



Ozaukee Child Care

AND PRESCHOOL

Family Handbook

REVISED OCTOBER 2026

Welcome to Ozaukee Child Care and Preschool

Welcome! We are glad your family is joining the Ozaukee Child Care and Preschool program! At Ozaukee Childcare and Preschool, (aka OCC) children learn and grow in a safe, nurturing, and happy environment. Our goal is to support each child's curiosity, creativity and love of learning while fostering positive social skills and respect for others.

Children learn best through play and hands-on experiences. Daily schedules balance active and quiet play, as well as teacher-guided and child-led activities. Activities are designed to match each child's age and developmental stage, encouraging growth, confidence and a sense of accomplishment. Here they can explore, discover and build meaningful relationships. Families are an important part of this experience, and we look forward to partnering with you to support your child's journey of learning and development.

This handbook is meant to be an informative guide to the policies of OCC. By familiarizing 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 asked to sign a receipt acknowledging that you have received the handbook. Families are responsible for staying informed of any changes and for reviewing all information contained within.

While OCC believes wholeheartedly in the policies and programs described in this handbook, they do not create a contract, express or implied. The handbook represents the current guidelines and may change from time to time. When updates occur, revisions will be provided. If questions arise regarding the application of any policy, the final interpretation rests with the Board. If anything in the handbook is unclear, it is your responsibility to ask your center director or a Board member for clarification.

We look forward to being a partner in your child's development!

Ozaukee Child Care and Preschool

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General Information

Grafton Center Address and Phone Number	1195 County C, Grafton WI 53024 262-375-2016
Mequon Center Address and Phone Number	1115 Liebau Road, Ste. 100, Mequon WI 53092 262-243-9040
Hours and Days of Operation	6:30am – 5:30pm Monday – Friday
Ages Served	6 weeks through 13 years of age

Our History

OCC was founded in 1975 by a group of Ozaukee County residents. Opening our Grafton location first, followed by our Mequon location in 1991. Our non-profit organization is governed by a Board of Directors which is comprised of enrolled families, members of the community and the Administrator and center Directors. This group of people volunteer their time so children from the community can benefit from quality childcare 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.

Our Philosophy

Ozaukee Child Care and Preschool's (OCC) primary goal is to provide quality, affordable childcare 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 families, we strive to build positive self-images, while building social skills and respect for others in a school setting.

Our Mission

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.

Terms of License

OCC is licensed by the State of Wisconsin Department of Children and Families (DCF). We are regularly inspected to ensure that our center meets licensing requirements. OCC will post the following items for public review in the front lobby area.

- License Certificate, indicating current capacity of the center
- Results of the most recent licensing inspection, including any notice of enforcement actions, stipulations, conditions, exceptions or exemptions.

A copy of the DCF licensing rule book and the OCC Family Handbook are available on the hallway counter. Please do not remove these copies from their location. If you need an additional copy, please inquire with the center director.

Inclusion Statement

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

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

If your child has an Individual Education Plan (IEP) or an Individual Family Service Plan (IFSP), please provide a copy to the office. For more information about the American with Disabilities Act (ADA) visit: <https://dcf.wisconsin.gov/youngstar/eci/understanding-ada>.

Diversity Statement

Throughout the year, our center will offer activities that introduce children to a variety of culturally diverse experiences. These experiences will be incorporated into both the daily curriculum and seasonal or holiday celebrations. The classroom environment will also reflect multiculturalism by including diverse materials. Children will be introduced to examples of people with different abilities, cultural and ethnic backgrounds, and ages, helping them develop respect and appreciation for the diversity within our community and the world around them.

Non-Discrimination Statement

OCC will never discriminate based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs or reprisal or retaliation for prior civil rights activity.

Non-Religious Statement

OCC is a non-religious early learning program. While we honor and respect the diverse beliefs and traditions of all families, our curriculum and daily practices do not include religious instruction, worship or faith-based teaching. Our goal is to create a welcoming, inclusive environment where every child can learn and grow regardless of background or personal beliefs.

Although we do not provide religious training, we may acknowledge and celebrate widely recognized holidays, such as Easter and Christmas through secular activities. Any celebrations, traditions or seasonal activities offered are centered on cultural appreciation, creativity and community-not religious content. Families are always welcome to share meaningful cultural traditions, and we approach all such contributions with respect and inclusivity. Please feel comfortable reaching out to staff regarding your child's participation if you have any questions.

Administrative Structure

OCC is governed by a Board of Directors. The Ozaukee Child Care and Preschool Board is made up of dedicated volunteers from all walks of life who share a passion for providing children in our community with a high-quality early childhood experience.

The Board of Directors provides oversight and guidance for the overall vision, financial stability and strategic direction of OCC. The Administrator manages the center's daily operations, ensures compliance with policies and regulations, and supports staff and families. Center Director's oversee the educational programs, classrooms environments and staff, ensuring a safe, nurturing, and high-quality experience for all children while being supported by the center's Assistant Directors. At all times, there is a member of the management team on duty, or a delegate staff member that is qualified to step into that role.

Our Staff Requirements

At OCC, our staff are early childhood professionals dedicated to providing positive, nurturing, and developmentally appropriate experiences for every child. Each teacher meets or exceeds the qualifications outlined by the DCF Licensing Rules for Child Care Centers, and we take pride in the quality and expertise of our team.

All employees complete a comprehensive orientation and participate in ongoing professional development covering child growth and development, health and safety, developmentally appropriate practices, positive guidance, family engagement, cultural and individual diversity and professionalism.

Our teachers maintain current certifications in CPR, First Aid and AED use, Child Abuse and Neglect Prevention, Abusive Head Trauma Prevention and Sudden Infant Death Syndrome (SIDS) training.

Teachers are carefully selected for their qualifications, strong references, creativity, positive attitude and dedication to supporting children of all abilities, ensuring that each child receives the highest quality care and education.

Babysitting for existing OCC families after scheduled operating hours is allowed. During normal business hours, staff are expected to work.

Confidentiality

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.

