

## Operating Policies for Lakeland's Little Learners

240 E. Commerce Ct., Elkhorn, WI 53121

262-723-8391 Fax: 262-723-8381

www.lakelandlittlelearners.com

Delegation of Authority: Administrator/Director: Tami Adams, Assistant Director: Debbie Nehs, Program Manager/Nurse: Abby Adams, Lead-Coordinators, Lead- Teachers, Co-Teachers, Assistant Teachers

**Hours of Operation** – We are open Monday through Friday. For children 2 years of age and older, the hours of operation are 5:45 a.m. to 6:00 p.m.; for children under the age of two care is offered from 6:30 a.m. until 6:00 p.m. The center is closed on the following holidays when they fall between Monday and Friday: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and Christmas. In addition, the office is closed on New Year's Eve, Good Friday, the day after Thanksgiving and Christmas Eve. 4K and School-Agers' schedules follow the Elkhorn school calendar unless additional time is requested.

**Ages & Licensed Capacity** – Children are accepted between the ages of 2 weeks and 13 years with no more than 171. We offer 4K programs as well as pre-school only programs.

**Tours/Enrollment Forms** – We encourage families to visit, take a tour, and receive an orientation meeting before enrolling. Tours and orientations are available during office hours. Times outside of office hours may be arranged by appointment. The following forms must be completed and on file by your child's first day of attendance:

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| -Child Care Enrollment                    | -School-Age Agreement and/or Alternate Arrival/Release Agreement |
| -Immunization Record                      | -Enrollment Agreement  |
| -Child Health Report (not for School-age) | -Intake for Child Under 2 Years & Family Intake                  |
| -Signed Contract                          | -Directory Data Notice   |
| -Health History and Emergency Care Plan   |  |

Additionally, a new health form must be obtained every 6 mos. for children under the age of 2 and every 2yrs. for children 2 and older, until school-age. Immunizations must be updated as they are received and remain up-to-date or have a plan to do so on file. All records and information regarding children and staff are kept confidential and on-site and available to the parent. We do not discriminate on enrollment – spots are given away on a first-come, first-serve basis. Lakeland's Little Learners abides by the Americans with Disabilities Act statement and requests that if special accommodations are necessary, the parent should make us aware upon enrollment.

**Pets in the Center** – A list of pets per room can be found on the parent bulletin board in the entrance near the license. Typical pets might include hamsters, frogs, fish, etc. Children do not touch the pets.

**Schedules and Fee Schedule** – All hours must be scheduled and paid in advance. Registration Fees, Hourly Fees, Daily Fees and Late Fees are explained on the Fee Schedule. You are obligated to pay for hours you have scheduled throughout your entire contract, regardless of attendance, holidays or early closings due to weather. **Schedules are due on or before "Schedule Friday" (every other Friday) by 10:30 a.m.** If your schedule does not change, there is no need to hand in a new one; if a change is needed, and it is after 10:30 a.m. on "Schedule Friday", it will be honored if possible. Faxes will be accepted at 723-8381 provided that you call 723-8391 and check to be sure that they have been received. Schedules should be in writing. Part-time contracts (less than 40 hours per week) will remain consistent unless you ask for additional hours or ask to use a voucher for a day off. Full-time contracts (40 hours or greater) may change every 2 weeks if the request is turned in on Schedule Friday and you maintain the 40 hours and a minimum of 8 hours per day scheduled.

**Sign-In/Sign-Out** – Every child should be dropped off with a Lakeland's Little Learner's staff person. The parent is additionally responsible for signing their child in and/or out on the Time Clock located near the entrance of the building. Children may not be dropped off outside and left to walk in on their own. Staff will sign your school-aged child(ren) in or out when they come from or go to school. All pick-ups must have id to show they are on the list. Children will not be released to anyone who appears under the influence. Children will be released to a legal parent/guardian with proper identification unless there is a court documentation indicating otherwise.

**Medications** – Medications must be handed directly to the staff person at drop-off. They must be in the original container and labeled with the child's name. A medication sheet must be filled out completely by a parent and handed to the staff person on duty. Medications will be kept in our possession until the parent picks it up or if the Authorization to Administer Medication form or medication is expired. Medications will be recorded in the center's medical log and medication sheets will be kept on file. If a dose is missed, the parent will be notified.

