

ELM GROVE LUTHERAN CHILDCARE

Parent Handbook

2017-2018

PHILOSOPHY

THE MISSION OF ELM GROVE LUTHERAN CHILD CARE CENTER IS TO:

1. Provide a Christian environment for young children in need of a caring facility,
2. Guide children in their Christian spiritual development.
3. Serve the membership of the school, church, and community, through on-site child care services.

WELCOME

This handbook will serve as a guide for parents, children as well as teachers. It defines our policies and outlines our goals and procedures. We strive to make Christ the center of all our tasks and through this we hope you will too.

METHOD OF ENROLLMENT

We welcome parent visits before enrollment so you can be sure our Center is the right place for your child. If you wish to enroll your child, we ask that you fill out an Enrollment Form giving basic information such as address, phone number, people authorized to pick up your child, and emergency contact information. Along with your information, a non-refundable registration fee must be paid. Child care can begin immediately after we receive the Enrollment Form, Emergency Form and the registration fee.

HOURS

The Center is open Monday through Friday from 7:00 a.m. to 6:00 p.m.

HOLIDAYS

We are closed nine holidays each year:

- New Year's Eve Day
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Thanksgiving Friday
- Christmas Eve Day
- Christmas Day

If a traditional holiday occurs on a weekend, refer to the published calendar for the day we will be closed. The availability of childcare during a school holiday will be determined on an "as needed" basis.

The Center will be closed for one week during the summer to provide teachers time to prepare for the new school year, plan for new students, prepare materials, and process registrations. NO TUITION WILL BE CHARGED DURING THIS WEEK.

SEVERE WEATHER

The administrator will determine the status for closing the Center due to severe weather. If EGL closes early due to inclement weather, we will continue to be open for the remainder of the child care day. All Child Care/School Closing are broadcasted on,
WTMJ-620 AM radio
WTMJ-TV Channel-4
WITI-TV Fox 6
WISN-TV Channel 12
EGL Website

SCHOOL AGE CARE

School-age care is provided on days that school is not in session; it requires registration one month in advance. Sign-up sheets will be available well in advance of vacation. You must pay for the days that you sign up for whether or not your child attends. Parents must pay for care on the day or days it is given each week.

STATE LICENSING

We currently are license exempt through the State of Wisconsin. Though we are license exempt, we believe having a Wisconsin State License would improve the overall outlook of our facility.

We currently meet or exceed the minimum standards for child care centers for facility, program, staff, health and safety procedures, nutrition, ratios, and record keeping. We believe that licensing and enforcement of standards are in the best interest of all children.

ADMINISTRATIVE STRUCTURE

The Center is under the administration of the school principal. The principal has primary responsibility for the day-to-day management of the Center including, but not limited to, scheduling, staffing, training, on-going teacher education, curriculum approval, community liaison, and administrative duties. The principal answers to the Board of Christian Education.

Those working under the guidance of the principal include childcare teachers and childcare workers commensurate with the number of children enrolled at any one time. If the Principal is not in, leave your name and phone number, and the principal will get back to you as soon as possible. Reminder, the children come first; if the teachers cannot answer your questions immediately please leave a note for the principal.

NON-DISCRIMINATION

The Elm Grove Lutheran Child Care Center is dedicated to the purpose of offering an educational program to children of members of Elm Grove Lutheran Church, in harmony with the doctrine and confessional standards of Elm Grove Lutheran Church as set forth in the constitution and by-laws of the community; to other Lutherans who agree with our stated tenets; and, finally, to others in the community who accept our purposes and policies as guides for themselves and their children. All children who fall into the above categories, regardless of race, color, national or ethnic origin are admitted to all the rights, privileges, programs, and activities made available to students of Elm Grove Lutheran Child Care Center. We do not discriminate on the basis of race, color, national or ethnic origin in administration of our educational policies, admission policies and athletic and other school administered program.

CONFIDENTIALITY OF RECORDS

The Center keeps records pertaining to children's enrollment information, medication information, emergency information, and attendance and permission forms for various activities such as field trips.