Upon request, parents or legal guardians have access to all records and reports maintained on their 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.

Social Media Consent

Upon enrollment, families will be given the Social Media Permission form and may choose to opt out of either option if they wish. Families who wish to change their permission choices at any time should contact the center director to update their form. Any additional use of a child's photograph or video will require written consent from a parent or guardian and will remain on file unless otherwise instructed.

Artificial Intelligence (AI) Policy

OCC recognizes that Artificial Intelligence (AI) tools can be helpful for brainstorming, organizing information, proofreading, and other general tasks. Employees may use AI appropriately as a tool to support their work, but AI should never replace professional judgement, creativity, collaboration, or meaningful relations with children, families, and co-workers.

Employees are responsible for reviewing AI-generated information for accuracy, bias and appropriateness before using or sharing it. Confidential or identifiable information must never be entered into an AI tool, including names of children, families and employees; the center/program name; child or family photos or videos; demographic, health, developmental, behavioral, financial, attendance or educational information; or other private program or personal information.

Holiday Closures

OCC is closed for the following dates, and no service will be provided on:

New Year's Day	Martin Luther King Jr. Day
Memorial Day	Fourth of July
Labor Day	Thanksgiving
Day after Thanksgiving	Christmas Eve & Christmas Day

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

An annual list of holiday closings will be distributed each year. Occasionally, with approval from the Board of Directors, additional holiday closings may be scheduled depending on how holidays fall within the calendar year.

Your weekly tuition rate remains the same during holiday weeks, as these dates are accounted for within our budget. We do reserve the right to close one or both centers, or combine with another center, should attendance be low due to other holidays.

Weather Related Closures

OCC understands that a decision to open, close or delay opening the center during inclement weather often disrupts family schedules. Our top priority is always the safety of the children and staff, so these decisions are never easy to make. We will consider the following information when making our determination: road conditions from local law enforcement and road crews, snow and ice accumulation, precipitation throughout the day, storm timing, trajectory and projection, temperature and wind chills and local school closures.

Families will be notified via email and through the Class Dojo app if either site needs to close due to weather.

Classrooms and Teacher Ratios

Children are grouped by age and developmental stage into the following classrooms to best support their growth, learning and social development. In alignment with the DCF Licensing regulations, we follow the standards for teacher-to-child ratios as outlined below. There may be times when classrooms combine or when staff and children are grouped together for a special activity or periods of low attendance. Whenever mixed groups are formed, all DCF ratios will always be maintained. 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 always scheduled.

MEQUON CENTER

Classroom Name	Age of Children
Infants	6 weeks – 8 months
Infant/Toddlers	8 months – 14 months
Ones	14 months – 20 months
Toddler Twos	20 months – 27 months
Older Twos	27 months – 36 months
Threes	3 years – 4 years
Pre-K	4 years – 5 years
School Age	Kindergarten – 13 years

GRAFTON CENTER

Classroom Name	Age of Children
Infants 1	6 weeks – 7 months
Infants 2	7 months – 12 months
Young Ones	12 months – 16 months
Ones	16 months – 20 months
Older Ones	20 months – 24 months
Young Twos	24 months – 30 months
Older Twos	30 months – 36 months
Threes	3 years – 4 years
Pre-K	4 years – 5 years
School Age	Kindergarten – 13 years

Age of Children	Teacher-to-Child Ratio	Max Group Size
6 weeks – 18 months	1:4	8
18 months – 2 ½ years	1:7	14
2 ½ years – 3 years	1:8	16
3 years – 4 years	1:10	20
4 years – 5 years	1:13	26
5 years and over	1:18	36

Enrollment and Registration

Enrollment Process

Families are encouraged to schedule a tour prior to enrolling. This provides an opportunity to learn about our program, visit our classrooms and meet the staff. OCC strives to place each child in the program that best meets the needs of the family based on availability at the center. To ensure consistency and continuity of care, the center's policy is to maintain a minimum of **two full-days or three half-days per week for all enrolled children**.

If the center Director offers an available spot for your child, a Registration Enrollment Fee is required, as outlined in the Programming Fees section. In addition, the Fee Agreement and Registration Form must be completed and returned to secure your spot. The Registration Enrollment Fee will hold a spot for an expected infant for up to 4 months from the child's birth date, and for all other children, up to 4 months from the date the fee was paid.

Enrollment schedules are divided into the following categories:

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 (AM Half Days – 6:30am-12:30pm includes lunch) (PM Half Days – 12:30pm-5:30 pm does not include lunch)
School Age Care	Before and/or After Elementary School Hours (<i>Kindergarten and older</i>)

Enrollment Forms and Updates

Prior to your child's first day, you will be given an Enrollment Folder which contains required forms for your child's first day. These forms include the Child Care Enrollment form, Emergency Card, Health History, Health Report, Immunization Record, Infant/Toddler Intake form (if applicable), the CACFP Enrollment form, and Social Media Permission form.

As your child continues at OCC, there will be requested updates to paperwork occasionally, as we are required by state regulations to maintain accurate and updated health records for all enrolled children. The office or classroom teacher will inform families when updates are needed. If an update is requested by you, please complete the form and/or set up an appointment with your child's doctor promptly to obtain the documentation needed.

Intake forms are required to be updated every 3 months for children under the age of 2. Health Reports and Immunization Records are required to be updated every 6 months for children under the age of 2 and every 2 years for children 2-4 years old. For children over 5 years old, they are recommended but not required.

If your child has a special health care need, you must communicate it verbally to the center prior to enrollment, as well as completing the section on the Health History Form. If your child has an active IEP or IFSP, we request a copy to be given to the front office upon enrollment, and anytime these documents are updated.

To ensure clear communication between home and OCC, it's important that families promptly provide the center with any changes to home address, phone numbers, place of employment or school, family status or custody arrangement.

Registration Enrollment Fee

Upon enrollment, a Registration Enrollment Fee equal to one week of childcare tuition is required. This fee secures your child's spot and must be paid prior to the first day of attendance.