**School Closing** – 4K is closed when the Elkhorn Area Schools are closed. It is rare that the center will close altogether. If the roads are impassable, we will post a closing on WISN, Channel 12, Fox 6, WTMJ, Channel 4, WLKG, WMYX or WSLD.

**Attendance, Absences/Illnesses and Additional Pick-Ups** – Absences should be called into the Center's telephone number, for safety purposes and as a way to help us to keep track of illnesses. The center will attempt to call those parents who have not notified us of their child's absence and the center will record the child as absent on the daily attendance sheet in the room as well as in the office. Due to the short amount of time that they are here in the morning, the center will not call those parents of school-age children who do not show up in the early morning before school, but we appreciate the parents keeping the center posted as to their child's attendance. The center has a policy of "Fever-Free and No Vomiting for 24 Hours" before returning after an illness unless otherwise directed by Public Health. **Please abide by this regulation to help keep all children happy and healthy. (Fever free without medication.)** If a child becomes ill while at the center, the parent will be called and expected to pick-up within an hour of the call. Universal precautions are always used when handling body secretions. This includes proper hand washing and glove usage and disposal. An ill child may either be brought to the office or held in their

room if they are more comfortable – off to the side so as to avoid further transmission of germs. All communicable diseases reported to the office will be posted for parents to become aware. A written, signed and dated note must be handed to a staff person by a parent in order to allow someone other than those listed on the enrollment form to pick up your child. If a pick-up is not recognized, he/she will be asked for identification. With proper identification, parents are always allowed to pick up their child(ren) unless a written custody report is on file and forbids this. Staff on duty will know the number, names and whereabouts of all children in their care at all times and will recount children every 5 minutes. The room's attendance sheet will always be in the staff person's possession, inside and outside.

**Discipline/Termination** – Children are provided with and encouraged to participate in developmentally-appropriate activities while at the center. Activities are provided for transition times to avoid long waiting periods and the room set-up is such that will help encourage children to participate and avoid poor traffic patterns. If discipline problems do arise, children are encouraged to work things out themselves whenever possible and age-appropriate with close staff supervision. If it becomes evident that staff intervention is necessary, staff will try to redirect children, encourage them to talk with one another (if age appropriate) and separate them if needed and time outs may be used with children 3 and older – not to exceed more than 1 minute for each year of the child – up to 5 minutes possible. If the situation warrants a call to the parents, parents will be notified and ask to assist in the disciplinary process. No form of corporal punishment or restraint will be used. Continual behavior problems will be discussed with the parent(s) or guardian(s) and behavior modification procedures will be attempted. If problems continue to arise and it becomes evident that the child's placement is either dangerous to him or herself, the other children in the room or the staff, termination may become necessary. In this case, the parent will be given an agreed upon notice – no more than 2 weeks. The child's behavior will be documented along the way in the Incident Log and shared with the parent upon request. If an outside agency is involved such as the police or human services, the parent will be informed and the incident will be documented as well. If the parent feels that the termination is unfair and wishes to appeal the decision, they may set up an appointment between themselves, the main center's administration and the teaching staff to discuss this possibility. If the center terminates a child for any prepaid time, that amount of payment will be refunded. Parents may terminate a child's enrollment at any time, provided a 2 week's written notice is given. You will then pre-pay for your last two weeks when you give notice. If proper notice is not given, you will be billed for 2 weeks. Vouchers **may not be used** for the two-week's notice. Failure to abide by the center's policies is cause for immediate termination.

**Incident and Accident Reports** – Incident and accident reports are filled out for your child if required. These are also recorded in the center's Accident/Incident Logs and reported to the parent. Any suspected child abuse is reported to Child Protective Services. If the child is injured and needs to seek medical care, the licensing department will be notified within 24 hours.

**Fire/Tornado/Missing Child/Other Emergencies** – Fire drills will be practiced monthly and the evacuation plan is posted near the room door. Tornado drills will be practiced during the months that tornados are prevalent. In the case of an actual fire after securing the children, the administration will make calls to parents/guardians. A flashlight, additional batteries and blankets are available for emergencies. Any children with disabilities will receive assistance from the staff on duty in case of an evacuation. If a child becomes missing while at the center, all children will be gathered together to sit in a circle in each room. Staff in the room will report the missing child immediately to the administration who will conduct a search inside and outside the center. If, within 15 minutes, no one has found the child, the child's parent and the police will be called to assist. In the case of an intruder, all children will again be huddled together and if possible, the police will be called. A list of emergency numbers is posted next to every phone. If a child is injured and needs to be transported to an emergency facility, 911 will be called and the child's records will be brought along with the child to the emergency room. The center will always have a vehicle available on site for emergency use.

