home for 1 full day from daycare and must return fever free.

Strep-Throat

Children diagnosed with strep throat must stay home 1 full day from daycare.

Hand-Foot-Mouth Disease

Children must stay home at a minimum of 1 full day from daycare but until no lesions are present.

Flu

Any child exhibiting flu like symptoms will be required to stay home a minimum of 1 full day from daycare and can only return when fever free.

Vomiting

Any child that vomits must be immediately picked up and must stay home for 1 full day from daycare.

This list is not exhaustive, so there are other communicable diseases that if they arise, administration will let you know policy regarding them.

TRANSPORTATION POLICY

Our center will contract transportation with a transportation company or will use center vehicles for all center field trips and transportation for needy families.

To be sure no child is left unattended in a vehicle, an attendance form will be carried along, with children checked whenever they board the vehicle and whenever they exit. General emergency numbers, emergency contact information for all children, and a cell phone will be carried along by the teacher(s) in charge. Bus drivers will also carry the same attendance form and will be required to check off the names when they arrive to the center and when they exit. A first aid kit will always be in the vehicle. The vehicle(s) will be kept clean and uncluttered, with the aisle open for quick exiting.

Drivers must be at least 18 years old, have been licensed for at least 1 year, and have a clean driving record, which will be checked annually. Lakeside will be required to add the center as additional insured in their policy.

The vehicle must be registered in Wisconsin, seating area must be enclosed, and vehicle must be inspected annually. It must be equipped with car seats, booster seats and seat belts, appropriate for the age and size of children being transported. Children under age 13 may not ride in the front seat.

Smoking is prohibited in the vehicle.

Should there be an accident, the center administrator must verbally inform the licensing office within 24 hours, and provide a written report within 5 business days after the incident.

Children may not be left unattended in a vehicle. A second adult, in addition to the driver, must be present if more than 5 children under age 5 are in the vehicle, or have a handicap that limits their ability to respond in an emergency.

When a child is transported to his/her destination, an adult must wait until the child enters the building or is met by an authorized person. The only exception is when a parent of a school-age child has authorized independent release.

When regularly scheduled transportation is provided, such as to and from school or home, the center must maintain a list of children to be transported, the route and scheduled stops, name and place where child is to be dropped off, procedure to follow if parent or authorized person is not home to receive the child.

Parents will be informed verbally and written notice for any special events and field trips that will require transportation

PERSONNEL POLICY

H & M CHILDCARE is an equal opportunity employer. We will not discriminate in our hiring practices. When a position becomes available we will advertise locally. Qualified applicants need to complete an application form and provide documentation of their training and experience in child care. Job descriptions will be available for all positions. **The Administrator will interview Director candidates and the Director and Administrator will interview for all other positions.**

There will be a 90-day probationary period for all new employees. Wages are based on training and experience. All center staff is required to be on the Registry unless they have a DPI license.

Criminal Background Information:

The Administrator will do a complete background check within 60 days of hire and every year thereafter on

- All employees
- All volunteers used to meet staff-to-child ratios
- All individuals who are contracted by the licensee to provide services to children

The Department will conduct a complete background check every 3 months on the Licensee.

Staff must notify the licensee when any of the following occurs, ASAP, within 24 hours. This responsibility will be explained during new staff orientation. "Employee" refers to anyone subject to a caregiver background check, including substitutes and volunteers serving as staff.

- Employee has been or is being investigated by any governmental agency for any act, offense or omission, including charges related to abuse or neglect of a child or other client, or misappropriation of property.
- Employee has a substantiated finding against them for a charge listed above.
- Employee has had a professional license denied, revoked, restricted or otherwise limited.
- There are other known convictions, pending charges or other offenses which could potentially relate to the care of children or center activities.

The licensee must report such an occurrence to the licensing office no later than the next business day.

Employee files will be maintained on all of the staff at H & M CHILDCARE. The staff record checklist will be maintained to document completion of required forms for all staff. Staff are required to have physical exams upon employment. A negative TB skin test is also required upon employment.

