



Ozaukee Child Care  

---

AND PRESCHOOL

# PARENT HANDBOOK

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**EFFECTIVE JULY 2025**

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# **WELCOME TO OZAUKEE CHILD CARE AND PRESCHOOL**

Congratulations on joining the Ozaukee Child Care and Preschool family! In this handbook, you will find all the necessary information related to our program. Ozaukee Day Care Center, Inc. d/b/a Ozaukee Child Care and Preschool was founded by a group of Ozaukee County citizens in September of 1975. The child care centers are a non-profit organization governed by a Board of Directors. Under the Board of Directors are the Administrator and then Directors. The Board is comprised of people from all walks of life. These people volunteer their time so children from the community can benefit from a quality child care and preschool experience. If you or someone you know would be interested in promoting Ozaukee Child Care and Preschool as a Board Member, please contact a current member or a Director.

OCC is a licensed Group Child Care Center. Each center has their license and any violations with corrective action posted in the front lobby area. The license shows the capacity, ages of children served, hours of operation, days of operation and months of operation. A book containing the state regulations is available for your review at each center. Please contact the Director or Administrator with any questions you may have.

## **OUR PHILOSOPHY**

Ozaukee Child Care and Preschool's (OCC) primary goal is to provide quality, affordable child care in a safe, sanitary environment. In a caring and positive atmosphere, we create a warm and happy place for children to learn. As we bridge the gap for working parents, we strive to build positive self-images, while building social skills and respect for others in a school setting.

Understanding that children learn best through play, classroom schedules are designed to provide a balance between structured activities and free play, as well as quiet and active play. Age appropriate materials and activities, which are both child-oriented and teacher directed, are provided. Activities are also planned to help the teachers determine goals for the children based on their developmental age level and implement lesson plans for developmentally appropriate environments and experiences that support each individual child's approach to learning and accomplishment of goals.

## **ABOUT THIS HANDBOOK**

This handbook is meant to be an informative guide to the policies of OCC. By acquainting yourself with its contents, you will have a better understanding of what OCC expects from you.

Please read the handbook carefully and keep it for your reference. You will be required to sign a receipt acknowledging that you have received the handbook. You are responsible for keeping informed of changes and for familiarizing yourself with all the information inside.

While OCC believes wholeheartedly in the policies and programs described in this handbook, they do not create a contract, express or implied, with anyone. The handbook is simply a set of current guidelines that may change from time to time. When changes occur, you will receive revisions. If questions should arise regarding the application of information contained in this handbook, the final decision regarding interpretation rests with the Board. If you do not understand something presented in the handbook, it is your responsibility to ask your center director or a member of the Board for clarification.

## **AMERICANS WITH DISABILITIES ACT**

OCC complies with the letter and spirit of the Americans with Disabilities Act of 1990, not only in its hiring and employment practices, but also in other provisions of the Act, including public access. The ADA prohibits employment discrimination against "qualified individuals with disabilities". OCC openly accepts any child/employee with a handicap or special need to the program to the best of our ability. The center will not

discriminate in admission on the basis of race, color, sex, creed, handicap, political persuasion, national origin or ancestry.

### **CIVIL RIGHTS & NON-DISCRIMINATION STATEMENT**

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities, who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotope, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.

### **STAFF REQUIREMENTS**

OCC prides itself in the quality of its staff. Educational backgrounds range from state approved child care courses to college degrees in Education. All OCC employees assuming a child care giving role or having regular contact with children at the center shall undergo a Caregiver Background Check and fingerprint approval before starting work. The background check is updated every year thereafter and is the retrieval of information about an individual's past criminal conduct that may bear on the suitability of that individual assuming or keeping the position of child care worker. The fingerprint is updated in the national database every 5 years.

Any employee who has been convicted of a crime, is being investigated by a government agency, has substantiated governmental findings against them, a professional license denied, revoked, restricted or otherwise limited must inform OCC within 24 hours, OCC is then required to notify our state licensing specialist. Failure to notify OCC could result in disciplinary action including but not limited to termination.

All staff are required to maintain a minimum of 15 hours of continuing education per year. All teachers must also have SIDS, Shaken Baby Syndrome and Child Abuse & Neglect Training prior to their first day. Introduction to the Child Care Profession and Fundamentals of Infant & Toddler Care are required of each employee within the first six months of employment. CPR/AED training are required of each employee within the first three months of employment. Skills and Strategies for the Child Care Teacher is also required within the first year of employment.

In addition, all lead teachers are required to receive training in the Wisconsin Model Early Learning Standards (WMELS), and all other full-time staff are encouraged to take it as well. The purpose of this training is to provide developmentally appropriate expectations for young children. WMELS is divided into 5 domains of development including: health and physical development, social and emotional development, language development and communication, approaches to learning, and cognition and general knowledge. The staff will use WMELS as a tool to help them determine goals for children based on their developmental age level and implement lesson plans for developmentally appropriate environments and experiences that support each individual child's approach to learning and accomplishment of goals.

All staff are required to sign a Non-Compete Agreement with OCC as a condition of their employment that states no employee will take business away from the child care center. This agreement states that legally no employee can take care of existing OCC families for compensation while employed or within 6 months of employment. Babysitting existing OCC families after scheduled operating hours is allowed.

## **ENROLLMENT AND REGISTRATION**

### **ENROLLMENT POLICY**

OCC strives to place children into the program, which most closely meets the needs of the family and the centers' availability. **The centers' policy is to maintain a two full-day or three half-day minimum for all children enrolled.**

**Newly enrolled infants and One Year olds must maintain a full time schedule for a minimum of one year before they may reduce to a part-time schedule.** Any exception would need to be approved by management.

If the center Director offers you an available spot for your child, an enrollment deposit will be collected as explained in Programming Fees. Additionally, the completed Fee Agreement and Registration form must be completed and returned in order to secure your spot. The enrollment deposit will secure a spot for an expected infant for up to 4 months from the birthdate, and up to 4 months from the date of the deposit for all other aged children.

Enrollment schedules are divided into the following timeframes:

Full Time Care:	5 full days per week including AM & PM care
Part Time Care:	2-4 full days per week or 3-5 half days per week <i>(AM Half day is 6:30AM – 12:30PM and includes lunch)</i> <i>(PM half day is 12:30PM – 5:30PM does not include lunch)</i>
School Age Care:	Before/After elementary school hours, 3-5 days a week

### **TERMINATION POLICY**

A two-week written notice must be given when leaving the program. If a proper notice is give, your enrollment deposit will be applied toward your final week. If proper notice is not given, you will forfeit your deposit and be billed as usual for your final week, and be held responsible for paying that amount.

OCC strives to provide the best possible child care for each and every child. However, from time to time circumstances arise that will require the removal of a child from the center. Children may be dis-enrolled from the center for the following reasons:

- Child is continuously unresponsive to child care staff.
- Child represents a safety risk to self and/or others.
- Child is continuously disruptive in the classroom.
- Failure on the part of the parent to uphold financial responsibilities to the center.
- Failure on the part of the parent to abide by the OCC policies as outlined in the Parent Handbook.

Prior to termination, the center will document the problem and address the concerns with the parents. A final conference will be held with parents, directors and a written notice will be provided at the time of the conference.

