Villa’s Childcare Center

Family Handbook

870 Oregon Center Dr.

Oregon, WI 53575

Welcome to Villa’s Childcare Center

We are so excited to welcome you and your child to Villa’s Childcare Center. We understand that choosing the right childcare environment is an important decision, and we are truly honored that you have entrusted us with your child's early education and care.

At Villa’s Childcare Center, our mission is to provide a safe, nurturing, and enriching environment where children can grow, learn, and thrive. Our dedicated team of caregivers and educators are here to support your child’s development every step of the way, fostering a love for learning and helping to build strong, positive foundations for the future.

We believe that open communication between families and staff is essential, and we encourage you to share any thoughts, questions, or concerns you may have. Your involvement is important to us, and we look forward to partnering with you to ensure your child's success and happiness at our center.

Please take the time to familiarize yourself with our policies, procedures, and the resources available to you. Should you need any assistance or have any questions, do not hesitate to reach out to us. We are here to help and support your family in every way we can.

We are thrilled to begin this exciting journey with you and your child. Thank you again for choosing Villa’s Childcare Center, and we look forward to building lasting relationships with you and your family.

Liliana Parish

Executive Director

[About Us 1](#_Toc193977998)

[Mission 1](#_Toc193977999)

[Philosophy 1](#_Toc193978000)

[Terms of license 1](#_Toc193978001)

[Availability of Rules and Policies 2](#_Toc193978002)

[Holidays 2](#_Toc193978003)

[Religious Practices 2](#_Toc193978004)

[Classroom Schedules 2](#_Toc193978005)

[Teacher to Child Ratios 3](#_Toc193978006)

[Our Staff 4](#_Toc193978007)

[Admission & Enrollment 4](#_Toc193978008)

[Personal Belongings 5](#_Toc193978009)

[Cubbies 6](#_Toc193978010)

[Non-Discrimination Statement 6](#_Toc193978011)

[Inclusion 6](#_Toc193978012)

[Family Activities 6](#_Toc193978013)

[Confidentiality 7](#_Toc193978014)

[Access to Children’s Records 7](#_Toc193978015)

[Communication & Family Partnership 7](#_Toc193978016)

[Open Door Policy 8](#_Toc193978017)

[Publicity 9](#_Toc193978018)

[Pets 9](#_Toc193978019)

[Curricula & Learning 9](#_Toc193978020)

[Learning Environment 9](#_Toc193978021)

[Curricula & Assessment 9](#_Toc193978022)

[Developmental Screening 9](#_Toc193978023)

[Programming 10](#_Toc193978024)

[Toilet Training 13](#_Toc193978025)

[Outings and Field Trips 14](#_Toc193978026)

[Water Activities 14](#_Toc193978027)

[Transitions 15](#_Toc193978028)

[Electronic Media 15](#_Toc193978029)

[Guidance 16](#_Toc193978030)

[Tuition and Fees 18](#_Toc193978031)

[Tuition Rates 18](#_Toc193978032)

[Schedules 19](#_Toc193978033)

[Full-time Schedule 19](#_Toc193978034)

[Drop-in Days 19](#_Toc193978035)

[Enrollment Fee 19](#_Toc193978036)

[Refunds 19](#_Toc193978037)

[Payment 19](#_Toc193978038)

[Late Fee 19](#_Toc193978039)

[Returned Checks/Rejected Transaction Charges 19](#_Toc193978040)

[Third-Party Payment 20](#_Toc193978041)

[Late Pick-up Fees 20](#_Toc193978042)

[Weather-related Closures 20](#_Toc193978043)

[Additional Fees 20](#_Toc193978044)

[Attendance & Withdrawal 20](#_Toc193978045)

[Absence 20](#_Toc193978046)

[Withdrawal 21](#_Toc193978047)

[Center Initiated for Behavioral Reasons 21](#_Toc193978048)

[Outside Agency Involvement 22](#_Toc193978049)

[Grievance Procedure 22](#_Toc193978050)

[Transfer of Records 22](#_Toc193978051)

[Closing Due to Extreme Weather 22](#_Toc193978052)

[Drop-off and Pick-up 23](#_Toc193978053)

[General Procedure 23](#_Toc193978054)

[Busing 23](#_Toc193978055)

[Cell Phone Usage 23](#_Toc193978056)

[Authorized Pick-up 23](#_Toc193978057)

[Impairment of Pick-Up Person Due to Drugs or Alcohol 23](#_Toc193978058)

[Unauthorized Person at Pick Up 24](#_Toc193978059)

[Custody Issue Disputes 24](#_Toc193978060)

[Nutrition 24](#_Toc193978061)

[USDA Guidelines 24](#_Toc193978062)

[After School Program 25](#_Toc193978063)

[Mealtime Socialization 26](#_Toc193978064)

[Infant and Toddler Feeding 26](#_Toc193978065)

[Food Allergies 26](#_Toc193978066)

[Specialty Menus 26](#_Toc193978067)

[Special Treats, Birthdays and Holidays 26](#_Toc193978068)

[Food Safety Procedures 26](#_Toc193978069)

[Other Mealtime Policies 27](#_Toc193978070)

[Health 27](#_Toc193978071)

[Illness 27](#_Toc193978072)

[Public Health Emergency 28](#_Toc193978073)

[Allergy Prevention 28](#_Toc193978074)

[Health Related Forms 28](#_Toc193978075)

[Physical Exams 28](#_Toc193978076)

[Medications 29](#_Toc193978077)

[Safety 30](#_Toc193978078)

[Clothing 30](#_Toc193978079)

[Universal Precautions 30](#_Toc193978080)

[Injuries 31](#_Toc193978081)

[Respectful Behavior 32](#_Toc193978082)

[Smoking 32](#_Toc193978083)

[Prohibited Substances 32](#_Toc193978084)

[Dangerous Weapons 32](#_Toc193978085)

[Child Custody 32](#_Toc193978086)

[Suspected Child Abuse or Neglect 33](#_Toc193978087)

[Transportation 33](#_Toc193978088)

[Emergencies 33](#_Toc193978089)

[In Case of Fire 33](#_Toc193978090)

[In Case of Tornado 34](#_Toc193978091)

[In Case of a Threat 34](#_Toc193978092)

[In Case of a Missing Child 34](#_Toc193978093)

[In Case of Loss of Heat or Electricity 35](#_Toc193978094)

[Allergic Reactions 35](#_Toc193978095)

[In Case of any other Emergencies 35](#_Toc193978096)

[Emergency Contact Person 36](#_Toc193978097)

[Emergency Supplies 36](#_Toc193978098)

[Reports to DCF 36](#_Toc193978099)

# ***About Us***

## Mission

Villa's Childcare Center’s mission is to provide an enriching and safe learning environment for the children and families.

## Philosophy

We believe the relationship between teachers and students should be based on trust, care, and support. Our experienced educators are knowledgeable, compassionate, and patient who create engaging learning activities to support all areas of development with their students. As a school, we offer a safe, supportive, and fun environment that supports this development.

Our classrooms are designed to be child-centered with a wide range of materials and developmentally appropriate activities tailored to their needs. This allows your child to create, manipulate, explore, and discover according to their particular and unique interests and skill sets. Each child is valued and recognized as a unique individual with a large capacity for growth and development. Through both group and individual activities, our students are encouraged to develop socially, emotionally, cognitively, and physically at their own pace.

The atmosphere at Villa’s Childcare Center is focused on time well spent doing meaningful and educational activities geared towards the interests and needs of our students. This allows them the freedom to be themselves and develop as a unique individual. Our dedicated teaching staff takes into consideration every child's differences, special abilities as well as family culture and values.

Families are essential in the learning process, and we want to collaborate with you to extend the learning from home to the classroom and vice versa. Thank you for trusting us to be your partner in your child’s education and development.

## Terms of license

Villa’s Childcare Center is licensed by the State of Wisconsin, Department of Children and Families (DCF, [www.dcf.wisconsin.gov](http://www.dcf.wisconsin.gov)). We are licensed to care for no more than 130 children at any one time. We are inspected regularly to ensure that our center meets licensing rules.

Villa’s Childcare Center will provide care for children ages 6 weeks to 12 years old.

Services are provided year-round from 7am-5pm Monday-Friday.

Villa’s will post the following items for public review on the family bulletin board:

* License Certificate
* Results of most recent licensing inspection including any notice of enforcement actions, stipulations, conditions, exceptions, or exemptions
* Center Policies
* Parent/Guardian notices
* A copy of the DCF Licensing rule book is located at the front desk.

Families can also access the DCF licensing rules located at: <https://dcf.wisconsin.gov/files/publications/pdf/205.pdf>

## Availability of Rules and Policies

Rules and policies are given to families upon enrollment and are available to them at any time upon request to the center director.