All Center records - financial, medical, emergency, family information - are held in strictest confidence. They are not discussed or disclosed to anyone and are not available for reading to anyone but the principal unless the parent gives written permission. This does not apply to agencies assisting in planning for the child when informed written parental consent has been given, agencies authorized under the law or the state licensing representative.

CURRENT INFORMATION

It is very important that we have your correct address and phone numbers so that we may contact you in case of illness or accident. We need the following information:

1. Phone numbers where you can be reached during the day and at home. (Please include current cell phone numbers).
2. Addresses of home and of work,
3. Name of authorized person who may be contacted in case your child becomes ill and you are unavailable.
4. Name of people authorized to pick up your child of the end of the day.

EDUCATION BELIEFS

We at Elm Grove Lutheran Child Care Center believe that:

- Our childcare is not a substitute for family life, but an enrichment of Christian family life.
- Children are entitled to the best in education, care and guidance.
- We cannot overestimate the value of play in the development of the young child.
- The child should have the opportunity to develop his or her physical, mental, social, and spiritual capabilities with a feeling of success, and at his or her own pace.

GOALS

Our goals at the Elm Grove Lutheran Child Care Center are to:

- Provide opportunities for Christian learning through formal classes and an informal living learning environment.
- Help young children grow spiritually, physically, mentally, socially, and emotionally in a Christian atmosphere.
- Help the young child develop a healthy self-concept and self-understanding consistent with being created in God's image.
- Offer opportunities for the young child to be creative and to learn about God's Word using all the senses.
- Help the young child to learn, love, and care for many people in a Christian community.

OBJECTIVES

I. Our objectives of the Elm Grove Lutheran Child Care Center are:

- * To instill in the young child the knowledge of God's love for him or her.
- * To learn to know God's will in life situations
- * To trust God as a loving Father.
- * To know that our Bible-time stories are from God's Book, the Bible.
- * To know that Jesus is his or her best Friend.

2. To meet the basic needs of children in developing good self-esteem and positive self image through:

- * Good health, physical development, and motor coordination.
- * Attention, acceptance, and affection.
- * Opportunities to experience success.
- * Security of gentle discipline.
- * Respect for other people and materials.

3. To bring out and expand the abilities of each child through social interaction, self-expression, and communication skills:

- * To be able to cope with life's day to day problems.
- * To be observant and attentive.
- * To be responsible, self-directed, and self-disciplined.
- * To grow physically through large and small motor experiences.
- * To grow increasingly skillful in using language and understanding concepts.
- * To feel at ease about being away from home, and be able to accept involvement with other adults.
- * To strengthen family ties through participation, and to help parents understand their children better
- * To give creative expression experiences through art, music and dance.
- * To grow mentally through cognitive experiences and teacher-directed activities.

PROGRAM

Our program will include, but is not limited to the opportunities to participate in the following activities:

Housekeeping and dress-up - cooking, baking, tasting, manners

Building and construction - blocks, puzzles, trucks, clay

Field trips - (summer program only) library, parks swimming, mini golf, bowling, ice and roller skating, museums

Sensory experiences - sight, sound, smell, touch, taste
Arts and crafts - creativity, imaginations, sculpting, painting
Bible time - stories, songs, history
Books - reading, story time, creative storytelling, finger plays, puppets
Science - planting, magnets, weather, exploration
Special projects - Thanksgiving, Christmas, and Easter
Large muscle activity - running, walking, jumping, climbing
Social - interacting, problem-solving, conversation skills

DAILY SCHEDULE

A daily schedule including rest periods, active and quiet activities, indoor and outdoor activities, and individual and group activities will be posted. Television and videos may be used occasionally to supplement the daily plan. Consideration will be given to eating, toileting and transition times as needed. No child will be forced to participate in any activity, though, if it is of a child's request that they not participate, they will simply sit out of that activity.

Older students may use electronic devices only if they have the permission of the childcare staff. All items are brought at the student's own risk.