## **ENROLLMENT FORMS**

Prior to your child's first day, the parent shall fill out all enrollment paperwork that will aid the caregiver in individualizing the care for the child. These forms include the Enrollment form, Emergency Card, Health History, Health Report, Immunization Record, Infant/Toddler Intake form (under 2 years old), the CACFP Enrollment form, and Website/Publicity Permission form. Important information required on these forms include:

- Feeding/Meal Schedules, types of foods introduced and time schedule for new foods
- Toilet/Diapering Procedures
- Sleep and Nap Schedule
- The child's way of communicating and being comforted
- Developmental and Health History
- Emergency Contact Information; a second adult available to be contacted within 5 minutes

For children under the age of 2, the Intake Information form is kept in the child's classroom. This shall be updated every three months by the parents and staff. Any information listed on the Health History form or Emergency Care Plan form will be shared with all teachers assigned to care for the child. Any food allergies or special health needs will be confidentially posted in the child's room.

We are required by state regulations to maintain accurate and updated health records for all enrolled children, including health reports and immunization records. If you are informed by the office that your child is in need of updated health records, please set up the appointment immediately with your child's doctor. Please be sure to let us know when the appointment is and ensure the Health Report is completed and signed by your healthcare provider. You are welcome to complete the Immunization Record, however a printout from the doctor's office of their vaccinations can be handed in as well. If the proper forms are not submitted in a timely manner, your child may be dis-enrolled until their file is up to date.

## **PROGRAM FEES**

Upon initial enrollment, you will be charged a deposit equal to 1 week of child care. This deposit is non-refundable and will be forfeited if you choose not to start. The enrollment deposit will secure a spot for an expected infant for up to 4 months from the birthdate, and up to 4 months from the date of the deposit for all other aged children. At this time, full tuition will begin to be due. If you reduce your planned schedule before you start, or within 30 days of starting, you will forfeit that portion of the deposit. The deposit must be paid before the first day of attendance. This deposit will be applied towards your last week of child care. **NO REFUNDS WILL BE MADE.**

Program charges are automatically processed on Wednesday of the current week. We accept Visa, MasterCard, & Discover credit cards, but strongly suggest utilizing a debit card to help keep additional costs for OCC to a minimum. **NO CASH OR CHECKS PLEASE.**

OCC Does not credit or refund for sick or missed days. You are responsible for what you register for and any additional days of care that you use.

Weekly rates are a flat rate and based on enrollment. Tuition rates do not change if there are holidays or the center is closed for any unforeseen circumstance. Switching days is not permitted; however, we will add days if we are able.

Statements will be issued upon request. Please take time to look at your account and keep it current. Yearly statements are also issued for tax purposes upon request.

Families with multiple enrolled children will be given a discount of \$5 per child, per day on days that their children are scheduled and attend together.

From time to time, fieldtrips or special activities may be planned by classrooms. These may or may not include an additional fee or basic materials that are asked to be supplied by the parent which go beyond regular weekly tuition. Notice of these activities and additional needs will be posted well in advance.

### **LATE FEES**

A late fee of \$20.00 will be charged to accounts that are not paid by the Wednesday of each week. If your account falls two weeks behind, your child will be dis-enrolled until your account is brought up to date.

**Late Pick Ups:** OCC is only licensed to care for children from 6:30am-5:30pm. If you fail to pick up your child by 5:30pm, a late penalty will be charged of \$1.00 per minute, per child that the teachers are detained for at the center. The closing staff will use their discretion and log the time the late parent walks out the door at the end of the night with their child. A director will confirm the parent's arrival time with the security door code system if possible. The parent's account will be billed and the money will be given directly to the employees who stayed past 5:30pm.

Chronically late parents will be warned and terminated if violations continue. Please try to arrive at the center by 5:20pm or earlier to insure that you are able to talk to the teachers about your child's day and collect all belongings in a timely manner.

### **PAST DUE ACCOUNTS/COLLECTIONS**

The collection process on past due accounts will begin on terminated accounts when the normal collection process has not been successful.

Terminated Accounts:

1. Following termination, the parent(s) will receive a final statement indicating their final balance due and requesting payment in full within one week from the date of the notice.
2. If no response is received, a "Final Notice Second Request" letter will be sent. This letter will also indicate that noncompliance will result in their account being submitted to a collection agency.

Parent(s) have two methods of complying with this request.

- a. Payment in full within one week.
  - b. A scheduled, agreed upon payment arrangement can be made.
3. Noncompliance will result in the account being submitted to a collection agency.

### **LEAVE OF ABSENCE / EXTENDED VACATION POLICY**

A leave of absence is a request for a temporary reduction in your schedule. Certain circumstances, such as maternity/medical leave or summer break are all considered temporary leave of absences. A 2-week notice is required if you need to take a leave of absence. A maximum time of 12 weeks is allowed for each leave taken. Accounts will be billed 50% of the difference between your regular rate and your new reduced rate, each week that you are on leave to hold the child's enrollment spot. If you choose to reduce your child's schedule temporarily without paying 50% of the difference, your child's spot may not be available when you want to resume your regular schedule again. A leave of absence should not exceed 12 weeks without approval from Administration.

Extended vacations will be billed at 100% for the first 2 weeks at the regular rate, and then billed 50% of the regular weekly rate, per week, to hold the child's enrollments spot when the child is absent 3-12 weeks.

## **SCHEDULING**

OCC has a Schedule Change form that must be filled out whenever there is a change to a child's schedule. A permanent schedule change is required to have approval by the scheduling Director and the request must be made at least 2 weeks in advance. You may not switch regularly scheduled days due to illness, vacation, or the center being closed. However, you may add additional days if space is available at the center. Please notify the scheduling Director of any temporary changes in your child's schedule by Wednesday before the week begins to allow your Director time to complete teacher scheduling.

The schedule for the following week is finalized on Thursdays. Once the finalized schedule is out, any additional days that have been requested and added will be billed for, regardless of your child's attendance. Full payment for added days will be due unless otherwise approved by management. OCC reserves the right to put out finalized weekly schedules early, without notice, as needed to accommodate the center's needs.

## **CONFIDENTIALITY & PUBLICITY CONSENT**

Confidentiality of information regarding children and their families is of primary importance to OCC. All staff and children's records and medical information are kept at the center and are confidential. This includes when accidents/incidents occur between 2 children, or if a child is diagnosed with a contagious illness.

A parent, upon request, has access to all records and reports maintained on his or her child. All information is kept confidential and is accessible only to parents of the child, center staff, and licensing representatives from the State of Wisconsin Department of Health and Family Services. Written parental consent must be given for release of records to any outside agency, school, etc.

Upon enrollment, Parents will be given the Website/Publicity Permission form and have the option to opt out of either if they choose. Any other use of children's photographs will require a consent form be completed by the parent and remain on file until otherwise instructed.