Villa’s Childcare Center has a designated space where staff and families can meet within the center for conferences or private conversations. This space does need to be reserved.

## Holidays

We are closed for the following dates and no service will be provided on:

|  |  |
| --- | --- |
| New Year’s Day | Memorial Day |
| 4th of July | Labor Day |
| Thanksgiving | Friday after Thanksgiving |
| Christmas Eve | Christmas Day |
| New Year’s Eve |  |
|  |  |
| Note-We are closed during Oregon School District’s Winter Break. | |
|  | |

All regular fees will be charged for the above dates. 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. This schedule is subject to change with notice.

## Religious Practices

To respect all families in our program, there will be no religious practices in our daily activities. We do celebrate non-religious holidays and attempt to incorporate celebrations from various cultures to broaden a scope of diversity in the building.

## Classroom Schedules

Each classroom will have its own detailed daily schedule posted on the parent/guardian bulletin board and in their classroom. This schedule will list outdoor play time, mealtimes, nap/rest time, special activities, and other structured and unstructured time.

A sample schedule is included below.

|  |  |
| --- | --- |
| 7:00-8:45a | Arrival  Greeting of families and children. Children explore the learning centers that are open for them. |
| 9:00-9:45a | Breakfast and Diapering |
| 9:45-10:00a | Gathering & Large Group Experience  Children are invited to join in songs & fingerplays |
| 10:00-11:00a | Morning Learning Center Time (Most of the morning)  An extended time for children to explore the materials in different Centers in the classroom:   * Art & Science Center * Block & Math Center * Language & Literacy Center * Movement & Music Center * Pretend Center   For example, they can explore science concepts at the sensory table, develop critical thinking skills by working with puzzles and math manipulatives and practice small muscle control and letter recognition at the writing table. |
|  | Morning Individual/Small Group Experiences  Children engage in experiences connected to emerging milestones from five developmental areas:   * Approaches to Learning: Developing critical thinking skills and the ability to be more independent * Physical: Small and large muscle development and coordination (i.e., filling and dumping containers, kicking balls) * Social-Emotional: Understanding and communicating feelings and learning to be a part of a classroom community (i.e., using feeling words, working in a large group) * Language: Reading, writing, speaking, and listening (i.e., following two-step directions, exploring books and stories, practicing pre-writing skills) * Cognitive: Math and science experiences (i.e., sorting, matching, simple experiments, and observations) |
| 11:00-11:05a | Getting Ready for Outside |
| 11:05-11:55a | Morning Outdoor Experience  Children learn about the natural world through stimulating outdoor activities. |
| 11:55-12:00p | Getting Ready for Lunch, Washing Hands |
| 12:00-12:30p | Lunch |
| 12:30-3:00p | Diapering, Quiet Activities & Rest Time |
| 3:00-3:30p | Wake up, Snack & Working with Materials  Children wake up from nap and are actively involved in getting ready for snack |
| 3:30-3:40p | Getting Ready for Outside |
| 3:45-5:00p | Afternoon Outdoor Experience (about 30 minutes)  Children learn about the natural world through stimulating outdoor activities. |

## Teacher to Child Ratios

Children are always supervised. All caregivers receive schedule breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to teacher ratios:

|  |  |  |
| --- | --- | --- |
| Age | Child to Staff | Maximum Group Size |
| 23 months and below | 4 to 1 | 8 |
| 2-year-olds | 6 to 1 | 12 |
| 2 ½ year olds | 8 to 1 | 16 |
| 3-year-olds | 10 to 1 | 20 |
| 4-year-olds | 13 to 1 | 26 |
| 5-year-olds and older | 18 to 1 | 36 |

During parts of our day, we combine classrooms so our students can learn from each other. Teacher to child ratios are always maintained utilizing the Wisconsin Department of Children and Families mixed ratio worksheet.

## Our Staff

Our staff consists of early childhood professionals committed to a philosophy of a positive early childhood experience. Each teacher is fully qualified, according to the Department of Children and Families (DCF) Rules for childcare centers. Villa’s Children's Center employees participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

All teachers are also currently certified in CPR and AED training, Child Abuse and Neglect Prevention, Abusive Head Trauma Prevention (previously known as: Shaken Baby Syndrome Prevention), and SIDS training.

Teachers are selected based on good references, resourcefulness, positive attitude and a commitment to providing care for children of all abilities.

As a company, we do not assist families in making outside employment arrangements with staff (i.e., babysitting on weekends or after hours). Any arrangement between families and our staff outside the programs and services we offer is a private matter, not connected to Villa’s Childcare Center. We are exempt from any liability in these circumstances.

## Admission & Enrollment

All admission and enrollment forms must be completed, and registration fee is paid prior to your child’s first day of attendance.

A registration fee of $75 per child and is due at the time of enrollment. This fee is non-refundable.

For any future enrollment, a holding fee equal to 2 weeks of tuition is due prior to any spot being held. This is considered a non-refundable fee, however, may be used during the last two weeks of care for your child.

A tour of the Villa’s facility is required before a child begins in our program. We want to ensure there is no delay in start date due to paperwork. We also want to ensure that you have time to ask any question to our staff to aid with continuity of care. During the time, we will share with you Villa’s expectations and guidelines to help you prepare your student of their time with us.

Children are admitted without regard to race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. We do not discriminate based on special needs as long as a safe, supportive environment can be provided.

The required paperwork is due prior the child’s 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-61, *Child Care Intake for Child Under 2 Years* (if applicable)
* Form DPH-419, *Child Care Immunization Record* (or an electronic record of your child’s immunizations) - due within 15 days of child’s first day of attendance
* Form DCF-60, *Child Health Report* signed by a medical professional (or an electronic printout from a medical professional from the last well child visit)
* Photo Release Form

Other Required Forms if applicable

* Authorization to Administer Medication (DCF-F-CFS0059)

Note: Typically, we use Brightwheel to send these required forms to be received electronically. However, there are times where paper copies are required.

The Director will inform families when updated forms are needed.

## Personal Belongings

Families are responsible for providing certain materials for their child during their day here at Villa’s Childcare Center.

* *Infants:* enough clean bottles for a day’s use, diapers, wipes, diaper cream and at least two changes of weather appropriate clothes. All bottles must be labeled with their name and dated.
* *Toddlers:* one labeled sippy cup, diapers, wipes, diaper cream, outside gear, sheet, and blanket and at least two changes of weather appropriate clothes. Bedding materials will be sent home each Friday to be laundered.
* *Children aged 2-5:* at least two changes of weather appropriate clothes, diapers or pull ups (if applicable), wipes (if applicable), sheet and blanket and outside gear. Bedding materials will be sent home each Friday to be laundered.
* *School Age Students*: at least one set of weather appropriate clothes, and outside gear.

Please label all items brought from home with your child’s name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and soiled clothing will be sent home on an as-needed basis for laundering and returned to the center. We ask ***NO TOYS*** from home come in other than one security item for nap if your child choses to bring one in. No technology items are allowed in the building for students unless there has been prior approval from a member of management.

All children arriving and leaving Villa’s Childcare Center will need to be in proper car seats until the vehicle seat beat fits properly (around 8-12 years old). If you need assistance with obtaining a car seat for your child, please contact Safe Kids Car Seat Program at 608-333-6087 or e-mail: safekids@uwhealth.org.

## Cubbies

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name. Please check your child’s cubby daily for items that need to be taken home.

## Non-Discrimination Statement

Villa’s Childcare Center will never discriminate based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

## Inclusion

Villa’s Childcare Center believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in our program. We will make every ***reasonable*** accommodation to encourage full and active participation of all children in our program based on individual capabilities and needs unless it constitutes an undue burden (significant difficulty or expense).

Based on the current American with Disabilities Act:

* Villa’s cannot exclude children with disabilities from our programs unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program.
* Villa’s must make reasonable modifications to their policies and practices to integrate children, parents, and guardians with disabilities into their programs unless doing so would constitute a fundamental alteration.

We reserve the right to decide on an individual basis if a child fits within the confines of our program.

For more information visit: https://dcf.wisconsin.gov/youngstar/eci/understanding-ada

## Family Activities

Each family is a child’s first teacher. We value families as partners in the growth and development of children in our program. We encourage family members to be involved in the program, visit children’s classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

### Family Events

We have some events throughout the year that bring our entire community together. Watch for the announcements!

### Classroom Activities

Enjoy and help your child’s classroom with these special activities: Read to children at arrival or pick up, volunteer in the classroom, donate requested items, family/teacher conferences.