The Registration Fee is non-refundable and will be forfeited if you choose not to begin care. For expected infants, the fee will hold a spot for up to 4 months from the infant's birth date. For all other children, the fee will hold a spot for up to 4 months from the date the fee is paid. Full tuition will be due at the start of care.

If you choose to reduce your planned schedule after enrollment, you will forfeit that portion of the Registration Enrollment Fee. The fee must be paid before the first day of attendance. No refunds will be made.

Tuition, Fees and Payment Options

OCC operates primarily from the tuition fees received from families. The parent or guardian who registers the child will be financially responsible for the payment of all childcare services. Upon enrollment, families will be given a current rate sheet which will include their weekly tuition and all required payment policies. Tuition rates are subject to change.

Fees must be paid for the days and hours your child is enrolled for, regardless of physical attendance. Part-time families that request additional days beyond their registered weekly schedule will be responsible for payment of those days when they have been approved and scheduled for the week, regardless of physical attendance.

If a child's birthday puts them into the next tuition rate range, the tuition change will not take effect in the middle of a tuition cycle. It will begin on the following Monday.

Program charges are automatically processed on each Wednesday for the current week of care. All families must keep a current credit card on file. We accept Visa, MasterCard, & Discover credit cards. To help keep additional processing costs for OCC to a minimum, we strongly encourage families to use a debit card when possible.

Please note that cash and checks are not accepted.

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. OCC does not give credit or refunds for sick or missed days. Switching days is not permitted. Additional days may be requested if space and staffing allow.

Billing 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.

Sibling Discount

Families with multiple children will receive a \$5 per day discount for each additional child enrolled after the first child. To qualify for the sibling discount, the children must be scheduled to attend on the same day.

Enrichment Activity Fees

From time to time, OCC offers fieldtrips and other enrichment activities designed to enhance the children's learning experience. Occasionally, costs associated with these activities may be billed directly to the family's tuition account. Families will be notified and asked for pre-authorization at least 2 weeks in advance with a permission slip.

If a child is signed up for a fieldtrip but does not attend on the scheduled day, the field trip fee will still apply, as costs are based on advance reservations and group rates.

Third-Party Payments

If there is a third-party payment, a special payment schedule will be arranged and detailed as part of your contract. Families will be responsible for any costs above and beyond the third-party payment, known as the co-pay. These outstanding fees must be paid on a weekly basis.

Families are responsible for providing the center with the current authorization. If a current authorization is not on file, or the authorization ends, OCC has the right to terminate your enrollment if you are unable to pay the full weekly tuition on the day it is due.

Families receiving WI Shares, payments must be made through the Shares portal no later than the 5th of each month. Payments made after this date will be assessed a late fee. Two payment options are made available for you. (1) Online by visiting the FIS website ebtedge.com and logging into your account for making an online payment. (2) Telephone by calling the FIS customer service line at 1-877-201-7601 to pay over the phone. You must have your card number with you to complete the call.

Late Payment Fees

A late fee of \$20.00 will be applied to accounts that are not paid by the Wednesday of each week. If an account becomes two weeks past due, the child may be dis-enrolled until the account is brought up to date.

Late Pick-Up Fees

OCC is licensed by the Wisconsin Department of Children and Families (DCF) to only operate during our operating hours. We are not permitted to provide care outside of these hours. All children and their belongings must be picked up and exited through the front door by our scheduled closing time.

Our program closes promptly at 5:30pm. Children must be picked up by this time. If a child is picked up after 5:30pm, the account will be charged \$1.00 per minute, per child for the time staff are required to remain at the center. All fees billed to the account will be due with the next scheduled tuition payment and will be paid directly to the closing staff who stayed.

The closing staff will record the time the parent exits the building with the child. When possible, a director will confirm the parent's arrival time with the security door code system.

Families who repeatedly arrive after closing time will receive a warning. Continued late pick-ups may result in termination of care. We encourage families to arrive at the center by 5:20pm whenever possible to allow time to connect with the teachers, gather belongings and ensure a smooth end to the day.

Past Due Accounts

If normal collection efforts are unsuccessful, collection process will begin on terminated accounts.

1. Following termination, families receive a final statement showing the balance due and requesting payment in full within one week of the notice.
2. If no response is received, a "Final Notice, Second Request" letter will be sent, which also indicates that noncompliance may result in the account being submitted to a collection agency.
3. Families may comply by either paying the balance in full within one week or arranging a schedule d, agreed-upon payment plan.
4. Accounts that remain unpaid or are not on an approved payment plan will be submitted to a collection agency.

Scheduling

All changes to a child's schedule must be submitted using the OCC Schedule Change Form.

Permanent Schedule Changes: Permanent changes require approval from the Scheduling Director and must be requested at least two weeks in advance. Regularly scheduled days may not be switched due to illness, vacation or center closures.

Temporary Schedule Changes: Temporary changes must be communicated to the Scheduling Director by Wednesday before the start of the week. This allows sufficient time to adjust teacher schedules. Additional days may be added if space and staffing allow.

Finalized Weekly Schedules: The weekly schedule is finalized on Thursdays for the following week. Any additional days requested and added after that point will be billed for, regardless of attendance. Full payment for added days is due unless otherwise approved by management. OCC reserves the right to finalize weekly schedules early, without notice, if necessary for the center's needs.

Leave of Absence and Extended Vacation

A leave of absence is a temporary reduction in your child's schedule and may include circumstances such as family or medical leave, or summer breaks. Families must provide at least 2-weeks' notice to request a leave of absence.

Each leave may last up to 12 weeks, and accounts will be billed 50% of the difference between your regular tuition rate and the reduced schedule rate to hold your child's spot. If the 50% difference is not paid, the child's spot is not guaranteed to be available when you choose to return to the regular schedule again. Leaves exceeding 12 weeks require approval from Administration. For extended vacations, tuition will be billed at 100% for the first two weeks. Absences of three to twelve weeks will be billed at 50% to maintain your child's enrollment spot.