## **PROGRAMMING INFORMATION**

### **CLASSROOM GROUPS**

Children are grouped by both age and development into the following areas:

<b><u>MEQUON CENTER</u></b>		<b><u>GRAFTON CENTER</u></b>	
Infants	6 weeks – Approx. 8 months	Infants	6 weeks – 8 months
Inf/Toddler	8 months – 15 months	Inf/Toddler	8 months – 16 months
Ones	15 months – 19 months	Ones	16 months – 24 months
Older Ones	19 months – 24 months	Young Twos	2 years – 2 ½ years
Young Twos	2 years – 2 ½ years	Older Twos	2 ½ years – 3 years
Older Twos	2 ½ years – 3 years	Threes	3 years – 4 years
Threes	3 years – 4 years	Pre-K	4 years – 5 years
Pre-K	4 years – 5 years	School-Age	Kindergarten – 12 years
School Age	Kindergarten – 12 years		

The teacher/child ratio ranges from 1:4 in the Infant groups to 1:18 in the School Age groups. All ratios meet state requirements. When 8 or fewer children are present in a center, there shall be a second adult available within 5 minutes for emergencies or two people will be scheduled at all times. Children are placed in the age group most developmentally appropriate for the child. We strive to place children in permanent rooms, with the major moves happening in September, January or June to enhance consistency and reduce stress for the

child. We will schedule visits close to a move so that the children become more familiar with their new room and teacher. OCC has the right to move children during the school year when space is available and after personally consulting with the parent 2 weeks prior to the move.

## **CURRICULUM AND LESSON PLANNING**

Our curriculum incorporates the “Whole Child” approach to learning. This means that the development of each child is enriched by a variety of activities. Our teachers strive to enhance the normal growth and development of your child through daily activities. Our curriculum is planned according to a calendar of themes and units which are relevant to the children and the world around them. Planned activities put an emphasis on the process, rather than the product, fostering a sense of accomplishment and pride.

Our center shall have a written program of the daily activities that are suitable for the development level of each child and each group of children. The program shall provide each child with the experiences that will promote all of the following:

- Self-esteem and positive self-image
- Social interaction
- Self-expression and communication skills
- Creative Expression
- Large and Small Muscle development
- Intellectual Growth
- Literacy Skills

Developmentally appropriate lesson plans are done weekly for all ages based on our curriculum as well as individual goals for each child. Acknowledging that children develop at their own rate, we treat each child equally, encouraging his/her natural love of learning. OCC includes activities which will give the children knowledge of cultural, ethnic and gender differences. Cultural diversities of the children will be reflected in the program through the incorporation of appropriate language, food, celebrations and lifestyle/individual differences. Expressions in music, art, and literature in the children’s culture will be encouraged with the use of equipment and specialized materials.

Communication skills, social interaction, creative experiences, physical activities and exposure to a variety of cultures are planned. Age appropriate, child centered activities, which allow the children to touch, do, and explore are encouraged. As we believe strongly that children learn through play, daily free play times are incorporated in each classroom.

All classrooms are required to post your child’s weekly lesson plan as well as the daily classroom schedule on their classroom parent board. A copy of the weekly lesson plan is also given to parents. If you have any questions about the lesson plan, please see your child’s teacher.

## **ASSESSMENTS**

Assessment tools that are divided by the 5 domains of WMELS and based on the Developmental Milestones of Young Children for child development are completed for each child two times per year. All assessments will be kept in each child’s individual portfolio along with artifacts documenting their progress over time. A copy of the assessments will be sent home with you. The center shall offer conferences at least twice a year for parent and staff communication regarding the child’s adjustment to the program and the child’s growth and development.

The teacher/child ratio ranges from 1:4 in the Infant groups up to 1:18 in the School Age groups. All ratios meet state requirements. When 8 or fewer children are present in a center, there shall be a second adult available within 5 minutes for emergencies or two people will be scheduled at all times. Children are placed in the age group most developmentally appropriate for the child.

We strive to place children in permanent rooms, with scheduled children moves periodically throughout the year. Children who are scheduled to move will have an opportunity to visit their next classroom so they can

become more familiar with their new room and teacher to help reduce stress for the child and promote a smooth transition. OCC reserves the right to move children throughout the school year when necessary, after consulting with the parent 2 weeks prior to the move.

### **PROGRAM SCHEDULE AND TRANSITIONS**

OCC provides a schedule, which includes a balance of active, and quiet/rest activities, indoor and outdoor activities, free choice and individual activities by children, and group activities. This daily schedule is posted on the parent board in each classroom. Here is an example of what you will see:

<u>Approximate Times</u>	<u>Approximate Activities or Experiences</u>
6:30-8:00	Arrival and Breakfast
8:00-8:45	Free play; exploration and use of learning centers and equipment
8:45-9:15	Clean up/snack set up
9:15-9:30	A.M. Snack
9:30-10:00	Circle time (ABCs, Calendar, weather)
10:00-10:30	Art, Science, Dramatic Play
10:30-11:30	Outside free play
11:30-12:00	Small muscle activities, stories/songs, Lunch and nap set up
12:00-12:30	Lunch
12:30-3:00	Nap/Resting and/or quiet activities
3:00-3:15	P.M. Snack
3:15-4:15	Free play; exploration and use of learning centers and equipment
4:00-5:30	Indoor or outside play and Departure

Transitions between activities will be managed by the teachers using songs, music and games to reduce the amount of "line standing" and/or large group transitioning. In addition, methods to promote individual responsibility, self-help skills and classroom-community helping will continue to be built on.

### **CHILDREN'S ARRIVAL AND DEPARTURE**

Parents must accompany their children into the school building. The parent may not leave the building until a teacher accepts the child. Upon arrival, each child will be observed by a staff person for symptoms of illness or injury, and may include a temperature check if deemed necessary. If the child requires special instructions for the day, these should be written down and left with the teacher.

A child may not leave the school building until a parent and/or other designated adult retrieves the child from a teacher. Our staff will require identification of individuals picking up your child whom they do not know. Any person who arrives to pick up a child must be authorized by that child's parent and have a completed Pick-Up Form on file. This person will also need to show a picture ID at the time of pick up.

If a person comes in to pick up a child and the correct form has not been filled out, the parents of the child will be contacted to get a verbal confirmation that it is all right that their child leaves with this person. This information will be written on the Pick-Up Form, and identification will still need to be shown. No child will be allowed to leave with a person who appears to be impaired or if the child care worker feels that the child would be in danger. An authorized person will be called and informed of the situation and will be asked to come and get the child.

**The center opens at 6:30AM.** As our staff is preparing breakfast and getting the center ready to open, we ask that parents do not to enter the building to drop off their children before 6:30AM.

**The center closes at 5:30PM.** As our staff members may have appointments, classes or family commitments, we ask parents to respect our closing time.

It is state law that all children be signed in and out of the center each day. These records are used for scheduling, forecasting, billing, etc. Staff will sign your child in and out of their classroom attendance binders each day. It is the responsibility of each child care worker to know the number and names of the children in their care at all times.

### **ATTENDANCE**

If your child will not be attending OCC on a scheduled day, we ask that you please contact the center as soon as possible. You may call or email the center. Emails should include the classroom and all members of the office. If it has been an hour and a half past your child's scheduled start time, and we have not heard from you, we will contact you to verify if your child will be attending for the day or not.