REST

All children who spend the full day with us will be required to rest. Depending upon their age, children are expected to rest quietly or engage in quiet activities, so that those who need to sleep can. We provide cots and mats, sheets, pillow cases, and blankets. We will wash these items weekly. Your child is encouraged to bring a nap buddy from home.

CLOTHING

We request that all children bring a complete set of extra clothing in case of accidents, including pants, shirt, socks and underwear. All clothing should be clearly marked with your child's name, it is much easier to return a lost item if it is labeled. If your child is missing anything, please inquire at the center as soon as possible. Unclaimed items are given to charitable organizations after a reasonable length of time.

Children should come dressed for action! We recommend washable, comfortable play clothes.

Tennis shoes or other soft-soled shoes are the safest. No open-toed shoes or backless sandals are permitted. It is at the safety of each child that they wear appropriate footwear to child care. If they are not wearing appropriate foot attire, they will not be permitted to participate in outdoor (playground) or gym activities.

PERSONAL BELONGINGS

The Elm Grove Lutheran Child Care Center provides an ample supply of equipment and materials. Our learning materials are shared by all children as part of the learning experience; therefore children should leave all toys, food, candy, pets and money at home. Not being concerned about one's own toys being lost or broken enables the child to participate more fully in our educational environment; it is also distressing to the child to lose money and difficult for the teacher to identify the owner. Elm Grove Lutheran Child care is not responsible for any items that are lost or broken. Older children will be allowed to bring personal items from home with the permission from a staff worker. All items brought from home are at the student's own risk.

CLASSROOM ENVIRONMENT

We believe our center environment must be clean, safe and well planned. Our administrator and teaching staff are responsible for providing this environment.

Our goal is to provide activities and learning experiences geared to each child's needs and abilities.

SAFETY

ARRIVING AT THE CENTER

Our responsibility begins when you place your child in the care of an Elm Grove Lutheran Child Care Center staff member. Under no circumstances should your child be allowed to find his or her own way into the Center; you must accompany your child into the building. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child and to learn of the day's plans. After school care begins for Elm Grove Lutheran children at 3:30 p.m. when the Center teacher picks them up. Care begins for bussed children as soon as they step from the bus.

Parents will be required to sign their child in and out using the form at the office window upon entering the building. Children coming from school will be signed in by the Center representative transporting them. Sign out is for adults/authorized caregivers only.

STATE LAW: YOU MAY NOT LEAVE YOUR CAR RUNNING WHEN YOU DROP YOUR CHILD OFF OR PICK YOUR CHILD UP.

LEAVING THE CENTER

We can release a child only to the parent who enrolled the child, or to someone that parent has specifically authorized in writing. By signing the authorization form, the parent guarantees that the authorization is not restrictive of another parent's rights or contrary to law. The Elm Grove Lutheran Child Care Center abides by all legally served court orders. No child will be released to anyone except persons who are authorized in advance, in writing.

Please be sure to check your child's cubby or folder at the end of the day for any notes or other items that need to be taken home.

EMERGENCY EVACUATION

We have written policies and procedures for dealing with emergencies. We schedule, carry out, and document monthly fire and tornado emergency drills. Evacuation plans are posted in each classroom by the door; children's emergency records are taken along in case of an evacuation. If such an emergency occurs the Center administrator will notify you and post a notice at the Center.

For fire emergencies, the front door on the main floor will be the primary exit route with an alternate route through the back door. For tornado emergencies, all children will take cover in the basement area against the wall away from the windows. Fire extinguishers and smoke alarms are routinely inspected to insure that they are in good working order.

In the event of other emergencies such as power outages, heat breakdown, or water failure, children will be taken to the EGL school building and use any available classroom space.

If the Center must close during the day due to a blizzard, parents will be contacted to make arrangements to pick up their child. No child will ever be left unattended.