### Family/Parent Workshops

These will change as needs in our community changes. Some examples are: Healthy Nutrition, Backpack Connections, Value of Reading to your Child.

## Confidentiality

To protect each family's confidentiality, Villa’s Childcare Center will not share information about a child or a child's family with anyone who is not authorized to receive this information. This does not apply to the parent or person authorized in writing by the parent to receive information, any agency assisted in planning for the child when informed written parental consent has been given or agencies authorized under statute 48.65 (public school, social welfare or law enforcement agency, or the Department of Children and Families. At the family’s request, and with written consent, we will transfer any child’s record to a new setting. All children’s records will be kept in a secure location in the office that only administration and educators will have access to.

## Access to Children’s Records

Parents/guardians have full access to review their child’s records. If you would like to see your child’s records, please call, or email us in advance to make a request. All parents or guardians will have access to their child’s records unless restricted by court order.

A Department of Children’s and Families Licensing Representative may visit and inspect Villa’s Childcare Center at any time during licensed hours of operation. A Licensing Representative shall have unrestricted access to the premises identified on the license, including access to children served and staff records and any other materials or other individuals having information concerning the Villa’s compliance with the DCF 251 rules.

A representative from the Bureau of Child Care Subsidy Administration may also access children’s files, including any Provider/Parent Written Payment Agreements.

## Communication & Family Partnership

### Daily Communications

We utilize the Brightwheel app to communicate with you regarding your child’s day. Please make sure to download the app to ensure these communications are getting to you.

### Bulletin Boards

Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

### Newsletters

Monthly newsletters provide center news, events, announcements, etc. These will be uploaded to the Brightwheel app.

### Brightwheel

We encourage you to update the Brightwheel app with your current information. We will send you announcements, event invitations, newsletters, and general updates thought the app.

### Parent Resources

At the entrance to our building, there is a parent resource area. Information about assistance in many areas are found there. Check it out sometime.

### Family Visits

Family participation is encouraged. Visit our classrooms, volunteer, or eat a meal with your child. While we love families visiting, we do want to ensure we can provide continuity of care. Young children have a difficult time with change of routine, so we ask that visits are prearranged with the administration. Signing in is required for the safety and protection of our children. All children under the age of 18 will be required to always have a caring adult with them when visiting our building.

### Conferences

Family & teacher conferences occur twice a year. During these conferences, we will discuss your child’s strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child’s growth and development. You may request additional conferences regarding your child’s progress at any time. We encourage you to communicate any concerns.

## Open Door Policy

We are delighted to have family members participate in our program. Families are welcome to visit the childcare program at any time during the hours of operation unless parental access is prohibited or restricted by a court order. If parental access is prohibited or restricted, we will need a copy of the order. Please understand that we cannot legally limit access to a parent/guardian if there is not a copy of a court order on file at the center. If possible, please try to restrict visits during naptime which happens from 1 P.M. to 3 P.M. as this can be disruptive to the children’s day.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, our building is always locked but your family key fob works during operating hours

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

## Publicity

Villa’s Childcare Center may take photos and/or videos of children from time to time. These images may be used in children’s portfolios, hung on walls within the center, used in the center’s newsletter, etc. The center may also use the photos and/or videos in our marketing materials. Photos of you or your child/children will never be used in this childcare program without a signed and dated photo permission form.

## Pets

No pets are located on the Villa’s Childcare Center premises. Prior to any pets visiting or joining our program, we will notify families in writing. If your child has any pet allergies, please make sure to include this on the Health History form at registration.

# Curricula & Learning

## Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children’s development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Our facility has both firm and soft play areas to incorporate developmentally appropriate learning activities (i.e., wood play areas for block building and soft mat areas for imaginative play). Children rest, eat, and play in their classroom areas.

We have multiple playgrounds at our facility. Each classroom has their own exit from their classroom with a class playground. We also have a large playground on our facility that is a shared space.

## Curricula & Assessment

Villa’s Childcare Center utilizes a curriculum set called Teaching Strategies to help create our program of activities while at the center. Our developmentally appropriate, whole-child approach respects individual skill progression and empowers creative, confident, and caring learners through joyful, play-based investigations. As part of this curriculum, we gather information about each child’s developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

## Developmental Screening

Villa’s uses the Ages and Stages Questionnaire and the Ages and Stages Social/Emotional Questionnaire. To coincide with curriculum-based assessment(s), we monitor each child’s achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child’s primary care provider and health, education, and early intervention consultants.

## Programming

### Infant Care

The most important need of a young infant is to form a secure and nurturing relationship with their caregiver. At Villa’s Childcare Center we make sure that our infant rooms are designed to help build upon this need for security. Teachers make sure to spend one on one time with each child each day.

Non-mobile infants are moved about throughout the room to provide them with a variety of different developmentally appropriate activities. “Tummy time” is also made available each day.

Feeding and sleeping times are based upon each child’s individual need and home routine. Parents of infants are asked to communicate frequently with their child’s teachers to be sure that everyone is on the same schedule. We utilize responsive feeding, which is the practice of responding flexibly to your child’s hunger cues. We initiate feedings when the infant requests them, however we do take in account family schedules as much as possible.

Infant sleep patterns are based on their individual schedule. Families are consulted at the time of enrollment regarding their child’s sleeping pattern and behavior. We will do the best that we can to mirror your sleep patterns at home, however, cannot force any child to nap. Infants must be allowed to follow their own sleeping schedule while in care.

If a child is accustomed to using a pacifier to aid in relaxation and sleep, please feel free to provide them. No additional items can be attached to a pacifier in the crib including but not limited to pacifier clips and “buddies.”

Infants sleep according to their own schedule and are put to sleep on their backs in cribs with a tight fitted crib sheet. If infants come in sleeping in car seats, they will need to be removed upon arrival and placed in their crib to continue with the morning nap if desired. Teachers directly always observe infants by sight and sound during each child’s nap period.

### Sudden Infant Death Syndrome Prevention

Our goal is to take proactive steps to reduce the risk of SIDS in childcare and to collaborate with parents to keep infants safer while they sleep. To do so, Villa’s Childcare Center will practice the following safe sleep policy.

*Safe Sleep Practices*

Infants, less than one year age, will always be placed on their backs to sleep. When, in the opinion of the infant's licensed health care provider, an infant requires alternative sleep positions or special sleeping arrangements, the provider must have on file at the facility written instructions, signed by the infant's licensed health care provider, detailing the alternative sleep positions or special sleeping arrangements. Caregivers will put the infant to sleep as specified in the written instructions.

When infants can easily turn from their stomachs to their backs and from their backs to their stomachs, they shall be initially placed on their backs but shall be allowed to adopt whatever positions they prefer for sleep. The American Academy of Pediatrics recommends that infants are placed on their back to sleep, but when infants can easily turn over from their back to their stomach, they may adopt whatever position they prefer for sleep. We will follow this recommendation by the American Academy of Pediatrics.

Sleeping infants shall have a supervised nap/sleep period. The caregiver shall be positioned where they can hear and see the infant. The caregiver shall physically check on the infant frequently during napping or sleeping and shall remain near the infant to hear and see them if they have difficulty during napping/sleeping or when they awaken.

Steps are taken to keep infants from overheating by regulating the room temperature, avoiding excess bedding, and not over-dressing or over-wrapping the infant. Infants should be dressed appropriately for the environment, with no more than one layer more than an adult would wear to be comfortable in that environment. Caregivers will conduct physical checks of the infant to ensure the infant is not overheated or distressed.

The lighting in the room must allow the caregiver/teacher to see each infant’s face, to view the color of the infant’s skin, and to check on the infant’s breathing and placement of the pacifier (if used).

All caregivers will receive in-person or online training on infant safe sleep based on AAP (American Academy of Pediatrics) safe sleep recommendations. This training is completed during orientation upon hire.

*Safe Sleep Environment*

Room temperature will be kept at no less than 68°F and no more than 78°F when measured two feet from the floor. Infants are supervised to ensure they are not overheated or chilled.

Infants' heads and face will not be covered during sleep. Infants' cribs will not have blankets or bedding hanging on the sides of the crib. We may use sleep clothing (i.e., sleep sack, sleepers) that is designed to keep an infant warm without the possible hazard of covering the head or face during sleep/nap time.

No blankets, loose bedding, comforters, pillows, bumper pads, or any object that can increase the risk of entrapment, suffocation or strangulation will be used in cribs, playpens, or other sleeping equipment.

Toys and stuffed animals are not allowed in any crib. When provided by the family, pacifiers will be allowed in infants’ cribs while they sleep. The pacifier cannot have cords or attaching mechanisms.

Only an individually assigned safety-approved crib, portable crib, or playpen with a firm mattress and tight-fitting sheet will be used for infant napping or sleeping.