### **PARENT PROVIDED SUPPLIES**

Parents will be given a Classroom Welcome letter prior to your child's first day in their classroom. This packet of information may contain other classroom forms and permission slips needed, as well as a first day supply list for their new room. Parents have the option to visit their child's classroom prior to their first day to drop off first day supplies and connect with their child's teacher.

We are not responsible for any misplaced or lost items. If items are not claimed within a couple months, they will be used throughout the center or donated to a charitable organization. We encourage the children to be responsible for their own belongings. Please be sure to label all of your child's belongings.

Children shall be clothed at all times to ensure warmth and comfort. Two complete changes of season appropriate clothing are mandatory for each child to have at the center. Once a child is walking, they must wear shoes with soles on their feet at all times for safety reasons.

We also ask that you do not bring toys from home to the center. The exception is one extra nap item (age appropriate) or for a special show and tell activity that has been coordinated by their teacher. OCC is not responsible for lost or broken items brought in from home.

### **ALLERGIES & DIETARY/FOOD POLICIES**

It is the intent of OCC to provide well-balanced, nutritious meals and snacks for the children at our centers. OCC serves breakfast, lunch and snacks each day for all children who are 12 months of age and older.

We are required to feed all children according to the Child and Adult Center Food Program (CACFP) meal pattern guidelines. These guidelines outline the daily requirements and minimum serving sizes according to the state that needs to be met. Parents must obtain a written doctor's excuse for OCC to serve their child anything that is different from what we have on our menu while in our care. Copies of these meal patterns are given upon enrollment.

Please refrain from bringing in food from home, unless it is your child's designated snack day or for a special occasion.

Please use only non-glass/non-breakable containers when bringing food/drink into the center. See your child's teacher if you have any questions.

Allergies and dietary restrictions will be confidentially posted in the classroom and kitchen area. A doctor's written excuse must be provided, stating what the allergy/restriction is. OCC will make every attempt to substitute items in our meals or snacks to accommodate the child. If it is not possible, OCC will ask the parent(s) to provide an alternative that meets USDA and CACFP requirements for the child to eat.

OCC is a Peanut-Free facility. Please be sure to check packages on store bought items and homemade goods before bringing them into the center to be shared.

To help prevent the occurrence of choking, table food offered to the infant/toddler classrooms will be softened and diced up into small bite-size portions. Popcorn will only be served to children over the age of 4. Craisins, raisins and other dried fruits will not be served to children under 18 months old.

## **MEALTIMES**

Breakfast is served only until 8:00AM. The kitchen is then closed for preparation of lunch. It is suggested that you arrive no later than 7:50AM for your child to eat breakfast. If you cannot get your child to the center before breakfast is over at 8:00am, please make sure your child has been properly fed. Do not bring breakfast from home for your child to finish eating in the center.

Morning snack is served at 9:15AM and afternoon snack is served at 3:00PM. Parents are asked to bring a morning snack once per month to share with their child's class. Special treats are also allowed for birthdays and special occasions.

Lunch is served at 12:00PM. We serve our meals pre-plated to the children with all the required food components in their minimum serving size, along with their drinking cup at the table.

No child is forced to eat any item; although, teachers will encourage the children to try new foods. New foods will be introduced to the children regularly so they may experience other cultures and food practices. Socialization is encouraged during mealtime.

School age children are offered meals and/or snacks upon return to the center.

Milks provided by the center include Grade A Vitamin D whole milk for children 12-24 months old. 1% milk is provided for children over 24 months of age. The use of other types of milks shall have the written recommendation from the child's physician. Drinking water shall be offered periodically throughout the day.

A qualified cook prepares meals on site daily. Each cook will undergo orientation in kitchen sanitation, food handling and nutrition. Our menus are age appropriate and meet USDA requirements. Menus are posted in the entranceway of the center and on every classroom parent board. Parents will also receive a monthly menu. Any menu changes are recorded and posted outside the kitchen. Any food that is delivered is handled in accordance with the CACFP guidelines.

## **INFANT FEEDING**

Infants will be fed on their own individual schedules and according to the CACFP meal pattern guidelines. If an infant is unable to hold a bottle independently, staff will hold and talk to the infant during the feeding. Infants will be offered appropriate finger food when they are ready as determined by the parent. Once a child reaches 12 months of age, they must be on the center's main menu as required by the Department of Public Instruction and the CACFP.

Children under the age of 12 months old have the option of using the center provided formula and infant foods or providing their own. The center offers Kirkland Procure with iron formula, Gerber rice and oatmeal cereals, and Gerber Stage 2 pureed fruits and vegetables. Please use only non-glass/non-breakable bottles when bringing in breastmilk or premade formula.

The staff will use proper hand washing procedures before handling any bottles or food. Parents are asked to bring in as many bottles as the child would need to get through the entire day, labeled with the child's name. All bottles containing premade formula or breastmilk must also have a date. We will ensure each infant and toddler is correctly fed the food, breast milk, or formula labeled with the child's name. Leftover milk and formula will be discarded within 2 hours after each feeding and bottles rinsed after use. They will then be placed with the child's personal belongings to go home each day for the parents to take home and clean.

Baby food containers shall be unopened and labeled. No other foods shall be placed in baby food containers. Baby foods shall not be served directly from the container. Leftovers will be properly covered, stored and dated. If not used the next day, they will be discarded.

Mothers who are breastfeeding are always welcome to breast-feed their infants on site. If the parents bring in breast milk, it must be labeled with the child's name and date. OCC will properly store the breast milk in the freezer or refrigerator, whichever the parent prefers and warm it, as needed, in hot water. Recommended procedures for warming infant food and formula will be posted in the bottle preparation area. The temperature of food and formula will be pre-tested.

When a child turns 12 months of age and formula is discontinued, the center will provide Grade A, Vitamin D Whole Milk. In alignment with our CACFP requirements, children will be given an additional 1-month transition time to allow for this, bringing them to 13 months old.

### **NAP TIME, REST PERIODS AND INFANT SLEEPING**

All children under the age of 5 are required to rest for a minimum of 30 minutes. If your child does not sleep after 30 minutes of quiet rest, or if they wake up early before naptime is over, the teacher will have your child get up and do quiet activities that will not disturb the other sleeping children. Please be aware that if you request your child have a shortened nap time, we will attempt to wake your child, however, if they fall back to sleep or will not wake up, the center must meet their needs and allow them to continue their sleep. A doctor's note does not hold weight on this issue.

Each child will nap on a mat and is asked to bring a crib-sized sheet and blanket. These must be taken home for laundering once per week. We do not allow children to take shoes off at naptime for safety reasons. Any child sleeping on a mat, not in a crib, is welcome to bring a stuffed animal that can be kept in their cubbie.

During naptime an adjustment in group size and staff-to-child ratios may be made as follows:

- One child care worker shall be within sight OR sound of each group of sleeping children.
- Staff-to-child ratios shall be maintained in the center during naptime.
- Maximum group size requirement does not apply to napping groups.
- As children wake, sight AND sound supervision and staff-to-child ratios shall be maintained for awake children.
- An audio monitoring device shall be used in any area or room where children under one year of age are placed to sleep.