MEDICAL REQUIREMENTS

Wisconsin law for day care centers requires that your child have a health history completed by a parent or guardian and an immunization record, and a health form completed by a physician on file of the Center. We will give you the necessary forms, health history and immunization forms must be on file when the child starts care; the physician form must be turned in within 30 days; the Center staff will check to be sure all forms are properly completed and included in the child's file. The physician's form must include results of a physical given by the physician and any special instructions for dealing with such things as allergies or medical conditions. All children

2 ½ years of age to kindergarten must have a physical exam every two years. Any child who is enrolled in a public or parochial elementary school will need only a health history form to be kept on file at the Center. If your child has specific medical requirements, the administrator will be certain that all staff members are informed of them.

CENTER CLEANLINESS

Our Center is designed to be easily cleaned so we can maintain a high standard of sanitation. Lunch tables are disinfected before and after eating and at the end of each day. Bathroom floors and fixtures are sanitized daily. We also have preventative pest control. Toys and equipment are periodically sanitized, especially if they are exposed to a child's body fluids due to toilet accident or accidental injury.

Sheets, pillowcases and blankets are washed weekly. The Center has a janitor who spends 2 hours a day cleaning and disinfecting our building.

PERSONAL CLEANLINESS

We work to develop a sense of personal hygiene with children, our teachers model this behavior by washing hands before and after eating and toileting; children are taught the same. Should an accident occur, your child's wet or soiled clothing will be changed promptly and the clothing will be sent home in a plastic bag.

OUTDOOR PLAY

Fresh air and movement are something that each child needs daily for general wellbeing and healthy development. Therefore, the Center's daily schedule includes at least one outdoor time. Also, state licensing requires that we include outdoor time each day when weather permits. Children who are well enough to attend the Center must be well enough to participate in all activities, including outdoor play. If children are dressed properly, weather conditions should not pose any health risk. Please supply appropriate clothing allowing for the weather extremes found in Wisconsin. In winter, children should wear mittens, boots, hats, snowsuits, or snow pants with coats. Children do not go outside if the temperature/wind chill falls below 0 degrees. In summer, they should wear cool tops, shorts and closed - toe shoes. Some summer days are also too hot to safely go out, if we do, it is for short durations with plenty of water.

NUTRITION

Morning and afternoon snack are served daily. School-age children will receive a snack after arriving at the Center in the afternoon.

Snacks are planned to meet the nutritional requirements of the Wisconsin licensing regulations for childcare Centers. These requirements ensure that each child receives a variety of foods from the basic food groups that contain the proper nutrients needed for growth and development. Snacks are served in a 'family style' atmosphere, which encourages pleasant conversation and role modeling of appropriate manners. Prayers are said at mealtime. Children are encouraged to try new foods but are not forced to eat them. They are also encouraged to help with cleanup within the limits of their abilities as a means of learning.

Cleaning supplies in the food preparation and serving are stored in such a manner that they are not accessible to the children.

Hot lunch is offered daily when Elm Grove Lutheran School is in session, You will be informed when they do not have school. A cold lunch is also acceptable. Parents are encouraged to provide a nutritious lunch that provides 1/3 of the child's daily nutritional requirements; lunches should contain at least one item from each of the following categories:

- A. protein source such as meat, poultry, fish, eggs, cheese or peanut butter,
- B. Two vegetables, or one vegetable and one fruit, or two fruits;
- C. cereal or whole grain or enriched bread products. The Center will provide milk for meals and snacks.

FOOD ALLERGIES

Please inform us in writing (with a physician's note) if your child has any food allergies. Simple substitutions may be possible. If special foods must be prepared for your child, you will be asked to provide them.

MEDICINE

We will administer medicine prescribed by your child's physician; the medicine must be in its original container that clearly states the child's name, the prescribed dosage, the date and the doctor's name. Any non-prescription medication must be labeled with your child's name; the request, signed by a physician, must include dosage and directions for administration. In order for us to give medication, you must complete a medication form. Medication will be dispensed only at the specified times indicated on the medication form. All medicines will be kept out of reach of the children. We will refrigerate those that require it. All doses of medication administered are recorded in the Center medical log. Parents have access to those parts of the log that concern their child, We will make every effort to give each required dose of the medication and to give it correctly; missed doses or errors in distribution should be brought to the attention of the Center Administrator.