Only one infant may occupy a crib or playpen at one time, other than for emergency evacuation.

Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen must be placed in the crib or playpen for the remainder of their sleep or nap time.

No person shall smoke or otherwise use tobacco products in any area of the childcare facility during the period of time when children cared for under the license are present.

### Toddler Rooms

In our toddler rooms a lot of focus is put on promoting cooperation through play. The teachers also help to increase the toddler’s language and social skills by guiding them to “use their words” and properly express their feelings.

Self-help skills are encouraged, in the areas of eating, dressing, and toileting.

A wide array of materials and equipment provide a balance of dramatic play, sensory, large, and small motor activities, and active and quiet times.

Toddler's sleep schedules generally include one nap. No child shall be denied rest or sleep; a short second nap may be necessary for an individual child; we will take cues from each child to determine if they need an additional rest time. To aid in relaxation, quiet program activities are planned prior to nap time. During sleep periods the lights may be dimmed or turned off and soft music may be played. Children over one year in age are welcome to have security objects such as a stuffed animal and/or pacifier at nap time if they are important to your child. If a child is unable to sleep after 30 minutes of quiet rest on a cot, the toddler will be allowed off their cots and given quiet activities, i.e., books, crayons, puzzles.

### Preschool Rooms

At this age, there is a lot of focus put on establishing positive, cooperative relationships with peers and adults through a variety of small and large group activities.

Self-esteem is promoted by planning and implementing activities that the children can complete successfully. Self-sufficiency is also fostered by allowing the children to have more input as to day-to-day activities. Language and listening skills continue to develop through books, songs, conversations, and daily meetings.

Naps or rest periods are required by state licensing for all children up to age five. Nap time will occur from 1:00 to 3:00, following quiet play or a story to help children transition. All children are encouraged to rest for at least thirty minutes. If a child has not fallen asleep after 30 minutes of resting, they will be allowed off their cot and provided with a quiet, alternate activity to pass the time until the rest of the children are awake. Children will be comforted by soft music, low lights, and back rubs, if desired.

### School Age Classroom

School-aged children are encouraged to help in the planning and collaborating with the teachers to create a positive learning environment. Time is allowed for children to learn through active involvement in various learning experiences with one another. They are allowed to work individually or in small informal groups for much of their time. They are allowed more freedom to work independently and in groups under the supervision of adults. Tasks are assigned to teach the children responsibility for themselves and others. Team activities with cooperation, not competition, are encouraged. School age children will be offered a quiet period that will include individual activities after lunchtime.

## Toilet Training

At Villa’s Childcare Center we believe Potty training is an important milestone in every child’s development. We strive to make the process comfortable and positive for the child and family. We understand that every child needs are different, and we are dedicated to working with parents to customize our approach to potty training.

Potty training can be challenging for both parents and the child. We understand the importance of having patience, consistency and providing positive reinforcement. Accidents are a natural part of this process. While accidents may be frustrating to everyone involved, we pride ourselves in responding to them with compassion, patience, and sensitivity.

Procedure Potty Training Procedure

1. We will work with parents to create a potty-training plan. Since each child is unique, each plan will be tailored to the individual child.
2. You will be required to provide three changes of clothes for your child to switch into in the event of an accident.
3. Your child will remain at home during the first week of potty training. During this week potty training will be solely the parents’ responsibility.
4. After the first week of in-home potty training, we will begin implementing the potty-training plan at school.
5. We will encourage the child to communicate their needs.
6. We will offer frequent opportunities for your child to use the bathroom. They will have the opportunity to sit on the toilet for at least 5 minutes every two hours during potty training. However, we are unable to require a child to sit on the toilet if they refuse due to DCF regulations.
7. We will provide positive reinforcement when your child successfully uses the toilet.
8. We will teach your child to wash their hands after every attempt to go to the bathroom.
9. We will handle all accidents with patience and discretion.

## Outings and Field Trips

Children, including infants and toddlers will go outdoors daily when weather permits. Please dress your child appropriately for the weather, including sturdy shoes or boots. We recommend closed toe shoes whenever possible. Please keep in mind, we live in Wisconsin and our weather can fluctuate throughout the day. We go out in both the morning and afternoon, so a winter coat may be needed in the morning, but not in the afternoon depending on the time of year.

Children will be kept indoors during inclement weather, including any of the following:

* Heavy Rain
* Lightening
* Temperatures above 90 degrees F, including heat index
* Wind chills of 0 degrees F or below for children ages 2 and above
* Wind chills of 20 degrees F or below for children under the age of 2
* Poor air quality alert days

When weather does not permit outdoor play, children will be given the opportunity to engage in physical activity indoors.

We may occasionally take walks around the neighborhood. Emergency information for each child will be taken whenever the children leave the premises.

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. Permission Slips for each trip must be signed by the child’s family.

For field trips, please dress your child appropriately for the season. Walking shoes are necessary. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

When children or staff are off-site for a walk or field trip, teachers will take along a cell phone, emergency contact information, attendance sheets, emergency medications, and a first aid kit in case an injury occurs to a child or staff member.

## Water Activities

Villa’s Childcare Center does not have a swimming pool or use any wading pools for children on premise. Typically, we will not be using any off-premises pools, water attractions or beaches for our students. There may be field trip opportunities for our school age students to partake in pool activities. Whenever we utilize any off-premises, water-oriented facilities, we will follow all safety and supervision requirements by licensing rules. Any swimming field trips will be scheduled ahead of time, with proper notification given to families.

|  |  |
| --- | --- |
| Swimming Teacher to Child Ratios | |
| Children 4 and 5 years | 1 teacher to every 6 students |
| Children 6 years and older | 1 teacher to every 8 students |

## Transitions

Your child’s transition in care should be a positive and exciting learning adventure. We will collaborate with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

### Transition from home to Villa’s

Prior to your child’s first day, you will have an opportunity to tour the center, meet with your child’s peers and teachers, and communicate any anticipated concerns. At this time, please share the best communication methods that we can use to reach you.

### Transition between learning programs

Our groups are often based on age and state licensing requirements. During the transition, current and future teachers will meet to propose a plan to introduce your child into the new group. A typical transition period from one program to another is usually about 2 weeks, with the child have access to different points of the day. You will receive written notice when your child will be moving up to the next classroom. This transitional period will look different for each student depending on their comfortability level. However, a typical transitional period is as follows:

1. Child visits classroom after breakfast for 1 hour.
2. Child visits classroom after breakfast until lunchtime.
3. Child visits classroom before breakfast through lunchtime.
4. Child visits classroom before breakfast through naptime.
5. Child starts their day in their new classroom and stays through naptime.
6. Child starts their day in their new classroom and stays through naptime.

The current teacher will pass along all pertinent and vital information to the next teacher including, but not limited to child’s current developmental checklist, portfolio, medical information as well as any helpful information that will help the child succeed in their new classroom.

### Transition for after school care

During the school year, we offer after school care. The center will provide staff to ensure that your child arrives at the bus stop for drop off in a timely manner. The alternate arrival/dismissal form must be on file for these students.

### Transition to elementary school

Our school age summer program will allow for children to participate in the Oregon School District Summer program. However, transportation is not provided by Villa’s, so please ensure you sign your child up for busing.

## Electronic Media

At Villa’s Childcare Center, we follow the American Academy of Pediatrics guidelines for electronic media and screen time.

Our normal daily routine does not include electronic media viewing and computer use, but from time-to-time, we may use a television show without advertisements as a teaching aid and discussion stimulator. All electronic media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 30 minutes per day per child, unless otherwise specific to families ahead of time.

For any child under the age of 2, there will be no screen time in the classroom. We request our school aged students to leave their technology devices at home unless it has been previously discussed with a member of management. Parents will be notified of any special movie days as part of our Positive Behavior Intervention Supports.

Villa’s Childcare Center is not responsible for lost or broken items.

## Guidance

Villa’s Childcare Center is committed to each student’s success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

We believe in promoting positive behavior in the classroom. Through thoughtful classroom arrangement, learning materials, and engaging programming are scaled to the developmental level, size, and ability of children.

### Distraught Children

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 their back, cuddling, rocking; offering a drink; acknowledging the child’s fear, separation sadness, or conflict; distracting or redirecting to another activity; talking calmly with the child about how they are feeling or what has happened. If the unhappiness persists, we may contact a parent/guardian to share what is occurring and inquire if this might indicate onset of an illness.

### Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Most reasons for biting are not related to behavior problems. Instead, it is the child’s way of communicating their frustration or needs. If repetitive biting becomes an issue, staff will look for patterns in the biting incidents and make any changes in the classroom environment that may be contributing. Parents will be notified when their child is the biter, or their child that has been bitten. If you want any additional information pertaining to biting, please contact your Program Director. If any bite breaks skin, you will be informed by a phone call.