Attendance and Absences

Daily attendance is recorded by the classroom teacher. State law requires that all children be signed in and out of the center each day. These records are used for scheduling, forecasting and billing purposes. Families are asked to communicate any changes to their child's usual drop-off or pick-up times with the center. Early drop-offs should be confirmed in advance so that appropriate teacher-to-child ratios are maintained during the early morning hours.

If a child is not attending OCC on a scheduled day, families are asked to notify the center as soon as possible. Notification can be provided by phone or email. Emails should include the child's classroom and all members of the office.

If one and a half hours have passed beyond your child's scheduled start time and the center has not received communication, staff will reach out to the family to confirm whether the child will be attending for the day or not.

Children's Arrival and Departure

The center opens at 6:30AM. As staff use this time to prepare the center for the school day, early drops-offs are not available, and families are asked not to enter the building prior to this time.

For the safety of all children, vehicles must be turned off when left unattended at any time, including during cold weather. Children may never be left alone in a vehicle. All families are required to enter and exit through the center's front door using their assigned security code. While we aim to be helpful and welcoming, we ask families not to hold the door open for anyone outside of their party to keep our facility secure.

Children should never be permitted to enter the building independently. The person dropping off the child must accompany each child into the building. They must remain until a teacher has accepted responsibility for the child before they may leave the building.

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.

The center closes at 5:30PM. We ask our families to respect the time of our closing staff who stay late and arrive promptly at the end of the day. Additionally, we are not licensed to operate past this time.

Families should check in with their child's teacher prior to leaving the classroom with their child. Once the child is in the care of their guardian, the child must not be left unattended anywhere on OCC property.

Staff are responsible for signing the children in and out of the classroom attendance binders as they arrive and depart.

Unauthorized/Authorized Pick-up

The safety of every child is our highest priority. Children will only be released to parents, guardians or individuals listed on the Emergency and Release Contact Form.

If an individual not listed on the form needs to pick up a child, parents should provide a written authorization in advance by completing the Pick-Up Form. If written authorization has not been provided, OCC will attempt to contact the parent or guardian. If contact is successfully made, verbal authorization may be accepted for a one-time pickup only.

Our staff will require identification of individuals picking up your child whom they do not know. Families are encouraged to inform designated pick-up persons of this policy in advance.

If an individual who is not authorized to pick up a child arrives at the center, staff will inform them that the child cannot be released until confirmation is received from a parent or guardian. OCC will make reasonable attempts to contact the parent or guardian. If contact is unsuccessful, staff will explain that the individual will need to leave the premises. If the individual refuses to leave, local law enforcement will be contacted to help ensure the safety of children and staff.

Impairment of Pick-up Person

If a parent, guardian or authorized pick-up person arrives and appears to be under the influence of drugs or alcohol, staff will take all reasonable steps to ensure the child's safety. This may include offering to call another authorized contact or arranging alternative transportation such as a cab.

While staff cannot legally withhold a child from their legal guardian, we are mandated reports and are required to contact local authorities if we believe a child may be at risk of harm.

Custody Issue Disputes

A child will not be denied release to, or have access restricted from, a parent or legal guardian unless the center has a current copy of a court-issued custody agreement or restraining order on file that specifies such limitations. The center will follow all court orders exactly as written. In the absence of legal documentation, both parents or legal guardians are presumed to have equal rights to access their child and their child's file.

Please ensure that the center has copies of all current and relevant court orders.

Curricula and Learning

Learning Environment

Our learning environment is thoughtfully designed to support children as they eat, play and learn within their classroom each day. Classrooms are welcoming, organized and provide developmentally appropriate opportunities for children to explore, create and engage in meaningful learning experiences. Daily routines included shared meals and snacks, hands-on activities and both teacher-guided and child-directed play that encourage independence, social growth and curiosity.

In addition to our indoor classrooms, children enjoy daily outdoor time on our park-like playgrounds. Our outdoor space is divided by age groups, allowing for each side to be well-equipped with appropriate gross motor materials for development. Children will build strength, coordination and confidence through climbing, running, and balancing on the large equipment. When inclement weather arises, our children can engage in gross motor activities indoors in our Large Muscle Classroom equipped with a variety of materials to encourage teambuilding.

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.

In the summer months, OCC will incorporate water play into daily activities. Outside water play on the premises will consist of sensory tables and sprinklers. It will not include swimming or wading pools. Any fieldtrip that includes water play will be limited to splash pads whereas standard teacher to child ratio can be maintained.

Curricula

Developmentally appropriate lesson plans are prepared weekly for all ages and are based on our curriculum as well as individual goals for each child. We recognize that children develop at their own pace and support each child as a unique learner by encouraging natural curiosity and a love of learning. Our curriculum is aligned with the Wisconsin Model Early Learning Standards (WMELS)

OCC intentionally incorporates activities that foster awareness, respect and appreciation for cultural, ethnic and gender diversity. The cultural backgrounds, identities and experiences of the children and families we serve are reflected throughout the program through inclusive language, food experiences, celebrations and respect for individual lifestyles and differences. Children are encouraged to express themselves through music, art, and literature that represent a wide range of cultures and perspectives, supported by age-appropriate equipment and specialized materials.

Our program intentionally supports the development of communication skills, social interaction, creativity, physical activities and meaningful exposure to diverse cultures and experiences. Activities are child-centered and developmentally appropriate, allowing children to touch, do, and explore their environment. Because we believe children learn through play, daily opportunities for free play are incorporated in each classroom schedule.

Each classroom is required to post the weekly lesson plan and daily classroom schedule on the classroom parent board. Families are also given a copy of the weekly lesson plan. Families are encouraged to speak with their child's teacher if they have questions or would like additional information about the planned activities.

Our curriculum follows a "Whole Child" approach to learning, recognizing that children grow through social, emotional, physical and cognitive experiences. Teachers support each child's development through purposeful daily activities planned around themes and units that are meaningful and relevant to the world around them. Emphasis is placed on the learning process rather than the final product, helping children build confidence, pride and a sense of accomplishment.