**Sanitation/Hand-washing/First Aid** – All toys and equipment are sanitized as needed and/or weekly. Tables will also be cleaned and sanitized before and after use. Sanitizing happens using our high temp dishwasher and/or a two-step cleaning process using Diversey products; first PERdiem (cleaner), followed by Alpha-HP (sanitizer). Staff and children's hands shall be washed with soap and water upon arrival, before eating, before and after using the sensory table, after toileting and after coming in from outside. Staff shall also use universal precautions and wash hands with soap and water when handling body secretions. Gloves and any rags/towels with body secretions shall be disposed of immediately. A first aid kit is kept on site to be used for minor injuries. Parents shall be notified of all injuries either in writing if the injury is minor or by phone if it needs immediate attention. If the injury is serious enough, 911 shall be called and the child and their records shall be transported to Lakeland Medical Center. A familiar staff person may accompany the child to the hospital if the parent is not available. All special health needs shall be noted inside the clipboard for all staff to access.

**Breakfast, Snacks and Lunches** – Breakfast is not provided by the center but will be served to your child if you arrive before 7:30 and if you choose to send it along. Please do not send anything that needs to be warmed. Breakfast will be served between 6:45 and 7:30 a.m. Snacks will be provided in the morning and afternoon and lunch served mid-day and menus posted and kept on site for at least three months and are USDA appropriate. If the child has special dietary needs, the parent shall notify the staff person and if the center cannot accommodate the special needs, parents will be asked to supply the food for their child. Staff will sit with the children during snack, as with lunchtime, to help guide the children's behavior and encourage socialization. Food shall be stored in air-tight food containers and brought to the center by the staff or through purchasing from a vendor such as Sysco Foods. Special treats for holidays and birthdays are allowed and the menus will be written on to reflect these changes. No child 2 and older shall go without being offered food at least every 3 hours. Children under 2 are on their own feeding schedule and shall be assisted with feeding. The kitchen and food prep areas are always kept clean and sanitary. Dishwashing is either done with the 3 step process or in the kitchen with commercial dishwasher.

**Monitoring System, Pictures and Facebook** - We have a video system to monitor activities in the center. This is for internal use as an observation tool for supervisors to view the classroom without disrupting the routine or for staff to view class activity. It may also be used by parents to view their child's room live to see how their child is adjusting to the room. In addition, upon legal request, it may be viewed by law enforcement officials. The system is digital and holds approximately one month's worth of footage. Though it is our intent to

have each day taped from opening until closing, there is always a potential for equipment malfunction. We take pictures periodically throughout the year, which may be posted on bulletin boards, submitted to the local paper, used in graduation videos, posted on the center's website, used on the center's Facebook site if preapproved by the parent, or used for projects. If you are opposed to this, please indicate this on the Directory Data Notice.

**Parent Info, Bulletin Board & Mail** - A parent information shelf and a bulletin board are located in the entrance to the building for your convenience. Family mailboxes are along the entryway and mail for the office can be put in the basket at the office window. Each room has a parent bulletin board area where daily schedules, lesson plans and other materials may be found. Parents will be offered conferences 2-3 times per year and are always welcomed to talk with staff daily. Parent notices, license certificate, and results of most recent licensing inspection as well as lunch and snack menus, may be found on the parent bulletin board in the entrance way. Copies of the Operating Policies and Fee Schedule may be found in the entrance way as well. Information is made available in other languages to the best of our abilities and resources. The code book is just inside the office window near the fee basket. Event and Community bulletin boards are across from the office window in the big room. Parents are given surveys at least once a year that allows them to share their thoughts about our center. Survey results are reviewed with staff, actions are taken based on their review and a report is provided back to parents.

**Nap-Time** - Children in our infant and toddler programs nap on demand. Parents fill out daily sheets in regards to their child's day prior to coming to the center in order to coordinate with the center. Many of the toddlers are into a routine of napping after lunch with the group. All children 2 years of age and older, not yet in the school-age program will have a rest period after lunch for at least ½ hour. We require a crib-sized sheet and small blanket for napping/resting. Children are allowed to sleep until they awaken. Children, who have awoken, or after ½ hour have not fallen asleep, will be allowed up and will engage in activities not disturbing other children. Bedding must be taken home and laundered weekly, and returned the first day of attendance the next week. Please label all items.