ILLNESS

Teachers are required to make a health assessment of each child on arrival; no child who shows signs of illness will be admitted. The Center has no facilities for caring for children with mild illnesses. Under no circumstances should a parent administer an over-the-counter medication and then send a child to the Center. If your child becomes ill during the day, you will be notified and asked to pick up the child immediately. If you are not available, the emergency person designated at enrollment will be notified to pick up your child. Children who have a contagious disease may not attend the Center. The Center Administrator will determine if a child is too ill to remain at the Center. A sick child will not be transported to his or her doctor.

If a contagious condition develops at school, we will isolate the child on a cot within sight of a staff person until a parent or emergency person picks up the child. Any child suffering from a fever, diarrhea or vomiting must be free of symptoms for at least 24 hours before returning to the Center. Parents should arrange for back-up care in case of illness.

The staff will observe universal precautions whenever exposed to blood or blood containing bodily fluids. That means using latex gloves and disposing of gloves and paper products used for cleanup in the approved manner, and washing hands after glove removal. All surfaces exposed to bodily fluids will be disinfected with bleach solution. Clothing that has come in contact with bodily fluids will be stored in plastic bags for return to the parent.

Recognizing that a child who bites can expose other children to a variety of disease, biting will be considered a serious matter. The Center staff and the child's parents will work together to assure that other children will not be placed at risk.

GUIDELINES FOR EXCLUSION

Children will be excluded from the Center when the symptoms in the next paragraphs are present. Children will be readmitted when symptoms no longer occur and a physician has been consulted.

Certain communicable diseases (such as chicken pox) must by law be reported to the public health department and to parents whose children have been exposed.

FEVER - Children will not be admitted with an oral temperature of 100 degrees or higher, especially if accompanied by other symptoms such as vomiting, sore throat, diarrhea, headache, stiff neck, or an undiagnosed rash. Children should not return to the Center until the fever has been gone for twenty-four hours.

DIARRHEA - This is defined as three or more loose stools per day with odor. Simple loose stools may vary due to allergies or food intolerance. Children with these conditions will be monitored as necessary. Cases of confirmed infectious diarrhea require physician approval to return to the Center.

VOMITING - When a child vomits, and the vomiting is not associated with coughing or post nasal drip the child should be given only small amounts of liquid. If vomiting occurs a second time, in a 24-hour period, the child should be kept home. Be very concerned about any child with vomiting and confusion after seeming to recover from a viral illness (flu, chickenpox) as these are symptoms of Reyes Syndrome, a potentially fatal illness.

RESPIRATORY ILLNESS - This is defined as congestion, sneezing, difficult or rapid breathing or severe coughing.

SORE THROAT - A child with a sore throat accompanied by fever or swollen glands in the neck will be excluded until a physician has been consulted.

APPEARANCE/BEHAVIOR - A child who looks or acts different, or who is unusually tired, pale, listless, lacking in appetite, irritable, confused, difficult to awaken or otherwise unable to participate in Center activities should be kept home.

EXCLUSION POLICY FOR SPECIFIC DISEASES:

CHICKENPOX - until the last crop of blisters has dried into scabs, generally six days after onset of rash.

CONJUNCTIVITIS (PINK EYE) - Bacterial - until 24 hours after start of treatment. Viral - can return after physician determines it is not bacterial.

FIFTH DISEASE - NONE.

GIARDIASIS – until the child receives a medical exam, has started treatment and has physician approval to return.

HEAD LICE – until first treatment is completed.

HEPATITIS A - The following are symptoms of hepatitis and require physician evaluation: eyes or skin of yellow color; stool of gray or white color; urine of dark (tea) color. The child with any of these symptoms requires physician approval to return to the Center.

HEPATITIS B - none

HERPES SIMPLEX - (oral herpes such as cold sores) none.

INFECTIOUS RASHES - Examples are scabies, chickenpox, and measles. All questionable skin problems require physician assessment.

IMPETIGO - Sores should be treated with an antibiotic and covered. If sores persist or spread, the child will be excluded until he or she has physician approval to return to the Center,

MEASLES - until four days after the rash appears.