### Positive Guidance

Children's behavior will be guided by setting clear limits or rules that are developmentally appropriate. 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., "Let’s talk quietly" rather than "Don't yell." 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 help children develop self-control, self-esteem, and respect for the rights of others. Opportunities for physical activity or food are not withheld as a behavior management strategy. Children are redirected to safe physical activities and are involved in discussion about safety concerns, when necessary.

### Behavioral Consequences

Sometimes a child is unable to control their emotions and acts out in a negative manner. Educators will use a combination of social/emotional techniques including but not limited to redirection, small group activities, breathing exercises, and calming exercises. When a child has a physical or emotional outburst, we provide comfort, safety, and privacy. Our belief is that all behavior is a form of communication, so we try and figure out what is being said in the outburst versus providing a punishment.

However, there are times where a child is overstimulated, or needs time separated from the group to help calm down. We have provided a calm-down area in each classroom, with developmentally appropriate materials to help with this process. Children are welcomed back to the activity when they choose that they are ready.

On rare occasions, we may utilize time out, which allows a break from the large group, provided by the teacher, to support and give an opportunity for the child to calm down and regain composure. A time-out may only be given to a child who is 3 years of age or older and may not exceed 3 minutes.

We recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with the parents or guardians to consider how to support the child. If the behavior continues, the next steps may include referrals to appropriate community resources, and/or discharge of the child from care.

On rare occasions, a child’s behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

* A child is a danger to themselves or others.
* Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
* Undue burden on our resources and finances for the child’s accommodations for success and participation.

Villa’s reserves the right to discontinue care if needed without going through the referral process, without advanced notice.

We believe the primary responsibility of raising children rests with the parents and guardians; however, our staff strives to assist families in the training and guidance of their children. We provide parents with feedback about their children, both positive and negative, if necessary. If you desire help in dealing with a specific behavior, please discuss it with us. Family support is expected for any positive guidance techniques used by staff to solve unwanted behaviors.

### Prohibited Actions

In accordance with Wisconsin childcare rules, actions that are aversive, cruel, or humiliating, and actions that may be psychologically, emotionally, or physically painful, discomforting, dangerous, or potentially injurious are prohibited. These forms of punishment will never be used, even at a parent/guardian's request.

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 accidents

# Tuition and Fees

## Tuition Rates

Villa’s Children’s Center operates primarily from the tuition fees received from each family. Fees must be paid for the days and hours your child is scheduled to attend regardless of physical attendance***.*** Please inquire with a member of management for availability and current pricing.

## Schedules

When you enroll your child, we reserve a space in our program specially for them. Families are contracted for a specific weekly schedule as indicated on your enrollment paperwork as part of registration. Payment for this contracted schedule is required whether your child attends. This includes closed days, snow days, in-service days or when your child is absent. No credits are given for illness or other unforeseen closures from Oregon School District or health emergencies.

## Full-time Schedule

Villa’s Children’s Center only enrolls for full-time care.

## Drop-in Days

Our school age program is available for any enrolled after school student for scheduled days off school based on the Oregon School District calendar, other than Villa’s closed holidays. On inclement weather days, care is available only if space allows. Please call the morning of an inclement weather day to see if care is available. Any attendance outside of the normal contracted time is for a fee. Please contact a member of management for current school age pricing.

## Enrollment Fee

There will be a one-time $75 non-refundable enrollment fee which is due prior to your child’s first day of care.

## Refunds

All fees, including registration/material fees are non-refundable. Tuition is collected regardless of your child’s attendance.

## Payment

All childcare fees are due on the Friday before the week of care and can be paid by any of the following methods: checks or ACH debit.

## Late Fee

Late fees will be assessed if payment is not paid the Friday before the week of care. There will be an additional fee of $50 for any overdue payment. This fee will need to be paid prior to the child returning to care.

If your tuition payment is not paid in a timely fashion, services will be discontinued. Failure to follow the agreed upon plan could result in involving collection services, making your contract with Villa’s Childcare Center null and void, and thus terminating childcare services for your family at our center.

Receipts for tuition and year-end tax information are available upon request.

## Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of $50. This charge may be collected electronically. All fees, including the late childcare payment must be paid prior to the child returning to care.

## Third-Party Payment

If there is a third-party payment, including but not limited to Wisconsin Shares and Child Care Aware, a special payment schedule will be arranged and detailed as part of your contract. Families will be responsible for any costs above and beyond the third-party payment, known as a co-pay.

If you feel like you qualify for Wisconsin Shares, you can apply at https://access.wi.gov/s/?language=en\_US or by calling or visiting your local Income Maintenance Agency: <https://dcf.wisconsin.gov/wishares/where-to-apply>.

## Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Fees of $30 per every 15 minutes will be assessed after our closure hours (5:00 pm).

For example, If you pick up at 5:05pm this will be a $30 late pick up fee.

If you pick up at 5:20pm this will be a $60 late pick up fee.

Repeated late pick up may result in childcare services being terminated. Please ensure you have time to sign your child out of their classroom, gather any materials to take home and are out of the building by 5:00pm

## Weather-related Closures

If Villa’s Childcare Center needs to close for inclement weather, tuition is still collected.

## Additional Fees

All additional fees will be provided in writing in advance to families. This may include field trips and/or bus fees.

# Attendance & Withdrawal

## Absence

If your child is needing to be absent from care for any reason, it is your responsibility to contact the school at 608-291-0005. An answering machine is available for any phone calls that come in outside of business hours. Please leave your child’s name in any voicemail you leave outside of business hours.

If a child who is scheduled to arrive at the center does not arrive within 45 minutes of their contracted time, we will attempt to contact the parent or guardian at least twice to determine the child’s whereabouts. All attempted contacts will be documented. Villa’s Children’s Center reserves the right to contact the local police department to conduct a well-visit check on the second day of no contact.

For any pre-arranged absences (vacation, appointments), please notify the center director as soon as possible.

All tuition fees will still be required regardless of your child’s attendance.

## Withdrawal

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Any outstanding fees are due on your child’s last day. In most cases, termination of care by the parent is due to reasons such as relocation or no longer needing care. However, we also recognize that not every situation is appropriate for every child. If for any reason our program is found to be unsatisfactory for your child, we welcome the opportunity to discuss this with you to determine the cause. Sometimes we can help a child make the adjustment or make a referral to an outside agency. If this is not possible, you and/or the program director may choose to terminate the arrangement on a timeline that is in your child’s best interest and/or the best interest of others. If you are transitioning your child to another agency for care and would like us to transfer any records we have for your child, we will need your written consent to share this information. Please ask a member of management for the consent form.

Other reasons which may result in the termination of a specific care arrangement include, but are not limited to:

* Non-payment of required fees
* Failure to follow policies in this handbook
* Needs of the individual child cannot be adequately met with our available resources
* Failure to keep current on required health and immunization records
* Abusive language or intimidation of staff, fellow parents/guardians or children by parent/guardian or enrolled child
* Extreme and overly aggressive behavior of child
* Lack of parent/guardian cooperation
* Repeated failure to pick up the child at the scheduled time

## Center Initiated for Behavioral Reasons

Termination of a child’s contract for behavioral reason is usually used as a last result when all other options have been exhausted.

We typically following the following steps for any behavior concern:

1. Teacher and the parent or guardian communicate in the form of an incident report, short conversation at pick up or phone call during the day. *(verbal notice)*
2. If, after two weeks, the situation has not improved, a formal meeting will be scheduled with the family, center director and teacher to discuss a formal behavior plan to help support the child. Families will need to agree to work with the center during this time. This plan will be documented and kept in the child’s file. *(written notice)*
3. If, after 30 days, there is no change, another in-person conference will be set up to either revise the action plan and or terminate care.

Villa’s Childcare Center reserves the right to terminate a childcare contract immediately, if deemed necessary by the Director. If Villa’s Childcare Center terminates a contract, registration fees and any payments already received are non-refundable.

## Outside Agency Involvement

Before a child is terminated due to behavioral concerts, efforts may be made to seek additional services from other service agencies to address the problem. For example, children may be referred to Birth to 3 or Early Childhood Services if appropriate. All referrals will come after speaking with the parent or guardian.

Should the child need additional services, not available directly though Villa’s Childcare Center, all costs or fees would be the responsibility of the family.

We welcome outside agency staff into our program and will help in any way that we can in the process. Families may be asked to sign an authorization form to ensure continuity of care is provided between these agencies so that information can be shared between providers.