The owner will conduct annual performance reviews with the Director and with all staff at H & M CHILDCARE. Results of the performance review will assist the owner in determining a wage increase.

H & M CHILDCARE offers full-time and part-time positions. Hours of work are determined by enrollment. Staff are expected to show up for work on time and to be prepared to get started immediately. If you will be late you are expected to call as soon as possible. We design our staff schedule around the children's arrival time and departure time. We need to be in compliance with staff/child ratios at all times. If you are unable to work due to illness or other situation you are expected to call the Director as soon as possible so she can make arrangements to have your position covered. If you fail to do so, it may result in termination of your employment at H & M CHILDCARE.

Two paid Personal Days will be granted to all employees after one year of employment. These days must be pre-arranged with the Director.

Time sheets will be maintained by each employee and reviewed by the Director. Falsification will result in

disciplinary action and possible termination. Employees will be paid semimonthly. Each paycheck will include earnings for work performed through the end of the previous payroll period.

Since employment with H & M CHILDCARE is based on mutual consent, both parties have the right to terminate employment at will, with or without cause, at any time. H & M CHILDCARE will provide worker's compensation insurance as required by law. We will withhold the appropriate payroll deductions for taxes and other insurances as required by law.

Staff are required to attend the regularly scheduled staff meetings. Agendas for these staff meetings will be kept on file for licensing to review. Staff will be paid for the time they spend at staff meetings and the time they spend participating in the required continuing education. All staff members will be trained and will get ongoing education on Shaken Baby Syndrome prevention.

H & M CHILDCARE expects each member of the staff conduct themselves in a professional manner as a mature adult, respecting each members contributions. Staffs are expected to communicate with parents in a regular basis and in professional manner. All parent –teacher communication logs must be maintained. Comments and complaints should be made to the Director. Employment and family records and conduct at the center are considered confidential.

Dress Code: Employees are expected to dress in a professional manner that will allow them to appropriately perform their job duties. **No** long fingernails, body piercing, high heels, short shorts or short skirts will be allowed.

Disciplinary Action: If an employee's behavior is inappropriate or against an established policy s/he will be issued a verbal warning for the first offence. If the behavior continues or if an additional infraction occurs a written warning will be placed in the employee's personnel file. The third infraction would result in suspension or termination.

In extreme cases of emotional instability, abusive behavior or theft, employees will receive immediate suspension without pay. Facts will be gathered about the incident and an employment decision will be made.

Reduction of Hours: If enrollment numbers decrease we may need to reduce the hours of employees. We will try to give all employees as much notice as possible and we will attempt to fill enrollment positions through child recruitment efforts.

Grievance Procedures: In the event an employee has a grievance regarding an employment issue, s/he needs to discuss it with the immediate supervisor. If still unsatisfied with the decision, employee may discuss and/or negotiate the issue with Administrator. However, Administrator will make the final decision.

Parking: Staff will be expected to park at their designated staff parking spots. No staff vehicle should be parked at the visitor parking area at any time.

ORIENTATION OF STAFF POLICY

All staff, volunteers and emergency providers will have an orientation within one week of assuming responsibilities.

The orientation will include **all** of the items on the Staff Orientation Checklist (*DCF-2026*) provided by the state. This form documents the date, the person being oriented and the person performing the training/orientation.

Orientation will include but not limited to the following:

- Licensing rules review
- Center policies review
- First aid and contingency plan review
- Training in child illness and disease control
- Review of child abuse and neglect laws and reporting
- Procedures for parent communications
- Child management techniques
- Confidentiality and procedures for sharing information

Before beginning work, training on Sudden Infant Death Syndrome (SIDS) must be completed by anyone caring for infants, and Shaken Baby Syndrome (SBS) must be completed by anyone caring for children under age 5.

Emergency training must include CPR and Automated Electronic Defibrillators (AED).

“Special health care needs” includes children with physical, emotional, social and cognitive disabilities.