Each infant at OCC will have their own crib. OCC supplies the crib sheets and they are laundered weekly or if they become soiled. Children sleeping in a crib may not use any item that contains soft or loose materials such as sheepskins, pillows, blankets, flat sheets, bumper pads, bibs, pacifiers with attached soft objects, or stuffed animals. Only size appropriate swaddlers and sleep sacks are accepted in infant cribs.

Each child under the age of 1 year will be allowed to sleep on their own schedule, and must be placed to sleep on their back in the crib unless otherwise specified in writing by the child's physician. To prevent SIDS, any child brought into the center sleeping in a car seat will be taken out of the car seat and placed on their back in their crib, unless otherwise specified in writing by the child's physician. Any infant that would fall asleep in a swing will be taken out of the swing and placed on their back in their crib, unless otherwise specified in writing by the child's physician.

### **OUTDOOR PLAY**

OCC strives to provide the opportunity for children to be outdoors on a regular basis as part of the daily program. Children are required by the state to enjoy outdoor activities each day so long as it is not "inclement weather". Inclement weather means:

- Heavy rain
- Temperatures above 90 degrees
- Wind chills of 0 degrees or below for children age 2 and above
- Wind chills of 20 degrees or below for children under 2
- Air quality index is in the Red Zone or worse

Appropriate outerwear should be sent each day by the parent. The playground shall be equipped with age-appropriate large muscle equipment on an energy-absorbing surface. All children will participate in the centers' daily outdoor activities unless a doctor has given written permission for the child to be excused from the activity.

Outside water play on the premises will consist of sensory tables and age appropriate sprinklers. It will not include swimming pools or wading pools on the premises. Any fieldtrips that include water play will be limited to splash pads whereas standard teacher to child ratio can be maintained.

### **SCREEN/TV TIME**

Our policy regarding screen/tv time is based on recommendations from the American Academy of Pediatrics and is as follows: Children under the age of 2 will have no screen/tv time. Children 2 to 3 years old will have no more than 30 minutes of screen/TV and or Ipad time. Children 3 years and up will be able to have up to 30 minutes of screen/tv time along with 15 minutes a day of iPad center time. All screen/tv time will consist of educational, age-appropriate programming. Special exceptions: earning movie parties for 3 years old and up and the parents will be notified in advance of the event. No child will ever be required to watch television or have screen time and alternative options will always be given upon the child's or parent's request.

### **CHILD GUIDANCE/DISCIPLINE TECHNIQUES**

It is the intent of OCC that the staff provides each child with age appropriate guidance that helps the child acquire a positive self-concept. It is important that behavior guidance used by each teacher be constructive, positive, and suited to the age of the child. The following rules and standards will apply in the center:

To prevent unacceptable behavior from occurring, the staff will:

- Model appropriate behavior.
- Arrange the classroom environment and daily routines to enhance the learning of behaviors that are acceptable.

To help manage crying and/or fussing, the staff will:

- Offer comfort and understanding using techniques recommended by the parent as well as techniques learned by our own professional experiences. Including, but not limited to: seeing if child is hungry, change child's diaper, make sure clothing isn't too tight, make sure child isn't too hot or too cold, take child and other children outside for a walk or stroller walk, hold child against your chest and comfort them, rock, walk or dance with the child, offer a pacifier, offer the child a toy, sing or talk to the child.
- Ask for help from a fellow teacher or someone in the office.
- Use positive and encouraging language.

When unacceptable behavior is about to occur or is occurring, the staff will:

- Redirect the child by substituting a positive activity for a negative activity.
- Distract the child by changing the focus of the activity or behavior.
- Explain and discuss the inappropriateness of the child's actions and lead toward appropriate behavior.
- Utilize time outs and time ins (for children three and older)

Time-Outs are a break from the large group that provides the child an opportunity to calm and regain composure while being supported by the child care worker.

Time-Ins are when the child is kindly invited to talk and express their feelings and reasons for the choices they made. This happens after any time-out period has been given.

The center may use a time-out period to handle a child's unacceptable behavior only if:

- The child is 3 years of age or older.
- The child care worker offers the child the time-out period in a non-humiliating manner.
- The time-out period does not exceed 3 minutes.

- The child is not isolated or removed from the classroom setting.
- If the child care worker needs additional adult support, another child care worker comes to the classroom setting.

A child that is over the age of 3, who is being disruptive, not following rules/directions and talking back will receive two verbal warnings. The third time it happens, he/she will be placed in a time out. The fourth time it happens, you will receive a phone call or the teacher will discuss your child's behavior with you when you pick your child up.

A child that physically harms other children or teachers will get one verbal warning. The second time it happens, you may receive a phone call and either you or your emergency person will have to come and pick up your child.

Each new teacher will be oriented to the center's philosophy and techniques in positive guidance:

Examples of prohibited actions include:

- Spanking, hitting, pinching, shaking, slapping, twisting, throwing or inflicting any other form of corporal punishment.
- Verbal abuse, threats, or derogatory remarks about the child or the child's family.
- Physical restraint, binding or tying to restrict movement or enclosing a confined space such as a closet, locked room, box, or similar cubicle.
- Withholding or forcing meals, snacks, or naps.
- Actions that are aversive, cruel, frightening, or humiliating to the child.
- A child may not be punished for lapses in toilet training.

If a parent finds it necessary to discipline their child in the center, they will do so in accordance with our center policies.

If a child shows a pattern of physical aggression at our center the procedures involved are as follows:

- An initial conference with the parent
- A written observation of the child and the child's behaviors
- After a designated period of time, there will be a second conference with the parent
- If deemed appropriate, an outside agency may get involved with the parent and centers permission to observe the child to try and offer suggestions to try and correct the problem.
- OCC has the final decision to remove the child from the center at any time.

## **GENERAL INFORMATION**

### **HOLIDAYS**

OCC recognizes and celebrates major holidays, but does not practice any religious training. Your weekly rate does not change during weeks in which we are closed for holidays. These dates are figured into our budget when determining fees. We do reserve the right to close one or both centers or combine with another center should attendance be low due to other holidays.

When a paid holiday falls on a Saturday, the center will be closed and observe Friday as the holiday. When the paid holiday falls on a Sunday, the center will be closed and observe the following Monday as the holiday.

OCC will be in session with the exception of these holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and the day after Thanksgiving, Christmas Day, and Christmas Eve. OCC will distribute an annual list of current holiday closings each year. From time to time, with approval from the Board of Directors, additional holidays closings are planned based on how holiday weeks fall in any given calendar year.

## **SANITATION**

OCC strives to keep the centers as sanitary as possible. Tables and counter tops are cleaned and sanitized before and after each meal. Objects handled by children, especially by those who put objects in their mouth or who are in diapers, will be cleaned and sanitized after each use or when soiled. Diapering areas are sanitized after every diaper change. Bathrooms are cleaned and sanitized daily. Cribs and mattresses are disinfected weekly, including all surfaces and crib rungs. Sheets are washed at least once per week or if they become soiled.

We teach children to wash their hands and faces after using the bathroom and before and after eating as well as after they cough or sneeze. Please help us by reinforcing these practices at home.