MUMPS -until one week after the swelling begins.

PERTUSSIS (WHOOPING COUGH) - until five to seven days after antibiotic treatment begins.

PINWORM - until after treatment has been started.

RESPIRATORY INFECTIONS/Respiratory ILLNESS – until fever is gone for 24 hours and child is able to participate in normal activities.

RINGWORM - scalp - until 24 hours after treatment begins; body- until after treatment begins.

ROSEOLA - none

(RUBELLA (GERMAN MEASLES) - until 5 days after rash appears.

SCABIES - until 24 hours after treatment is completed.

STREPTOCOCCAL SORE THROAT/SCARLET FEVER - until 24 hours after treatment begins and fever is gone.

CONTAGIOUS ILLNESS REPORTING

If a child attending the Center is diagnosed with an extremely contagious illness such as chicken pox or head lice, parents will be notified in writing. The Wisconsin state and federal laws about confidentiality of medical information will be observed at all times. Information on the name of the child with the illness will not be released.

The Center does not have a policy of discrimination in the enrollment or attendance of HIV positive children or children with hepatitis; each case will be decided on an individual basis.

REPORTING ABSENCES

If a child enrolled in any program is going to be absent for any reason, please notify the Center (797-2979). If a child is ill, we require that the parent notify us of the nature of the illness.

INJURY

If a child is injured while attending the Center, first aid will be administered. A complete set of first aid supplies including antiseptics and bandages will be kept on hand, stored in a locked cabinet out of the children's reach. For superficial wounds first aid may mean cleaning and bandaging the wound and some TLC. An accident report will be completed by the teacher who was present at the time it occurred. We are required to note any accidents in our medical log. Parents may review those parts of the medical log book that concern their child. Always check the daily log for notes from the teachers if your child's name has an * by it.

If treatment by a doctor is needed we will make every effort to contact you and/or the doctor you have chosen to treat your child. In the event of any emergency, we will make sure that your child receives the necessary emergency treatment until we can reach you. This may require calling 911 and/or transporting your child to Elmbrook Memorial Hospital. The authorization for emergency treatment on the enrollment form must be signed when you enroll your child. The Center Administrator will be responsible for making the decision when to call for emergency treatment while the child care teacher on duty supervises the other children. If the parents cannot be reached, someone from the Center staff or from the staff of Elm Grove Lutheran will accompany the child to the hospital. Transport will be done by ambulance, or if possible, in a staff car if the parent cannot be reached.

REPORTING SUSPECTED CHILD ABUSE

We are required by law to report any suspected incidents of child abuse or neglect. Our staff is trained to identify children who have been abused or neglected and to follow a set procedure that includes filing a report with the Department of Social Services. This county department will follow up with the parent. This Center is devoted to protecting children; therefore, we will report any cases involving abuse, neglect, violence, kidnapping, or other criminal activity. Help for families, such as parent education classes and support programs, is available in our community. Please see the Center administrator for more information.

FIELD TRIPS (SUMMER PROGRAM ONLY)

Schedules for summer field trips are distributed before the summer program begins. The authorization for field trip form must be signed in order for your child to participate. We will provide the same responsible adult supervision for these trips as is provided for the children while at the Center. THERE WILL BE AN ADDITIONAL COST FOR ALL FIELD TRIPS. Children's records with emergency phone numbers and consent for emergency medical care, and first aid supplies will be taken along. If an emergency occurs off the Center's premises it will be handled as it would be at the Center. Staff will notify the parents, call emergency personnel, and accompany the child to the hospital if necessary.

STAFF TRAINING

Following a careful selection process, each staff member receives an orientation before beginning to work in the Center. Teachers are selected who exhibit qualities of nurturing, the ability to encourage children's development, and the ability to provide age appropriate learning environments.

After employment, training is done on a continual basis for all teachers. The Center administrator observes the teachers and provides feedback to ensure the competence of each staff member.