OCC maintains a written program of the daily activities appropriate to the development level of each child and group of children. These experiences are designed to promote:

- Self-esteem and Positive Self-Image
- Social interaction and Relationship Building
- Self-expression and communication skills
- Creative Expression
- Large and Small Muscle Development
- Intellectual Growth
- Early Literacy Skills

Wisconsin Model Early Learning Standards

Our curriculum is aligned with the Wisconsin Model Early Learning Standards (WMELS), which provide a framework for supporting the growth and development of young children from birth through age five. WMELS is designed to guide educators in planning meaningful, developmentally appropriate experiences that support the whole child and prepare children for future learning and success. All lead staff are required to complete this training.

Our teachers use the WMELS standards to observe children, plan activities and adapt learning experiences based on each child's strengths, interests and individual needs. The WMELS framework supports the following 5 domains of development:

- Health and Physical Development
- Social and Emotional Development
- Language Development and Communication
- Approaches to Learning
- Cognition and General Knowledge

Assessments and Conferences

At OCC, teachers observe each child's growth and development daily. In addition to these on-going observations, we conduct formal assessments twice per year to review each child's progress.

We use a tool called Developmental Milestones of Young Children to guide these assessments. All information is kept in your child's individual portfolio, along with artifacts and examples that document their learning and growth over time. Families will also receive a copy of these assessments.

OCC offers conferences at least twice a year to provide opportunities for families and staff to communicate about your child's adjustment to the program, developmental progress and overall growth. Families are encouraged to schedule additional meetings at any time to discuss questions or share observations about their child's learning experiences.

Screen/TV Time

Our policy follows the recommendations from the American Academy of Pediatrics. Children under 2 years old do not have any screen or TV time. Children ages 2 to 3 years old are limited to 30 minutes of screen, TV or iPad time per day, while children 3 years and older may have up to 30 minutes of screen or TV time along with 15 minutes a day of iPad center time daily. All screen or TV time will consist of educational, age-appropriate programming. Occasionally, children 3 years and older may participate in movie parties as a reward, with families notified in advance.

Participation in all screen time activities is always optional. If a family prefers that their child not participate, or a child chooses not to join in, an alternative option will always be provided.

Classroom Schedules

Each classroom will have its own detailed daily schedule posted on the parent board outside of their classroom. This will include outdoor time, mealtimes, naptime, special activities and other structured and unstructured times. A sample schedule is included below.

6:30-8:00am	Arrival and Breakfast
8:00-9:15am	Center Exploration, Clean up, Snack Set-up
9:15-9:30am	Morning Snack
9:30-10:00am	Circle Time (ABCs, Calendar, Weather, etc)
10:00-10:30am	AM Extended Learning Centers: <ul style="list-style-type: none">• Art & Science• Blocks & Math• Language & Literacy• Movement & Music• Dramatic Play
10:30-11:30am	Outside/Gross Motor
11:30am-12:00pm	Fine Motor or Song & Stories, Lunch Set-up
12:00-12:30pm	Lunch
12:30-3:00pm	Rest Time and Quiet Activities
3:00-3:15pm	Afternoon Snack
3:15-4:15pm	PM Extended Learning Centers: <ul style="list-style-type: none">• Art & Science• Blocks & Math• Language & Literacy• Movement & Music• Dramatic Play
4:15-5:30pm	Departure, additional outdoor time or learning centers.

Transitions

Transitions can be challenging for children at any age. At OCC, we work to minimize the stress and anxiety that may accompany these changes. To support a smooth flow of the day, teachers aim to avoid long waiting periods and limit large group downtime, as these can be difficult for young children and lead to frustration or unwanted behaviors.

When transitions are necessary, staff help children adjust by using songs, games and engaging in activities to create a calm, positive and predictable experience.

Transition from home to OCC

Prior to your child's first day, you will have the opportunity to schedule a visit day to drop off first day supplies and connect with your child's teacher. At this time, please share any anticipated concerns and the best communication methods with us.

Transition between classrooms

At OCC, children are assessed for placement into older classrooms based on chronological age, overall development and interest in activities typical of the next age group. Families will receive at least two weeks' advance notice indicating a final transition date. 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.

We strive to place children in permanent rooms, with major transitions typically occurring in September, January or June to support consistency; however, there are times when OCC must schedule additional moves throughout the year for the needs of the program or center. When determining these moves, we consider the availability of space that aligns with your child's scheduled days, the overall needs of the center and program, and the effect classroom enrollment will have on our current staffing.

Programming Information

Infant Program

Our Infant program is designed to foster a sense of safety and connection. Each day our teachers spend individual time with every child by talking, holding, singing and making eye contact with them. This builds trust and supports healthy emotions and cognitive development.

Lesson plans are created to encourage growth across all developmental domains and are woven into everyday moments. Age-appropriate materials are provided to support exploration and discovery. To strengthen connection with families, we encourage family photos to be shared with the classroom. Weather permitting, infants spend time outdoors daily, either on stroller walks or on the playground.

Non-mobile infants are gently moved throughout the classroom to offer a variety of sensory and developmental experiences, including tummy-time. Feeding and sleeping schedules are tailored to each child's individual needs and home routines. We ask families to regularly communicate with teachers to maintain consistency. To ensure this continuity of care, families must periodically update the *Intake for Child Under 2 Years* form, which helps teachers adjust care as each child grows.

All feedings, naps, and diaper changes are recorded on individual daily sheets, which are shared with families at the end of each day. This on-going communication ensures that every infant receives individualized, attentive care in a safe and nurturing environment.

Infant Feeding and Mealtimes

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 family. Once a child reaches 12 months of age, they must be on the centers 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. Families who breastfeed are welcome to nurse on-site. Expressed milk can be brought in from home fresh or frozen.

Families 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. If bottles are filled with fresh milk or premade formula, they must also include the date the milk was expressed or formula was made. 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. 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.