## **COMMUNICATION**

Effective communication between parents and teachers is vital to a positive child care experience. Daily information sheets will be sent home for all children until they move into the 3-year-old room. Monthly menus, newsletters, lesson plans and other correspondences will be e-mailed or sent home regularly. All classrooms have direct email access that is checked throughout the day.

On occasion, teachers may feel comfortable sharing their personal cell phone number with you. Please do not use this as a main form of communication with the center. Also, it should not be expected that every teacher shares their cell phone number with families. Emailing the center to communicate important information regarding attendance or illness is the preferred way, along with OCC telephone calls and verbal communication. Please be sure to include the office as well as the classroom in any important emails.

OCC has an open door policy regarding parent visitation. All parents are welcome and encouraged to visit and observe classrooms any time during regular business hours, throughout the day, unless prohibited by court order. OCC will not engage in any custody dispute. OCC will only be able to abide by what court of law has determined and will need a copy of the official court's document on file.

## **FUNDRAISERS AND DONATIONS**

As a non-profit organization we may hold fundraisers throughout the year. Your participation is vital to the success of the centers. Fundraisers help provide the funds for new equipment, building repairs, expansions, as well as operating costs.

Your time and talent is also encouraged. If you have a special skill and would like to share that with OCC, please talk to your Director. Also, if your company is disposing of something that might be useful to OCC, please check with the Director. Remember, donations to OCC are tax deductible.

## **GRIEVANCES**

We strive to provide a child care experience that allows you, the parent, to feel confident about the environment that you have chosen for your child. If at any time you have a concern about your child care experience, we ask that you communicate with your child's teacher or request a teacher conference. We ask that these meetings take place away from the children, ie. in the office, to ensure a comfortable classroom environment. If after the meeting with your child's teacher, you do not feel that the situation has been resolved, please contact the Director and the Administrator. If you still do not feel like the issue has been resolved, please let the Administrator know that you would like to take this issue to the Board of Directors at the next board meeting.

The OCC Staff, Administration, and Board of Directors would like to ask your assistance in working as a team for the benefit of the children. This includes all members of this team conducting themselves appropriately particularly when disagreements occur.

## **PETS AND ANIMALS**

If pets are present at the program, parents are informed at the time of enrollment. If pets are added after a child is enrolled, a written notice will be posted. If a pet is going to visit, the teacher will notify the entire classroom prior to the visit. Pets shall be kept and handled in a manner that protects the wellbeing of both children and pets and will not be allowed to roam on their own. Pets are kept outside of the food preparation area.

## **DIAPERING**

Children will be changed upon immediate discovery of a soiled (bowel movement) diaper; otherwise, diapers will be checked and changed every 2 hours. Soiled diapers will be placed in the designated diaper garbage container in each classroom. Any soiled clothing or bedding will be placed in a plastic bag for the parents to take home and launder.

Disposable diapers and wipes will be used and supplied by the parents. The diapering surface will be disinfected before and after each use. Caregivers will thoroughly wash their hands before and after each diaper change as well as the child's hands. The use of disposable gloves will be up to the individual caregiver and disposed of in a hands free activated garbage pail.

Families using cloth diapers must provide a "wet bag" for soiled cloth diapers. A "wet bag" is cloth on the outside and plastic lined on the inside. It is recommended that reusable, waterproof coverings (wrap or pullover) be used with cloth diapers and changed after every use.

Staff may apply lotions, powders, or salves only with specific written directions on a medication form from a parent or physician. These directions will be posted at the changing table and/or recorded on a diaper change form.

## **TOILET TRAINING**

It is the intent of OCC to work with parents and provide consistency in the toilet training process. OCC does not have any requirements or limitations with regard to toilet training for enrollment at the center. Introduction of toilet training will begin no sooner than 18 months and when appropriate for each child's stage of development. Parents and staff will mutually agree that the child is ready to begin the toilet training process and parents will be consulted on the methods used at home. Every child is different, and OPEN COMMUNICATION with parents is key. Feedback will be provided on each child's progress at the center.

Toilet training can begin when the child is able to remain dry for at least 2 hours, or be able to ask to use the bathroom on their own when needed. Underwear must be worn at all times, or pull-ups with pull away sides are preferred and are used vs diapers during the toilet training process so the child begins to understand the concept of how underwear works (pulling down & pulling up). When toilet training has begun, the child will be taken to the toilet at frequent intervals, particularly after meals and before and after any sleep periods.

The child will not be punished or made to feel embarrassed for accidents.

Once parents and staff agree the child is ready to be brought to school in underwear, accidents should be very sporadic. Accidents are defined as either elimination of pee or poop or both. If a child has 2 accidents in a day, or accidents occur several times throughout the week the child will be returned to a pull-up to continue the toilet training process. The child will remain in a pull-up until the parents and staff mutually agree the child is physically, verbally, and emotionally ready to try underwear again.

Once in underwear, if the child has soiled or wet clothing, normal diapering procedures are used and as state licensing rules require, the soiled clothing will not be washed or rinsed, but will be placed in a plastic bag for the parents to take home and launder. In cases of a bowel movement accident, the soiled underwear will be removed without damaging it and any solid bowel movements will be emptied into the toilet before the soiled

clothing is bagged and sent home. Once potty trained, underwear must be worn at all times, please supply several extra pairs of underwear for your child at the center.

Children's hands will be washed with soap and running water after each time they use the potty. Teachers will wash hands thoroughly.

## **FIELD TRIPS**

From time to time OCC will take children on field trips. Field trips are a great way for children to experience new things, learn and grow. OCC takes 3-year-old children and older on bus transported field trips. A walking field trip may also occur during the day at the center. For a child to participate in a walking field trip, the parent will have approved the walking field trip on the enrollment form. These walking field trips will just be around the building unless otherwise specified. The teacher will take along the classroom's attendance book and each child's emergency information. Attendance will be taken before, during and after each walking field trip and all staff to child ratios will be maintained.

For bus transported field trips, an extra fee is charged and it is optional if a parent wants to have their child attend. The date, length of trip, time and destination will all be clearly listed on the field trip permission slip. The bus company's safety procedures will be followed at all times. The teacher will take along the classroom's attendance book and each child's emergency information. Attendance will be taken before, during and after each field trip and all staff to child ratios will be maintained. A sweep of the bus will also be made after all the children have gotten off the bus to ensure that no child is left behind.

On occasional swimming field trips, the staff to child ratio will change. No children are taken swimming under the age of 5. When there are 5 year olds the ratio will be 1:6, 6 and up will be 1:12. The child shall be restricted to the area of the pool/beach that is within the child's swimming ability. A certified lifeguard shall be on duty.

## **BITING**

Biting is a common problem with toddlers. It is caused by a variety of reasons: teething, frustration, inability to communicate, self-defense, etc. We ask for your understanding as the children move through this stage of development. As the parent of a child who is bit, it is a very frustrating and frightening experience. As the parent of a child who is biting, it is just as exasperating and frustrating. Biting is an age-appropriate response; however, it is not socially appropriate or acceptable. Staff will try to determine the cause of the biting and rectify it. When bites occur, it will be washed thoroughly with soap and water and an injury report written. Parents of both the children will be notified. You will not be told who the other child was.