**Transportation** - The center owns a bus with a working rear alarm during the summer to transport school-age children to and from local field trip areas such as the pools and parks. A CDL driver shall drive the bus and state ratios shall be maintained at all times and bus is inspected daily. Staff shall help children with disabilities on and off the bus. Any staff driving for field trips shall have an annual driver record completed. All rooms may participate in field trips throughout the year. Sometimes busses are rented for the trip and other times, parent drivers are used. If parents drive, they must submit a copy of their valid driver's license as well as a copy of their current insurance showing that their vehicle is fully covered and child safety seats shall be used. Emergency info shall be taken with staff and attendance shall be taken before leaving and upon arrival for each trip. The teacher in the back of the bus shall follow the children off, checking each seat and the driver shall survey the bus or vehicles after children depart and deactivate the rear alarm in order to be certain that there are no children left on the bus or in the vehicles. All vehicles must be equipped with a first aid kit in case of emergencies. On occasion, students may walk within a block or two for exploration.

**School-Age Summer Program** – Our school-age summer program consists of 3 or 4 field trips as well as daily trips to the park and pool. These trips are a required part of our program. If you choose not to send your child on any one of these trips and want tuition credited, you may use a voucher for that day and not send your child to the center on that day. Unfortunately, we do not have space to keep your school-age here at the center when all of the school-age staff are gone.

**Activities** – The children will have a variety of activities available for them including active and quiet, teacher directed and student initiated, and inside and outside activities. They will also have a quiet area provided if rest and quiet is wanted. Lakeland's Little Learners' philosophy is based on a "Learning Through Play" approach. Developmentally appropriate programming is available throughout the day for all age groups. Outdoor play is provided for children every morning and afternoon on the playgrounds if weather permits. ***School-Age children*** may choose to participate in the activities offered in the morning before school and in the afternoon, after school. Parents are encouraged to communicate with the teacher on duty on a daily basis either at drop-off or pick-up. If the parent has special requests, for example, for the child to complete homework daily, they should let the teacher know this. The teacher will post lesson plans with the current week's activities listed for parents to see. Throughout the year, activities are planned to include those that are culturally diverse.

**Orientation of New Staff and Volunteers and Continuing Education** – New staff are orientated by the Administration. Staff will spend at least 2 days orientating in the rooms with their co-teacher in their assigned room learning the daily schedule, disciplinary techniques, the names of children, the method for keeping track of the children in attendance through the use of the clipboard, behavior management techniques, all of the center's policies and procedures, the location of contacts and the procedure for contacting families if a child is absent without prior notification, and the use of the fire extinguishers. All information on children, including information on special needs of children will be given to the new staff person. All staff are reminded that children's records and all that occurs at work is confidential and not be shared outside of the center. Staff will also receive emergency training in First Aid, CPR and AED, SIDS, and Shaken Baby Syndrome. All staff receive annual continuing education and attend staff meetings monthly. Continuing ed includes, but is not limited to refreshers on CPR and AED, First Aid, disciplinary procedures, parent communication procedures, fire extinguishers and training, Child Abuse and Neglect (biannually), recognition of childhood illnesses, etc. Continuing Ed shall be recorded and kept on file in the center's office. All staff working more than 20 hours per week shall have at least 25 hours of continuing education per year. New staff will be given copies of their job descriptions, a personnel handbook, center policies, licensing rules for review and a parent handbook. In addition, Food Service Personnel shall receive at least 4 hours of yearly training specific for their job.

**Field Trips** – When field trips are planned, parents will be informed ahead of time of the trip and asked to sign permission slips in order to participate. Parents are welcomed as chaperones, though sometimes the numbers are limited due to space constraints. The center may have walking field trips as well as those requiring transportation by busses and/or other vehicles.

**Parent Involvement** – We encourage families to become involved in their child’s experience at Lakeland’s Little Learners. We not only encourage visits, but volunteering in the classroom when you can. We welcome you to join in our family fun events that are offered throughout the year such as Literacy and Math nights, swim nights, musical programs, Thanksgiving Feast, various celebrations of holidays, etc. We’d love to have you!

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