Safe Sleep Practices for Infants

At OCC, we follow the American Academy of Pediatrics safe sleep guidelines to provide a secure and nurturing sleep environment for our infants. All children under 12 months will be placed on their backs to sleep in individual cribs with tightly fitted sheets that OCC will supply and launder. If an infant arrives asleep in a car seat, they are gently transferred to their crib to continue resting safely. Once an infant can roll independently from back to stomach, and stomach to back, they are initially placed on their back but may adopt their preferred sleep position. Any infant that falls asleep in a swing will be gently transferred to their crib. Any alternative sleep arrangement must be documented in writing by a licensed healthcare provider and kept on file at the center.

Infants rest according to their natural sleep patterns. Families share typical nap schedules during enrollment, and teachers do their best to follow these routines. Infants are never forced to sleep and are always allowed to follow their own rhythms while in care. A pacifier can be used for comfort if provided by the family, however, no crib items – including pacifier clips, plush toys, pillows, blankets, bibs, or bumper pads are permitted to ensure safety. OCC supplies and launders the appropriate crib-sized sheets for the cribs in our center. To ensure the infants' heads and faces remain uncovered during sleep, only size appropriate swaddlers and sleep sacks may be used.

Toddler Program

In our toddler classrooms, we focus on building cooperation, confidence and independence through play and exploration. Teachers thoughtfully guide children in developing language and social skills, encouraging them to "use their words" and express their feelings in positive and appropriate ways.

Self-help skills are emphasized in daily routines such as eating, dressing and toileting. Consistent routines help the children to feel secure and begin to understand the rhythm of the classroom environment. Our schedule provides opportunities for both individual choice and group learning that incorporate active and quiet play.

Preschool Program

In our preschool classrooms, the focus is on helping children develop positive, cooperative relationships with both peers and adults through a variety of small and large group activities. Teachers build upon the strong foundation established in the infant and toddler programs, supporting continued growth in letter, sound, color and number recognition through playful, hands-on learning experiences.

Children's self-esteem and confidence are nurtured through thoughtfully planned activities that allow for success and independence. As preschoolers gain new skills, they are encouraged to take an active role in their daily routines and learning choices, fostering self-sufficiency and decision-making. Language and listening skills are strengthened through daily experiences with stories, songs, conversations and group meetings that invite all children to share their ideas and practice communication in meaningful ways.

OCC also participates in the state-funded, kindergarten readiness program: *Get Kids Ready* through the Wisconsin DCF. Children who turn four years old on or before September 1st of the school year are eligible to participate and receive their childcare at a discounted rate.

School Age Summer Program

OCC offers a Summer Program for children ages 5 through 12 who have completed kindergarten. The program provides a fun environment where children can continue to learn, grow and explore throughout the summer months with active learning, creativity and hands-on experiences. Children will participate in a balance of individual, small and large group activities to promote independence and teamwork and build cooperation and respect for others. A time for relaxation is offered following lunch and will consist of quiet, calming activities.

Summer program information is distributed in March. Current families receive priority enrollment, after which spaces are filled on a first come-first served basis. In addition to the Summer Registration Fee, a Summer Activity Fee is required for all attendees to cover the costs of fieldtrips and additional materials for projects or other special activities.

Program Nutrition and Policies

OCC is a participant in the Child and Adult Care Food Program (CACFP), which helps ensure that all children receive nutritious and balanced meals while in our care. CACFP guidelines outline daily meal components and minimum serving sizes required by the state.

As part of our participation in CACFP, updated annual paperwork is required for each enrolled family. These forms will be distributed and collected by the office once per year.

Please do not bring in outside food items, unless preplanned with your child's teacher or on a scheduled AM snack day.

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.

Meals are prepared on-site each day by a qualified cook. All cooks receive orientation and on-going training in kitchen sanitation, food handling and nutrition. Our menus are thoughtfully planned to be age-appropriate and meet USDA and CACFP 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. Foods delivered to the center are received, stored and handled in accordance with CACFP guidelines.

The center provides Grade A Vitamin D whole milk for children 12-24 months of age and 1% milk for children over 24 months and older. Other types of milks may be served with a written recommendation from your child's healthcare provider. Drinking water is offered throughout the day to support the children's hydration.

Program Mealtimes

OCC provides breakfast, lunch and an afternoon snack. To participate in mealtimes, children must arrive prior to scheduled mealtimes, as meals cannot be saved or served outside of the designated service windows.

Breakfast is served until 8:00AM. Please arrive by 7:50 a.m. to allow your child to eat breakfast. Children who arrive after this time should be fed before coming to the program. For licensing and safety reasons, bringing breakfast food from home is not permitted.

Morning snack is served at 9:15 a.m. Families are asked to provide a morning snack once per month to share with their child's class. Special treats are also allowed for birthdays and special occasions. If you are in need of suggestions, please see your child's teacher.

Lunch is served at 12:00PM. Meals are served pre-plated to the children along with their drinking cup at the table.

Afternoon snack is served at 3:00 p.m. School age children are offered meals and/or snacks upon return to the center.

New foods will be introduced to the children regularly so they may experience other cultures and food practices. Children will be encouraged – never forced - to try new foods, but never made to do so. Socialization is encouraged during mealtime.

Treats for special occasions and birthdays are always welcome! However, please be mindful when making homemade items to ensure they align with our peanut-free policy. We encourage families to consider nutritious options or non-food celebrations for the group.

Allergies and Dietary Needs

If your child has a specific dietary need or food allergy and requires an alternative item that differs from our planned menu, we are happy to work with you. A written statement from your child's healthcare provider is required for us to make substitutions or foods served outside of the CACFP meal pattern.

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. Allergies and dietary restrictions will be confidentially posted in the classroom and kitchen area.

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 4 and over. Craisins, raisins and other dried fruits will not be served to children under 18 months old.

Naptime and Rest Periods

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 wakes up before naptime ends, the teacher will provide quiet activities to your child that will not disturb the other sleeping children. Please note 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 sleeping. A doctor's note does not override this policy.

Each child will nap on a mat and is asked to bring a crib-sized sheet and blanket, which must be taken home weekly for laundering. For safety reasons, children may not remove their shoes during naptime. Child sleeping on a mat, not in a crib, are welcome to bring a stuffed animal that can be kept in their cubby.