## Grievance Procedure

If at any point you find anything not in your satisfaction, please follow the steps below:

1. Communicate respectfully with your child’s teacher
2. Speak with Director

## Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child’s records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

## Closing Due to Extreme Weather

Our staff understands that our decision to open, close or delay school opening during inclement weather often disrupts family schedules. We also understand that our children are better served – academically, emotionally, and socially – by being in school. But, as always, our top priority is the safety of our children and staff, so the decision to close or delay opening is not an easy one. If we are closing for inclement weather we will use the following information: information on road conditions from transportation staff and from local law enforcement and road crews, amount snow and/or ice accumulated, weather precipitation throughout the day, storm timing, trajectory and projection, temperature and windchills and local school closures.

The Director will take all factors into account, and if deemed necessary, we will announce closure as soon as possible through the Brightwheel app.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child’s early pick-up is your responsibility to arrange.

No refunds or credits will be given on inclement weather days that lead to closure of Villa’s Childcare Center

# Drop-off and Pick-up

## General Procedure

In the morning and afternoons, please make sure to sign your child in and out on the provided attendance sheet. This should include the date and time when you pick up.

## Busing

Villa’s Childcare Center utilizes the Oregon School District transportation for any school age student. Please ensure that your child is signed up for busing from the district if they will be in attendance during the school year for after school care. Any child arriving from the bus will need an alternate arrival/departure form on file. Any field trips that required busing will be contracted through the Oregon School District. Any bus cost will be split between attendees.

## Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we must communicate with you about your child. To make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you not use your cell phone at any time while visiting the center.

## Authorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. Only individuals over the age of 18 may pick up your child from childcare. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

To safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 30 minutes we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

## Impairment of Pick-Up Person Due to Drugs or Alcohol

If a parent/guardian 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, our status as mandated reporters require us to call the local authorities if we feel the child is in danger.

## Unauthorized Person at Pick Up

If an unauthorized person arrives to pick up a child, we will ask that person to leave. If they choose not to leave, we will call the local police department.

## Custody Issue Disputes

A child will not be denied release and/or restricted access to a parent/legal guardian unless a copy of the custody agreement or court issued restraining order that surrenders such rights is in the child’s file at the center. The court orders will be strictly followed. In the absence of a court order, both parents/legal guardians will have equal rights and access to their child. This also includes the child’s file, or any video recordings of their child. If a situation arises which results in a conflict of the above agreements and/or threats to safety of the building and its occupants, the center staff will contact local law enforcement.

Please ensure we have all copies of current court orders in place.

# Nutrition

## USDA Guidelines

Villa’s Childcare Center provides breakfast and snack while at our program. Families are required to bring in a lunch for their child daily. We will have a microwave available to heat up components of the lunch if needed but cannot prepare lunch for the child. For example, we can heat up left over macaroni and cheese but cannot make a box of macaroni and cheese for your child.

All meals and menus are prepared following the USDA guidelines. Serving sizes will match-age-appropriate amounts as required by USDA. All menus will be posted on the Brightwheel app as well as in each classroom, and any changes or substitutions will be listed.

|  |  |  |
| --- | --- | --- |
| Infants | Birth through 5 months | 6 through 11 months |
| *Breakfast and Lunch* | 4-6 fluid ounces of breast milk or formula | 6-8 fluid ounces of breast milk or formula *AND*  0-2 tablespoons vegetable or fruit, or a combination of both. *AND*  0-½ ounce equivalent infant cereal *OR*  0-4 tablespoons:  meat, fish, poultry, whole egg, cooked dry beans, peas, and lentils *OR*  0-2 ounces of cheese *OR*  0-4 ounces (volume) of cottage cheese *OR*  0-4 ounces or ½ cup of yogurt |
| *Snack* | 4-6 fluid ounces breast milk or formula | 2-4 fluid ounces breast milk or formula *AND*  0-2 tablespoons vegetable or fruit, or a combination of both *AND*  0-½ ounce equivalent bread *OR*  0-¼ ounce equivalent crackers *OR*  0-½ ounce equivalent infant cereal *OR*  0-¼ ounce equivalent ready-to-eat breakfast cereal |

|  |  |  |  |
| --- | --- | --- | --- |
| ***Breakfast for Children 12 months and older*** | | | |
| Meal Components and Food items | Ages 1-2 | Ages 3-5 | Ages 6-12 |
| Fluid Milk | 4 fluid ounces | 6 fluid ounces | 8 fluid ounces |
| Fruits | ¼ cup | ½ cup | ½ cup |
| Grains | ½ ounce equivalent | ½ ounce equivalent | 1 ounce equivalent |

|  |  |  |  |
| --- | --- | --- | --- |
| ***Lunch for Children 12 months and older*** | | | |
| Meal Components and Food items | Ages 1-2 | Ages 3-5 | Ages 6-12 |
| Fluid Milk | 4 fluid ounces | 6 fluid ounces | 8 fluid ounces |
| Meat/Meat Alternative | 1 ounce equivalent | 1½ ounce equivalents | 2-ounce equivalents |
| Vegetables | ⅛ cup | ¼ cup | ½ cup |
| Fruits | ⅛ cup | ¼ cup | ½ cup |
| Grains | ½ ounce equivalent | ½ ounce equivalent | 1 ounce equivalent |

|  |  |  |  |
| --- | --- | --- | --- |
| ***Snack for Children 12 months and older***  (Two out of the 5 components must be served) | | | |
| Meal Components and Food Items | Ages 1-2 | Ages 3-5 | Ages 6-12 |
| Fluid Milk | 4 fluid ounces | 4 fluid ounces | 8 fluid ounces |
| Meat/Meat Alternative | ½ ounce equivalent | ½ ounce equivalent | 1 ounce equivalent |
| Vegetables | ½ cup | ½ cup | 3⁄4 cup |
| Fruits | ½ cup | ½ cup | 3⁄4 cup |
| Grains | ½ ounce equivalent | ½ ounce equivalent | 1 ounce equivalent |

## After School Program

After school students will be offered a light snack at each session. These snacks are not a meal. While we recommend students to take part of snack, we never force children to eat. We use snack time as a time to socialize with each other as well as providing valuable updates to the students like the schedule of the day.

## Mealtime Socialization

Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners, and develop sound nutritional habits. Our staff model healthy eating behaviors in the presence of children, eating the same foods as children and refraining from eating or drinking non-nutritious foods in front of children. Often, our staff spend time talking with children about nutritious foods and drinks. Children will be encouraged to clean up after themselves. Children will never be forced to eat or drink, and we will encourage to try new food when appropriate. Meals will never be withheld as a form of punishment. We provide child sized dishes and utensils to help make mealtimes easier.

## Infant and Toddler Feeding

Children younger than 12 months must be served formula or breast milk, unless written direction is on file from the child's health care professional. All bottles and commercial baby food must be labeled with your child's name and dated. Babies will be held for bottle-feeding. Bottles will never be propped, and unused formula or breast milk will be disposed of immediately.

## Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually. A doctor’s note should be on file in the office for any food allergy. We will make every attempt to substitute an alternate snack for your child, but there may be situations where the family may have to provide an alternate substitute.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

## Specialty Menus

Accommodations, in most instances can be made when specialty menus are requested by the family (example: vegetarian). Please talk with the director about any dietary needs for your child. Please note, we do not change menu due to child flavor and preferences, we are a group center and cannot accommodate all preferences.

## Special Treats, Birthdays and Holidays

Birthday and holiday treats brought in by families are allowed, but they must be store purchased, and factory sealed. We cannot accept anything homemade. Please try to provide nutritious choices. We encourage nutritious alternatives for special treats, as well as replacing a food-based treats with creative activities. Please keep in mind we may have children with food allergies.

## Food Safety Procedures

Food service personnel will participate in our center’s orientation and complete at least 4 hours of annual training in kitchen sanitation, food handling and/or nutrition.

Food will be stored off the floor and in airtight containers after opening. All containers will be labeled a dated. Eating Surfaces will be washed and sanitized before and after meals and snacks. Staff and children will wash their hands before and after eating. Dishes will be washed and sanitized in accordance with licensing regulations. All cleaning products will be kept in a separate cabinet apart from all food and food items.

## Other Mealtime Policies

Villa’s Childcare Center has a kitchen with a stove, refrigerator, and microwave. The kitchen has been inspected and meets all building code requirements. Refrigerator and Freezer temperatures will always be properly maintained.

# Health

## Illness

The State of Wisconsin does not authorize Villa’s Childcare Center to provide care for ill children. We understand that it is difficult for a family member to leave or miss work, but to protect other children; you must not bring a sick child to our program. We reserve the right to refuse a child who appears ill. These policies have been established to keep illness down in our facility and are for the benefit of everyone.