DISCIPLINE

There may be times when events at home result in a change in your child's behavior. Please communicate with the teachers so together we can help your child work through his or her feelings and continue to positively interact with other children in the Center.

When misbehavior occurs, the child will be redirected in a non-threatening fashion. Misbehavior that may result in injury (hitting, biting and kicking) or if there is a lack of appropriate authoritative respect will require an immediate, short-duration time-out in an area where the child is within sight of a staff member. The teacher will stress to the child that hurting another child is not allowed. Parents will be informed if a time-out of this nature is required.

In addition, the child who receives the injury will need comforting and attention. If an injury from another child results in a mark, bruise, scratch or cut, an accident report will be completed so that parents of both children are informed.

We do not use punishment that is humiliating or frightening to a child. These forms of punishment will never be used, even at the request of parents. Examples of prohibited punishment include: spanking, hitting, pinching or inflicting any other form of corporal punishment; verbal abuse, threats or derogatory remarks about the child or the

child's family; binding or tying to restrict movement or enclosing in a confined space such as a closet, locked room, box, or similar cubicle; and withholding or forcing meals, snacks or naps. Children will not be punished for lapses in toilet training.

TERMINATION

WITHDRAWING YOUR CHILD: If you need to stop using the services of the Center, please complete a schedule change form to indicate that you are terminating. We require a two-week written notice. We will automatically withdraw your child if you fail to either show up or contact the Center for three-consecutive scheduled days.

Other situations for withdrawal consist of, but are not limited to the following:

1. If both the Center staff and the parents, or legal guardian, agree that the program is not meeting the child's needs, or the needs of the family. In this case, the two-week written notice may be waived.
2. If a parent fails to make the required payments, the two-week written notice may be waived.
3. If a child is verbally or physically abusive to another child or staff member, the two-week written notice may be waived.
4. If a parent fails to adhere to policies set forth by the Center or rules outlined by the State of Wisconsin for licensing as a child care center, the two-week written notice may be waived.

CENTER VISITATIONS

Children adjust most easily if parents understand that the first few days can be difficult. We encourage you to call the first few days to see how your child is doing. We have an open door policy. This means you are welcome to visit at any time. If your child is having trouble adjusting we encourage you to wait for these visits until your child has adjusted to the routine of the Center. If you would like to eat lunch with us or take your child out to lunch you are welcome to do so, please call us in advance.

OUTSTANDING ACCOUNTS POLICY

Each family is responsible for their child's child care fees. Every effort is made to keep these charges reasonable. Child care accounts are to be prepaid so that a positive balance is maintained. When the balance becomes negative, parents are notified and the child(ren) will no longer be enrolled. To re-enroll, the family must re-register. When you re-register you again have to pay the registration fee of \$50.00.

TUITION

The following tuition schedule reflects current charges for the Elm Grove Lutheran Child Care Center. A non-refundable fee of \$ 50.00 per family is due either at the time of enrollment or waiting list placement

INFANT/TODDLER RATES:

Full week \$265
Full Day \$55
Half Day (5 hours or less) \$40

PRESCHOOL AND ABOVE:

5 hours or less \$5.00/hour
Full day \$40.00
Full week w/o preschool \$175.00
Full week w/preschool \$185.00
Drop-in care (24 hr notice) \$5.50/hour
Late after 6 p.m. \$1.00 per minute
Annual Registration Fee \$50.00 family

After the first hour, billing is done by the half hour (preschool and above only). When the hourly charges reach five (5) hours you will be billed for a full day's payment.

A late charge of \$1.00 per minute will automatically be assessed to your account after 6 p.m.

Child care accounts are to be paid the first day your child attends the child care.

EXAMPLE:

If Tuesday is your child's first day please put your payment in the box that day. If a balance remains on your account for more than 2 weeks a late fee of \$10.00 will be charged. Your account must be current in order to keep your child enrolled.

If your child is not registered for the day and attends child care, regardless of age or time limit, it is billed as drop-in care.

A \$50.00 annual registration fee is required upon registration and collected each new school year.

Once the month starts days and times cannot be changed without charges.