If the biting becomes excessive over a period of time, the steps that will be taken are as follows:

- An initial conference with the parent
- Written observation of the child and the child's behaviors
- After a 30-day period, there will be a second conference with the parent
- When deemed appropriate, an outside agency may get involved with the parent and centers permission to observe the child to try and offer suggestions to try and correct the problem.
- OCC has the final decision to remove the child from the center.

# **HEALTH, SAFETY AND EMERGENCY PROCEDURES**

## **ILLNESS POLICY**

The health of your child and the other children in the center is of utmost importance to us. Children are at a higher risk of complications from minor illnesses, as their immune system is not fully developed. Therefore, children displaying signs of illness such as diarrhea (3 or more episodes of abnormally loose stools/bowel movements in 24 hours), vomiting, fever (at or over 101), severe coughing, unknown rash, or any other

appearance of illness will not be accepted at the center. Please do not bring your child to the center if he/she is ill – it simply spreads to the other children and the teachers.

Children must be free of contagious illness and fever, without the use of medication, such as Tylenol or any other fever reducing medicine for 24 hours before returning to the center unless a doctor has given written permission for the child to return and that their symptoms are not due to a contagious illness.

Examinations should take place in a clinical setting, whether in-person or virtually. The doctor's note provided must include the clinic phone number and address, as well as the signature of the medical professional who has seen your child. If your child is diagnosed with any contagious illness, such as strep throat, pink eye or Covid, you must inform the child care facility as soon as possible so that we can post the illness in the classroom to notify the other children's parents.

When it is determined that an enrolled child has a reportable, communicable disease such as chicken pox, German measles, infectious hepatitis, measles, mumps, scarlet fever or meningitis, or any other highly contagious disease, the local public health officer, our licensing specialist and the parents of the exposed children shall be notified. A child may be readmitted to the child care center once the parents provide a written statement from a physician that the child's condition is no longer contagious or if the child has been absent for a period of time designated by the Department of Health and Social Services.

If a staff member feels that a child is ill, the staff member will inform the Director and then contact the parent(s) regarding our concern. The child will then be isolated from the others. If you are notified that your child needs to be removed from the center, please respect our need to abide by State Regulations and come as soon as possible. If neither parent can be notified, the emergency contact person listed on file will be called to immediately pick-up the child. All children must have at least one emergency contact listed. Failure to pick up your child could terminate your child's enrollment.

For children whose parents have opted out of any required immunizations for their current age and when there is a vaccine preventable disease in the community you may be asked to take your child out of child care until the threat of the disease has passed. Be prepared to keep your child home for several days up to several weeks. A doctor's release will be required to return to the center.

Head lice is also another highly communicable disease that requires a team effort to control. Before a child with head lice may return to school, our policy is that the child must be treated and all nits must be removed. In addition, any child returning to the center will need to be checked prior to entering the classroom.

Parents are encouraged to carefully search for people who can be called upon to care for their child in case of illness. Parents are also encouraged to discuss this with their employer.

All children will participate in the centers' daily activities unless a doctor has given written permission for the child to be excused from the activity. This includes going outside. Parents will also be required to provide sunscreen for their child during the summer months or purchase the center's sunscreen to be used throughout the summer. Bug/Insect Repellent may also be provided if they choose.

## **MEDICATION**

All medications that are kept at the center must have a completed and signed Authorization to Administer Medication form from the parents. Over-the-counter medications must be in their original containers and clearly labeled with the child's name and dosage. Prescription medications must be brought in the original container with the original prescription label that includes the child's name, name of medication and clear dosage instructions.

Authorization forms must be on file before medication can be administered. A new form must be completed with each new occurrence of medication being needed and is time limited, with a 2-week maximum.

Medications are stored in labeled containers, in a designated area in the classroom or refrigerator which is inaccessible to the children.

Medicine can be administered for pain, but cannot be administered for fevers unless a doctor's excuse states that the child's fever is due to something non-contagious.

The staff person administering the medication will follow the instructions on the medication container and the authorization form. If medication is not administered on time, or an error in medication occurs, the parents will be notified. Leftover medication and containers will be returned to the parent in a safe manner after the duration of the illness. The medication form is kept in the child's file. Staff may administer the following types of medication: oral liquid, tablets, sprays, eye drops, eardrops, salves, epi-pens, nebulizers, and inhalers.

## **MEDICAL EMERGENCIES AND INJURIES**

In a medical, life threatening, or severe emergency, 911 will be called whether at the center or on a field trip. The medical professionals arriving at the site of the emergency will determine where to transport the child and the parents will be notified as soon as possible. No center or staff vehicles will be used to transport any child to the hospital. However, as a protective measure, a staff member's personnel vehicle would be used if an emergency or rescue vehicle could not arrive at the center in a timely manner. This will only be used as a last resort. Emergency supplies such as flashlights, batteries, bandages etc. will be stored and accessible to all staff from the supplies closet, main office, kitchen and within classrooms.

Parents will be informed of any major and/or minor injury that occurs at the center or on fieldtrips. These occurrences are document with an Accident/Incident Report. The reports are completed and signed by the teacher, the director and then parent. The report is then recorded in the classroom medical log and put in the child's file. Please do not take these reports home, however you may request a copy be made.

A minor injury would be an injury that does very little harm to the body. Examples would be scrapes, scratches and bruises.

A major injury is any injury to the head, or an injury that can cause permanent damage to the body. If your child receives a major injury, or any injury to the head, the parent will be called immediately informing them of what happened and how their child is reacting.

Any injuries or incidents that occur while your child is in the care of the center, that result in the child being seen by a medical professional, must be reported to OCC so we can report that information to our licensing representative within 24 hours.

If a case of choking occurs at the center, and a true Heimlich Maneuver is performed on a child, the incident will be recorded and the child's parents will also be called immediately. In addition, the child will need to be seen by a doctor before returning to the center and the incident must be reported to our state licensing representative within 24 hours.

Your child, as well as every other child's behaviors, accidents and incidents are confidential. We will not release the children's names involved in accidents or incidents, please respect this policy. If your child is injured at the center and you do not receive an Accident Report, please contact the center's Director as soon as possible so that he/she can research the problem and correct it.

## **CHILD ABUSE RESPONSIBILITIES**

Wisconsin licensing requires that all OCC employees are required to report any suspected child abuse.

*"A licensee who knows or has reasonable cause to suspect that a child has been abused or neglected as defined in s. 48.981(1), Stats., shall immediately contact the county welfare agency, or local law enforcement agency in compliance with s. 48.981, Stats."*

Employees should do the required check on all children at drop off and fill out an accident/incident form if deemed necessary, have a member of management sign it, and write in the medical log anything found.

To report abuse contact: Ozaukee County Department of Human Services (262) 284-8200

If it is suspected that a child has been abused or neglected, you must notify your Director immediately. Failure to notify your Director is grounds for discipline, up to and including discharge.

Persons required to report and who intentionally fail to report suspected child abuse or neglect may be fined up to \$1000.00 or imprisoned for up to 6 months or both. Persons who report in good faith are immune from civil or criminal liability.

### **MISCELLANEOUS SAFETY PRECAUTIONS**

DCF 251.06(2)(c) states that firearms, ammunition and other potentially dangerous items may not be kept on the premises. Therefore, please do not enter the child care center with any firearms. We ask that you would have your firearms stored appropriately prior to driving onto our premises.