Your child can not attend Villa’s programming if they display any of the following symptoms:

* Fever of 100.4 or above
* Vomiting
* Diarrhea
* Any unexplained and/or contagious rash

If your child is observed to have any of these symptoms while at the center, a family member will be called to pick the child up. A family member or another authorized person will need to pick up your child within 45 minutes of being notified. The ill child will be isolated or separated from the space used by other children by a partition, screen, or other means to keep other children away. The child shall be provided with an appropriate sleep surface with a sheet, blanket, or sleeping bag and isolated with supervision until they are picked up from the center.

Sick children are prohibited from attending the program until such time as they are certified to be healthy. Children can return to Villa’s programming when:

* They are fever free for at least 24 hours, without the use of a fever or pain reducer (ex. Tylenol).
* They are free of vomiting and diarrhea for 24 hours.
* They can participate comfortably in all usual activities.
* They are free of open, oozing skin conditions and drooling (not related to teething) unless all the relevant conditions are met:
  + The child’s physician signs a note stating that the child’s condition is not contagious.
  + The involved areas can be covered by a bandage without seepage or drainage through the bandage.
* If a child had a reportable communicable disease, a physician’s note stating that the child is no longer contagious and may return to school is required.

Villa’s Childcare Center reserves the right to make final readmittance decisions to the program, regardless of a physician’s note.

Please contact Villa’s immediately if you child has been diagnosed with a contagious illness so that we can post a note to other families regarding an exposure risk. There will be no confidential information included in these notes. Some common contagious illnesses are pink eye, COVID, strep throat, cold sores, influenza, pertussis, RSV, hand-foot-mouth, lice, ringworm, and varicella. This is not an exhaustive list, so please inform a member of management for any illness your child is diagnosed with.

Some communicable diseases are considered reportable and required by Department of Children and Families and Department of Health Services to be reported to our local health department. For a communicable disease thar requires a child to be excused for childcare, we typically follow the Department of Health Services communicable chart.

## Public Health Emergency

In cases of a notable health crisis (i.e., COVID-19), we will follow all required policies put in place on a Federal, State, or local level. Our hours of operation, capacity or classroom structure may need to change based on these policies. We will attempt to give as much notice as law provides during these situations.

## Allergy Prevention

Families are expected to notify us regarding children’s food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letterdetailing the child’s symptoms, reactions, treatments, and care.

## Health Related Forms

The following forms are required for each child enrolled:

* Proof of immunization using either the Child Care Immunization Form or an electronic printout from the Wisconsin Immunization Registry or other registry maintained by a health care provider or the Department of Health Services
* Proof of Physical Exam, see below
* Health History and Emergency Care Plan
  + Please update this form with the office If there are changes to your child’s health or they develop new allergies,
* Authorization for Medication, if applicable
* Additional requested medical forms based on the care needs of the child (allergies, regularly scheduled medications, differing abilities, etc.)

## Physical Exams

Documentation of a child's most recent physical examination must be in accordance with the following schedule:

* Each child under 2 years of age shall have an initial health examination not more than 6 months prior to nor more than 3 months after being admitted to the center, and a follow-up examination at least once every 6 months thereafter.
* Each child who is at least 2 years of age but who is not 5 years of age or older shall have an initial health examination not more than one year prior to nor later than 3 months after being admitted to a center, and a follow-up health examination at least once every 2 years thereafter.
* Children 5 years of age and older are not required to have a health exam.
* To document a health examination, use either an electronic printout from a medical professional or the department’s form, Child Health Report — Child Care Centers that is signed and dated by a licensed physician, physician assistant, or other EPSDT provider (certified under DHS 105.37b (1) (a).

## Medications

Please bring any medication for your child directly to the Villa’s office. Children are not allowed to carry medications; this includes over the counter medication.

### Medication Authorizations

Medications will only be given when ordered by the child’s health provider and with the written consent of a parent/guardian. An *Authorization to Administer Medication Form* must be completed for all prescription and over-the-counter medications. All information on the authorization form must be completed before the medication can be administered. Blanket authorizations that exceed the length of time specified on the label are prohibited. If a medication authorization from the parent/guardian contradicts the label instructions, the label instructions take precedence unless there is written authorization from the physician indicating a different dose of time limit.

All medications must be in the original container and properly labeled with your child’s name clearly printed on the container along with the expiration date of the medication as well as with the physician’s name and phone number and any instructions on how to administer the medication.

### Medication Administration and Storage

Any prescription or over-the-counter medication brought to the center must be specific to the child who is to receive the medication and labeled with the following information:

* Prescription medication must be in its original container labeled with the child’s first and last name, name of health care provider, name and expiration date of medication, prescription date, time of day, dosage, frequency, and, if applicable, special instructions.
* Over-the-counter medications must have the child’s full name on the container, the manufacturer’s original label with dosage, frequency, and any special instructions for administration and storage. The expiration date must also be clearly visible.

All medications must be stored and inaccessible to children; medication requiring refrigeration shall be kept in a refrigerator in a separate container clearly labeled “medication.”

### Medical Log Procedure

Villa’s Childcare Center maintains a medical logbook that records information about the following:

* Any evidence of unusual injuries to the child’s body (bruises, cuts, etc.)
* Any injuries a child received while at the center, entries need to include the child’s name, date and time of injury, and a brief, objective description of the situation
* Any medication dispensed to a child and the date the medication is dispensed, with all entries including the child’s name, date, and time the medication was given, type of medication, dosage of medication, and the signature of the person administering the medication
* Any incident or accident that occurs when a child is in the care of the center and the child requires professional medical attention

Medical logbooks must have stitched bindings with lined and numbered pages. Pages may not be removed from the medical logbook. The logbook is kept in the classroom with the sign in-sheet. A manager reviews the logbook every 6 months to ensure proper health and safety measures are being taken.

If the center fails to administer the medication correctly, the child’s parent or guardian will be contacted immediately and notified of the error. The center staff will document the conversation and error or missed dose in the logbook.

# Safety

## Clothing

At Villa’s Childcare Center, we recommend having your child dress in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including painting, outdoor play, sand, weather, and other sensory activities. While we take precautions, messy play happens, and children may get dirty.

One aspect of concern is the risk associated with children’s clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children’s clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

## Universal Precautions

To reduce the risk of exposure to infectious diseases and promote a safe and healthy environment for both children and staff, proper hygiene, sanitization, and safety procedures will be used. Including but not limited to disposable gloves used when managing bodily fluid, disinfecting, and sanitizing surfaces touched by bodily fluids and any materials used to treat an injury will be wrapped in an airtight plastic bag and disposed of immediately.

### Hand Hygiene

Staff and children will wash their hands with soap and running water after:

* Managing bodily fluids, including:
  + Blowing or wiping a nose,
  + Coughing,
  + Toileting or diapering, and
  + Touching any mucus or blood
* Handling any materials such as sand/dirt,
* Touching surfaces that might be contaminated by contact with animals,
* Cleaning up vomit
* Handling pets or other animals

Hands are also washed before and after meals and after coming in from outside. Children’s faces are washed after meals, if needed.

### Glove Usage and Disposal

Single use disposable gloves will be worn by all that encounter any bodily secretions (blood, feces, vomit, etc.) to cut down on the risk of transmission of disease. When the situation at hand is effectively dealt with, the area in which the situation occurred will be disinfected, the gloves will be thrown away and the staff member will thoroughly wash their hands with soap and running water.

### Cleanliness and Sanitation

Cleanliness will be always maintained. Tables will be washed and sanitized before and after meals and snacks. Floors and bathrooms will be cleaned and disinfected as needed, but at least daily.

Toys in all classrooms will be cleaned and sanitized at least once a week, or more often if necessary. Any toy that has been in a child’s mouth will be picked up as soon as the child lets go of it and placed into a basket to be washed, sanitized, and air dried. Toys requiring laundering, such as stuffed dolls or animals, will be laundered weekly or sooner if needed.

### Disposal of Soiled Diapers, Wet or Soiled Personal Items

To reduce risk of transmission of illness, staff are trained to use the following diapering procedure: place soiled wipes into the soiled diaper and fold everything together. Pull gloves over soiled diaper to contain the odor and its contents. The diapering surface is cleaned and disinfected between the diapering of children, immediately after each use, following manufacturer’s directions of the product used. Wet or soiled clothing is changed and bagged for parent/guardian to take home.

## Injuries

First aid will be administered by a trained educator if your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Any injury to the head will lead to a call to the parent or guardian. Each classroom is equipped with a first aid kit meeting the state regulations. Any injury is logged into the medical/injury logbook.