REMINDER what you register for (a.m. or p.m.) you will be billed accordingly. If your child care needs change let us know in writing.

If you sign your child up for a school vacation day and it changes, and you do not let us know in advance that they will not be here, they will be charged for that day's tuition.

When you have scheduled childcare and your child is ill, you will still be charged for that day. If your child is ill over a period of 5 scheduled days you must submit a doctor's excuse in order to have the charge removed from your bill. If a child is on a part time schedule that varies, selected days can be exchanged for each other, however a 24 hour notice is needed.

ENROLLMENT

All children regardless of race or creed are welcome. All forms need to be filled out front and back. Absences are not credited.

HANDLING FEES

A \$25.00 bookkeeping fee will be charged for a returned check or online payment. After the second occurrence, only money orders will be accepted.

LATE PICK UP FEES

If your child remains at the center after the designated closing time, a \$1.00 per minute late fee will be automatically charged to your account for each child.

CORRESPONDENCE

All payments, withdrawal notices, and doctor releases may be given directly to the center administrator. Requests for changes to enrollment, hours or days and vacation requests should be directed to the administrator. Always put any change in writing and give to the administrator.

NO SMOKING

Smoking is not permitted anywhere in the Elm Grove Lutheran Child Care Center or in the areas immediately outside the building.

CARS CAN NOT BE RUNNING WHILE UNATTENDED. Please remember this rule. It is a state rule. What a tragedy it would be if an accident occurred because of it.

PARKING

Drop off and pick up can sometimes be very busy. Please, always pull up as far as you can, way up behind the staff cars, please stay as far right as possible. This will allow cars to be able to pass on the left. Please do not park in front, blocking the center entrance.

PICK UP

It is very important that you do not let your children go out to the car without you; so many cars are coming and going at this time. Also during the winter months it is dark so early and the children are hard to see. This rule must be followed. Also only parents and authorized care givers are allowed to sign out.

PARENT QUESTIONS AND CONCERNS

Communication between parents and the Center is vitally important. If you have concerns about what your child is doing at the Center, please talk with your child's teacher. The Center administrator deals with situations or problems which require administrative input or policy interpretations. Problems may be brought to the Board of Christian Education after the Center administrator has been made aware of them and the problem ceases to be resolved. The Elm Grove Lutheran Child Care Center values the children in our care, their parents, and our employees. We continually work to earn the trust placed in us. We strive each day to be the best Christian provider of early childhood services in our community.

SCHOOL VACATIONS

When your child's school is not in session and you do not wish your child to attend Elm Grove Lutheran Child Care, let the school office know of your plans. Charges will not be assessed.

When your child's school is not in session and you would like to use Elm Grove Lutheran Child Care, a sign-up sheet will be available for you at least one month prior to the vacation. Reminder if you sign up, you will be charged.

SPORTS

If your child is involved in sports, please complete the sign-up sheet according to the practice schedule so you will not be charged for care on that day.

INFANT, TODDLER, AND TWO YEAR OLD PROGRAM INFORMATION:

- Parents supply diapers, wipes, diaper cream, bottles formula, baby food, extra clothing, pacifiers, etc. All items are to be labeled with the child's name.
- Children may use pacifiers during the day. To reduce the likelihood of spreading disease, pacifiers will be kept in a child's cubby or diaper bag during the day when not in use.
- Parents are to communicate regular feeding times and instructions with the staff. Infants will be fed according to their own schedule
- Breast milk must be brought in ready-to-use containers. For health reasons, bags of frozen milk cannot be stored for extended periods of time.
- All new foods need to be tried at home first since a child could have an allergic reaction to foods they have not had before.
- Children will be held when being fed – bottle propping is forbidden.
- Infants nap according to their own schedules. If an infant should fall asleep while being rocked, lightly bounced, or taken for a walk in a stroller, they will be put in their cribs to continue their sleep. Infants are placed on their backs to sleep in a crib.
- Children only sleep in cribs or cots.
- All the bedding for infants and toddlers is provided by the center and is washed here.