The owner is responsible for the orientation of the Director and the Director will be responsible for orientation of all other employees.

The orientation checklist will be reviewed regularly and it will guide the Continuing Education Plan for the center. Items such as child abuse and neglect, emergency procedures and licensing regulations will be review at our regular staff meetings.

Staff will be trained to manage the established system of knowing the whereabouts of all children. Parents are encouraged to call if their child will not be attending or will be arriving late. If a child is being transported by a transportation company and does not arrive at the scheduled time, staff will call the parent or authorized adult to check on the child.

CONTINUING EDUCATION POLICY

H & M CHILDCARE will utilize a variety of community resources to obtain the required continuing education. We will document continuing education hours on the form provided by the state.

Employees working more than 20 hours per week must earn 25 hours of continuing education each year. Employees working 20 or fewer hours must earn 15 hours of continuing education each year. The center will pay for the time or day staff will be out for their continuation education. The staff must provide the copy of scheduled training or print out for them to get paid for that time.

A limited portion of continuing education can be obtained through reading pertinent information or viewing appropriate informational videos. The state provides a form to document this,

If we include topics that pertain to programming rather than H & M CHILDCARE business, staff meeting hours may be counted as continuing education. Staff meetings will be held monthly in order to share information, discuss issues and concerns and provide continuing education.

We will use the forms provided by the state to document all continuing education. Employees will maintain their own record of continuing education. These records will be kept in the employee file and reviewed by the Director on a regular basis. Staff will be reimbursed and compensated for the time and money they spent on approved continuing education credits/hours.

The staff can contact center director/ administrator for the list of suggested appropriate training for continuing education.

All staff must maintain a current certificate in child and infant CPR and AED training. Copies of certificates will be kept in employee files. Biannual training in child Abuse and Neglect and reporting procedures will also be discussed during trainings. Training in reducing the risk of SIDS and Shaken Baby Syndrome is also required. Staff will also be trained in how to use fire extinguishers. Staff will also be required to read and sign-off on brochure, "It doesn't hurt to be a child".

JOB DESCRIPTIONS

Administrator

Qualifications:

- At least 21 years of age
- High school diploma or GED
- One year's experience as a manager **or** satisfactorily completed 1 DCF approved course in business or program administration
- One year's experience as a center director or child care teacher in a licensed center or kindergarten **or** have satisfactorily completed 1 course in early childhood education or its equivalent.
- Possess certificate from The Registry, verifying training requirements have been met.

Duties:

- Implement all state and center policies
- Report to DCF all necessary information required for licensing
- Day to day operations
- Center finances
- Maintain staff and children's files
- Hire/orient/evaluate staff; conduct criminal background checks

Center Director

Qualifications:

- At least 21 years of age
- High school diploma or GED
- Meet training and experience requirements in one of the DCF approved combinations as stated in the rules book.
- Possess certificate from The Registry, verifying training requirements have been met

Duties:

- Supervise planning and implementation of center's program
- Supervise staff
- Conduct staff meetings
- Assist director in orienting new classroom staff
- Plan continuing education trainings for staff

Supervised by: Administrator

Child Care Teacher

Qualifications:

- At least 18 years of age
- High school diploma or GED
- Meet training and experience requirements in one of the combinations approved by DCF as stated in the rules book
- If working with Infants and Toddlers, must also have completed a course
- Possess certificate from The Registry, verifying training requirements have

been met. Duties:

- Lesson plans, implementing the plans
- Supervising daily activities for classroom
- Interacting with children and parents
- Maintaining classroom in orderly and clean

Supervised by: Center Director

Assistant Child Care Teacher

Qualifications:

- At least 18 years of age
- Satisfactorily completed 1 DCF-approved course, or be enrolled in a training within 6 months after assuming the position.

Duties:

- Assist the child care teacher.
- When fully meeting training requirement, may be the staff person in charge for first two, or last two, hours of the day.

Supervised by: Immediate: Teacher

Otherwise: Center Director