Children requiring critical medical care will be transported via EMS to the nearest medical facility. Parents/Guardians will be notified after we call 911. A Villa’s staff member will go along on the ambulance until you arrive at the hospital if you are unable to make it to Villa’s prior to the ambulance leaving the school.

If an injury occurs off site, which requires immediate medical attention 911 will be called. The teacher will call the director, and the director will call the family.

If possible, we will take the child to the emergency medical facility that is designated on your child’s enrollment form, however EMS will ultimately make the decision. Parents/Guardians will be responsible for any costs.

## Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all our students and families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

## Smoking

The poisons in secondhand smoke are especially harmful children’s developing bodies, therefore the indoor and outdoor center environment, including the parking lot and vehicles used by the center are always non-smoking areas, this includes cigarettes, e-cigarettes, and vaping pens. The use of tobacco in any form is prohibited on the center’s premises.

## Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center’s premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

## Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

## Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

## Suspected Child Abuse or Neglect

All employees at Villa’s Childcare Center are mandated reporters, which means we are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child’s needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

## Transportation

Villa’s Childcare Center does not provide transportation in vehicles owned by the center, the licensee, or the employees. However, contracts for transportation services for field trips and after school. Contracted transportation services are provided through Oregon School District.

# Emergencies

The staff and children of Villa’s Childcare Center are required to participate in monthly fire drills throughout the year. Tornado drills occur from the month of April through the month of October. Emergency phone numbers are listed by each phone throughout the building (9-1-1, poison control and the Oregon non-emergency phone number). There is a public rescue or emergency vehicle within 10 minutes of our center. However, we will always have a vehicle on site for emergency situations. Typically, we do not transport children in our personal vehicles.

If we will need to evacuate the building, our back-up plan will be to meet at Beehive Retirement Facility, 101 N Bergamont Blvd.

## In Case of Fire

If there is a fire or a fire drill goes off, the director or person in charge will contact the local fire authorities/911 and children will be evacuated by all available staff through the nearest exit. Each teacher will take their classroom attendance form and list of phone numbers for parents/guardians and emergency contacts to ensure all children are accounted for, and all families can be notified.

Infants will be evacuated four to a crib with emergency provisions and all children will be taken outdoors to the parking lot. The director or person in charge will check classrooms, bathrooms, and staff areas to make sure all persons are evacuated.

The local fire authority will call all clear to re-enter the building once it is safe to do so. If we are unable to return to the building following an evacuation, the children will be taken to the parking lot, until parents/guardians or another authorized adult will be contacted to arrange pick-up.

In Case of Tornado

In the event of a tornado warning, the children will be escorted to our tornado shelters, which are the internal bathrooms. Blankets, a portable radio, and flashlight, with extra batteries for both, are kept in the tornado shelter area. Each teacher will along bring attendance and emergency contact information. The director or person in charge will check classrooms, bathrooms, and staff areas to make sure all persons are in the shelter area. Staff will engage the children in quiet activities until we are informed by the authorities that the danger has passed.

In Case of a Threat

Depending on what the emergency is, if possible, evacuation of the building will be initiated using the fire evacuation procedure. If it is not possible to evacuate the building, each classroom will take cover in a secure area. The main door will be closed and locked; all other doors will be closed and locked as possible. 911 will be called. The teacher will keep children calm and in one area of the room until the threat has passed, or the police or fire department has arrived. Law enforcement and parents/guardians will be immediately contacted to advise them of the threat.

In Case of a Missing Child

If a child is not accounted for at any time, the staff member responsible for the child will gather the rest of the children and have a close staff member assume care for the time being. The responsible staff member will then search the premises for the child. Each area that a child could potentially hide will be searched, as well as the outdoor areas of the facility.

* If the child is not located after all potential hiding spots and immediate outdoor areas have been searched, the facility director should be notified that the child is missing. The facility director will notify the proper authorities for additional help.
* Begin Lock-Down Procedure. All exits will be monitored by employees, letting no one in or out of the facility.
* The staff member responsible for the child will call 911, since they will have the best knowledge of what the child was wearing that day, along with other distinctive features. The following information should be written down:
* Child’s name, age, height, weight, date of birth, and hair color.
* Child’s clothing that he/she was wearing that day, along with any other identifying features.
* The time at which the child was noticed missing.
* If child abduction is suspected, were there any suspicious vehicles or persons located around the facility? If so, what was the appearance of the person or vehicle?

The facility director will notify the guardians of the child that the child is missing from the facility.

While the police are enroute to the facility, the staff of the facility will continue to search the facility for the missing child. The staff should look in every cabinet, closet, cubby, and every other location where a child may hide.

The facility director will always stay on the facility premises to be the contact person for the police department, as well as the missing child’s guardians.

In Case of Loss of Heat or Electricity

For any short-term issues, Villa’s Children’s Center will stay open as long as we can ensure proper inside temperature and there is adequate outside lighting available. If there is a long-term issue, staff will exit the building safely with their classroom including each child’s emergency card and meet at Beehive Retirement, 101 N Bergamont Blvd, where parents and guardians will be notified to pick up their child.

Allergic Reactions

Each child with an allergy will have a written care plan that includes instructions regarding the allergen, steps to be taken to avoid that allergen, and a detailed treatment plan in the event of an allergic reaction, including the names, doses, and methods of prompt administration of any medications (such as an epinephrine auto-injector or “epi-pen”). The care plan will include specific symptoms that would indicate the need to administer medication. Center staff will review allergic reaction protocols at least two times per year to ensure each child’s safety and well-being.

If a child has an allergic reaction that does not appear to be life-threatening, has a suspected allergic reaction, or contact with/ingestion of an allergen, staff will review the emergency care plan to determine the steps that need to be taken to ensure the child’s health and well-being. The staff will follow the steps in the emergency care plan, which are as follows:

* The staff will notify emergency medical personnel if epinephrine has been given and follow any additional guidelines given by medical personnel.
* The director will notify parents/guardians immediately after medical personnel have been notified of any allergic reaction or contact with food that may cause an allergic reaction.
* If needed, the child will be transported to the closest hospital for care. A staff member will stay with the child until the parent/guardian arrive.
* The incident will be documented in the medical logbook.

All staff have training in infant and child CPR, AED, and first aid techniques.

In Case of any other Emergencies

In an event of emergency, not listed above, management will address each case with all factors considered. In an event of evacuation, staff will exit the building safely with their classroom including each child’s emergency card and meet Beehive Retirement where parents will be notified to pick up their child. Local authorities (911) will be notified for any emergency circumstance needing immediate health and safety intervention.

## Emergency Contact Person

If there is only one staff person on site with eight or fewer children, we will ensure that an emergency provider is available to arrive at the center within five minutes.

## Emergency Supplies

A radio and flashlight, with extra batteries for both, first aid kit, water, non-perishable snacks, and blankets will be always kept in the tornado shelter area. A flashlight, with extra batteries, is also kept in each classroom.

## Reports to DCF

The center will report any situation as it pertains to statute 251.04(3)(a-n) DCF 251 *Licensing Rules for Group Child Care Centers* to the Department of Children and Families within 24 hours after the incident. These situations include:

* Any incident or injury to a child while at the center that results in a professional medical evaluation
* A death of a child in care
* Any injury to a child caused by an animal
* Any damage to the premises that may affect licensing compliance, or any incident at the premises that results in the loss of utility services
* Unexpected closures lasting more than 2 weeks, within 24 hours after the center has been closed for a 2-week period
* Any known convictions, pending charges or other offenses of the licensee, group child care center employees or other person subject to a child care background check that could potentially relate to the care of children at the center or activities of the center
* Any incident related to a child who leaves the premises of the center without the knowledge of the provider or any incident that results in a provider not knowing the whereabouts of a child in attendance at the center
* Any suspected abuse or neglect of a child by an employee or volunteer that was reported, including any incident that results in a child being forcefully shaken or thrown against a surface, hard or soft, while in care
* Any incident involving law enforcement within 24 hours after the occurrence that involves a licensee, a household resident or an employee of the center in an incident that causes, or threatens to cause, physical or serious emotional harm to an individual, including a child in the care of the center or involves any traffic-related incident where a person responsible for the violation transports children in the care of the center
* Any confirmed case of a communicable disease reportable under Chapter DHS 145 in a child enrolled at the center or a person in contact with children at the center, within 24 hours after the center is notified of the diagnosis, noting that the licensee shall also notify the local health department within 24 hours after the center is notified of the diagnosis

**Family Handbook Acknowledgement**

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the Villa’s Childcare Center Family Handbook. It is my responsibility to understand and familiarize myself the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the handbook that I do not understand.

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| Recipient Signature |  | Date |
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|  |  |  |
| Center Staff Signature |  | Date |