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

- An educator shall be within sight or sound of each group of sleeping children.
- Staff-to-child ratios will be maintained throughout the center; the maximum group size requirement does not apply to napping groups.

- As children wake, an educator shall be within sight and sound, and ratios must be maintained for students
- An audio monitoring device will be used in any area or room where children under one year of age sleep

Parent Provided Supplies

Families 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 your child's belongings.

We recommend dressing children in practical, comfortable clothing that allows for freedom of movement and is suitable for both indoor and outdoor activities for the appropriate time of year. Children will engage in painting, sand and sensory activities and other hands-on experiences that may get messy. Each child should have at least two extra sets of season appropriate clothing on hand. This includes socks and underwear.

Once a child is walking, they must always wear shoes with soles on their feet for safety reasons. It is recommended that children do not wear flip-flops to the center.

Toys and other personal items from home may not be brought into the classroom, unless preplanned with the teaching staff. 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.

Diapering

Children will be changed upon immediate discovery of a soiled (bowel movement) diaper; otherwise, 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 families to take home and launder.

Disposable diapers and wipes will be used and supplied by the families. 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. For health and safety purposes, OCC staff cannot wash or rinse cloth diapers after use.

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

Toilet Training

At OCC we work closely with families to provide consistency and support during the toilet training process. The center does not have any requirements or limitations regarding toilet training for enrollment. Toilet training will begin no sooner than 18 months and only when developmentally appropriate for each child. Families and staff will mutually agree when a child is ready to begin, and parents will be consulted on methods used at home.

Every child develops at their own pace, and open communication with families is essential. Teachers will provide regular feedback on each child's progress.

Toilet training can begin when the child is able to remain dry for at least 2 hours or is able to ask to communicate their needs to use the bathroom. During toilet training, children will wear underwear or pullups with pull-away sides, rather than diapers, to help them learn how underwear works. (pulling down & pulling up). Children will be taken to the toilet at frequent intervals, especially after meals and before and after any sleep periods.

Children will never be punished or made to feel embarrassed for accidents.

Once families and staff agree that a child is ready to attend school in underwear, accidents should be minimal. Accidents are defined as urination, bowel movements or both. If a child has two accidents in one day, or accidents occur several times in a week, the child will return to a pull-up to continue the toilet training process. The child will remain in a pull-up until the family and staff mutually agree the child is physically, verbally, and emotionally ready to try underwear again.

When a child in underwear has a wet or soiling accident, standard diapering procedures will be followed. In accordance with state licensing rules, OCC staff do not wash or rinse soiled clothing; it will be placed in a plastic bag for families to launder at home. For bowel movements, any solid waste will be emptied into the toilet before bagging the clothing. Families are asked to provide several extra pairs of underwear for children who are actively potty training.

Children's hands will be washed with soap and running water after each toilet use. Staff will also wash hands thoroughly during diapering and toileting assistance.

Field Trips

At OCC we believe learning extends beyond the classroom. Children will have an opportunity to participate in occasional field trips which provide valuable experience to explore, learn and grow. Children ages 3 and older may attend bus-transported field trips.

For all children enrolled at OCC, a walking field trip may also occur during the day at the center. Families must provide approval for walking field trips on the enrollment form. Walking field trips will remain on the premise, around the building, unless otherwise specified. Teachers will take 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 always be followed. 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.

Communication

Daily Communication

Effective communication between families and teachers is essential for a positive childcare experience. Daily information sheets will be sent home for all children until they transition into the 3-year-old room. In addition, monthly menus, newsletters, lesson plans and other important updates will be shared regularly through e-mail, Class Dojo or sent home. Each classroom has a direct email address that is monitored throughout the day.

Staff Communication

Occasionally, teachers may choose to share their personal cell phone numbers with families. However, this should not be used as the primary method of communication with the center and families should not expect that every teacher will share their cell phone number. The preferred methods for sharing important information, such as attendance or illness, are email, phone calls to the OCC office or verbal communication. When emailing about important matters, please be sure to include the office and classroom to ensure timely and accurate communication.

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

Family Partnerships

Classroom Activities

Throughout the year, our classrooms hold many events that bring our entire community together. Families are encouraged to engage with their child's classroom through a variety of special activities. You can read to children, volunteer in the classrooms, donate requested items, participate in parent-teacher conferences and participate in the dress-up days.

Family Visits

OCC has an open door policy regarding family visitation. All families 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.

Families are also encouraged to share their time, talents and resources with the center. If you have a special skill, hobby or expertise that you would like to share, please see the center Director.

Fundraisers and Donations

As a non-profit organization, OCC may hold fundraisers throughout the year, and family participation is an important part of their success. Fundraisers provide essential support for new equipment, building improvements, program expansions, and operating costs.

If your company or workplace has items that could be repurposed or donated to OCC, please check with the center Director before bringing them in. Remember, donations to OCC are tax deductible.

Child Guidance and Techniques

At OCC, our goal is to support children in building confidence, developing healthy self-esteem, and learning safe, positive ways to manage and express challenging behaviors. We focus on guiding children with understanding, consistency and encouragement, helping them develop the social and emotional skills need to navigate the world successfully. All staff and volunteers are trained on guidance policy and techniques.

Guidance Techniques

Teachers will carefully observe children and intervene early to prevent challenges before they occur. Classrooms and daily routines are arranged to encourage and reinforce behaviors that are safe, respectful and socially appropriate. Staff model kindness, respect and cooperation and make a point to recognize and celebrate positive behaviors as they happen. Each new teacher will be oriented to the center's philosophy and techniques in positive guidance:

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

- Redirect the child by substituting a positive activity for a challenging behavior.

- Distract the child by shifting focus to a different activity or behavior.
- Explain and discuss the inappropriateness of the behavior and guide the child toward appropriate choices.

When on-going concerns arise, teacher work closely with families to develop consistent, supportive strategies tailored to each child's individual needs.