Please do not leave your car running in the parking lot while you drop off or pick up your child. It is a state law that you must turn off your vehicle when it is not attended.

At times classrooms may have a special bike or wheels day. All children must bring their own bike and wear their own helmet to participate in this type of activity. No skateboards are allowed. If you have any questions prior to a special event day, please ask the teacher or a member of management.

All classrooms telephones have the ability to dial out to 911. There is a list of other emergency numbers in the office and this list is distributed to staff as updates occur.

All centers must complete Radon Testing every 5 years and the results are sent to the licensure and continue to test every 5 years after that.

### **EMERGENCY CLOSINGS**

The center shall remain open whenever possible. If due to severe weather conditions or other emergencies and the center closes, it will be communicated via email. We use the Public Schools decision as guidance; however, it is not the ultimate factor. If the center decides to close early due to weather conditions or an emergency, you will be notified via email to come and pick up your child.

### **EMERGENCY SITUATIONS**

#### **Fire and Tornado Evacuations**

A fire and tornado evacuation procedure is outlined in each classroom in order to provide a safe environment for the employees, children and their families, and visitors of OCC. Each staff member is trained to know what to do in case of a fire or tornado. Fire evacuation drills are practiced monthly; tornado drills are practiced monthly April-October.

Our state licensing representative will be contacted within 24 hours of any emergency situation as required. During any and all emergency procedures, OCC will ensure that all children are safely accounted for as well as ensuring the needs of children under 2 years of age and children with disabilities.

#### **Severe Weather (flood, blizzard, etc.)**

In the event of severe weather while the children are at the program, a decision to close the program will be made by the center director in conjunction with the center administrator.

- If the school closes, parents will be notified immediately and asked to pick up their children.
- Proper staff ratios will be maintained while there are children in the program.
- If weather is such that parents are unable to get to the school before 5:30PM, children will be kept at the school as long as necessary. Parents will be informed and assured of their child's safety. In that event, children will be supervised and meals will be served and sleeping arrangements will be made until the child can be picked up.

## **Power Failure**

In the event of power failure at the program, the Director or person in charge will immediately determine if the failure is confined to the center, or covers a larger area.

- The children will be kept inside if there are downed power lines outside of the center.
- As soon as a cause for power failure is determined, the local power facility will be called for emergency service.
- In accordance with state regulations, OCC will maintain a building temperature of no less than 67 degrees and no more than 80 degrees. If the weather conditions outside are such that proper heat or cooling will not be maintained at the program, the parents of the children will be notified.
- If no telephone service is available, an attempt will be made to locate cellular phones within the center or telephone service within nearby businesses. If no telephones can be located, the center will need to close.

## **Missing Child**

If a child is discovered missing, all staff in the building will be alerted. A center search will take place, lasting no longer than five (5) minutes. If a child cannot be located after the center search, the Administrator or Director will notify the child's parents and the local police department.

## **Threat To The Building**

OCC's buildings are kept secure with security doors at the front entrance and locked doors around the rest of the center when the classrooms are inside the building. If a threat to the building is made, the Administrator or Director or a member of the staff will call 911 or the local police department immediately and OCC will follow their instructions. The teachers caring for the children will assess each individual situation and bring the children to the safest location possible until the authorities have confirmed that the threat has passed. The parents for each child will be called and updated on the situation as soon as possible. An evacuation of the building will occur if deemed necessary by the authorities. It will be a priority to maintain all staff to child ratios and the teachers will keep with them the classroom's attendance book and each child's emergency information.

## **Active Shooter Emergency**

Active Shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within minutes, before law enforcement arrives on the scene, all staff must be prepared both mentally and physically to deal with an active shooter situation. Time is a critical factor in the management of a situation of this magnitude. OCC will follow the ALICE protocol. This is what the local school systems follow as well as what law enforcement recommends. ALICE stands for:

- **ALERT** - is when you first become aware of a threat. The sooner you understand that you're in danger, the sooner you can save yourself. A speedy response is critical. Seconds count.
- **LOCKDOWN** – if evacuation is not a safe option, barricade entry points into your room in an effort to create a semi-secure starting point.

- **INFORM** - The purpose of inform is to continue to communicate information in as real time as possible, if it is safe to do so.
- **COUNTER** - ALICE Training does not believe that actively confronting a violent intruder is the best method for ensuring the safety of those involved. Counter is a strategy of last resort. Counter focuses on actions that create noise, movement, distance and distraction with the intent of reducing the shooter's ability to shoot accurately.
- **EVACUTE** - Evacuating to a safe area takes people out of harm's way and hopefully prevents civilians from having to come into any contact with the shooter.

## Treating a Severe Allergic Reaction

An allergic reaction should be considered severe if an individual is experiencing sudden or rapidly worsening symptoms; swelling of the lips, tongue, or throat; widespread rash or severe hives; vomiting; or unconsciousness. Call 911 immediately if any of these symptoms occur.

All staff should be prepared to respond immediately when a child has an allergic reaction. If a child is experiencing a severe allergic reaction, the following steps will be followed:

- If provided, inject epinephrine into the muscle of the outer thigh. Place child on your lap so you can easily access the child's outer thigh. Follow the instructions on the packaging.
- Call 911. Explain that the child is having a severe allergic reaction. Follow the emergency dispatcher's instructions.
- Lay the child down unless he or she is vomiting or having difficulty breathing.
- Contact the child's parents or other emergency contacts and let them know about the reaction, the steps the child care staff have taken, and the next steps required.
- Make sure an ambulance is on its way.
- Be sure the ambulance has the child's medical information and release form.

## Vehicle Accidents

OCC does not transport children in personal vehicles, however, from time to time a bus may be used for transporting children to and from school and or on field trips. If an accident would occur the following steps would be followed:

- If able, the driver or person in charge should check everyone for injuries.
- Get to safety. If you are able, move to the side of the road or sidewalk.
- Call 911 and inform them of the accident.
- Follow the emergency dispatcher's instructions and the police when they arrive.
- Call the child care center.
- The center will inform parents and keep them updated.
- Notify if anyone needs medical attention and where they are being transported.

## Handling of Hazardous Materials & Disposal of Bio Contaminants

All staff at OCC should always carefully read the ingredient list of any product or chemical. The label can also tell you how to use the proper protective equipment, how to handle the chemicals, and how to respond to emergencies. The label will tell you if the substance is flammable, corrosive, or may cause cancer. It will also state whether you should use eye protection, gloves, or other equipment.

All staff will handle, store and dispose of hazardous materials safely by following directions accordingly or contact the proper authorities to dispose of the materials. Staff will always carry chemicals in approved containers and always wash your hands after using any unsafe material. All materials **MUST** always stay out of reach of children.

**PARENT HANDBOOK SIGNATURE PAGE**

After you have read the parent handbook, please sign and date below and return this portion to the Director. This form will then be added to your child's file.

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Child(ren)'s Name

I acknowledge that I have received and read the Ozaukee Child Care and Preschool Parent Handbook. I agree to the policies, fees and conditions stated in the document.

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Parent Signature

Date