Time-outs and Time-ins

At OCC, time-outs are brief breaks from the larger group, providing children an opportunity to calm and regain composure while being supported by a caregiver. Time-ins follow a time-out and allow the child to express their feelings, discuss their choices, and reflect on more appropriate ways to respond.

Time-outs are used only for children ages 3 and older and always follow these guidelines:

- The child is offered a time-out in a calm, non-humiliating manner.
- The time-out period does not exceed 3 minutes.
- The child remains in view of the caregiver and is not isolated or removed from the classroom setting.
- If additional support is needed, another adult will come to the classroom to assist.

Behavior expectations are handled as follows:

- For disruptive behavior, not following directions or talking back, a child will receive two verbal warnings. On the third occurrence, the child will have a time out. If the behavior continues a fourth time, families will be notified either by phone or at pick-up.
- For physical aggression towards others or staff, a child will receive one verbal warning. If it occurs a second time, families will be contacted, and the will need to be picked up by a parent or emergency contact.

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 center's 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.

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.

Strategies for Comforting Children

For Infants

Check and change the diaper, feed the child if hunger cues are present, swaddle the child, speak or sing softly, provide quiet low-stimulation environment, hold child in comforting position (cradle, snuggle), play music, use visual distractions, rock or sway, offer gentle massage, take a walk, use white noise, ask for assistance or contact the family if child remains inconsolable.

For Toddlers, Preschoolers and School-Age Children

Offer calm reassurance, label feelings, provide quiet low-stimulation environment, offer choices, engage in calming activities, offer comfort items, use deep breathing exercises, encourage gentle movement, offer peer support/buddy activities, check of unmet needs, ask for assistance or contact the family if child remains inconsolable.

Biting

Biting is a normal stage of development for infants, toddlers and sometimes preschoolers. Biting occurs for a variety of reasons including teething, frustration, difficulty communicating, or self-defense. We ask for families' understanding as children move through this stage of development. We also recognize that biting can be upsetting for all involved; it can be a frustrating and frightening experience for the child who is bitten and equally challenging for the child who bites. While biting is an age-appropriate response, it is not socially appropriate or acceptable.

When a bite occur, staff will respond immediately by washing the area thoroughly with soap and water, then documenting the incident. Families of both children will be notified, but the identity of the other child will remain confidential.

If the biting becomes persistent over time, the following steps will be taken:

- An initial conference with the family to discuss the behavior
- Written observation of the child's behaviors and patterns will be documented
- After a 30-day period, a second conference with the family will occur to review progress
- When appropriate, and with family permission, an outside specialist may observe the child and offer strategies to address the behavior
- OCC has the final decision to remove the child from the center

OCC reserves the right to make the final decision regarding continued enrollment if biting persists and poses a risk to the health or safety of children and staff.

Grievances

We strive to provide a child care experience in which families feel confident and comfortable with the environment they have chosen for their child. If you have a concern at any time, we encourage you to first communicate with your child's teacher or request a teacher conference. To support a calm and respectful learning environment, we ask that these conversations take place away from the children, such as in the office.

If your concern is not resolved after meeting with your child's teacher, please contact the Director and the Administrator for further discussion. Should you continue to feel that the issue has not been resolved, please inform the Administrator of your request to bring the concern to the Board of Directors at the next scheduled board meeting.

OCC Staff, Administration, and Board of Directors value partnership with families and ask for your support in working as a team in the best interest of the children. This includes all members of the community communicating respectfully and professionally, especially when concerns or disagreements occur.

Health and Wellness

Pets and Animals

If pets are present at OCC, families are informed at the time of enrollment. Families will also receive written notice in advance if an animal visits the center or becomes a permanent part of the childcare environment. Children are closely supervised at all times when animals are accessible to ensure the safety and well-being of both the children and pets. The pets or animals will not be allowed to roam on their own. Pets are kept outside of the food preparation area.

If your child has pet allergies, please inform the center by documenting this on your child's Health History form.

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.

Hand Hygiene

To reduce the risk of exposure to infectious diseases and promote a healthy environment for both children and staff, proper hand hygiene procedures will be followed. Staff and children will wash their hands with soap and running water after managing bodily fluids, handling materials, touching contaminated surfaces or handling pets. Hands are also washed before and after meals. Children's faces are also washed after meals. Staff are also required to wear disposal gloves when encountering bodily fluids of any kind.

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. OCC reserves the right to make final re-admittance decisions to the program, regardless of a physician's note.

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 successfully contacted, another authorized emergency person will be contacted and asked to pick up your child within 1 hour of being notified. Failure to pick up your child could terminate your child's enrollment. All children must have at least one authorized emergency person listed

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.

Public Health Emergency

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

For children whose parent(s) or guardian(s) have chosen to decline one or more age-required immunizations, the center may require the child to remain home if a vaccine-preventable disease is present in the community. This temporary exclusion helps protect the health and safety of all children and staff. Families should be prepared for their child to be out of care for several days or in some cases, weeks, depending on public health guidance. A written clearance from a healthcare provider will be required before the child may return to the center.

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

First aid will be administered by a trained caregiver if your child sustains a minor injury (e.g. scrapes, scratches and bruises). You will receive an incident report outlining the incident and course of action taken. These reports are completed and signed by the teacher, director and parent. The report is then recorded in the medical log and put in the child's file. Please do not take these reports home with you, however you may request a copy.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. If a child is bitten, the area is cleaned with soap and water and an ice pack is provided as needed.

For certain injuries, OCC will notify families by phone. Any injury to the head, or an injury that can cause permanent damage to the body are examples of injuries that would require immediate notification to families.

Whether at the center or off-site, any children requiring critical medical care will be transported by EMS to the nearest appropriate medical facility, with EMS determining the destination based on the child's needs. Parent(s) or guardian(s) will be notified immediately after 911 is called. If you are unable to arrive to the center before the ambulance departs, an OCC staff member will accompany your child in the ambulance until you arrive at the hospital. Families are responsible for any medical or transportation costs incurred.

No center or staff vehicles will be used to transport a child to any medical facilities. However, as a protective measure, a staff member's personnel vehicle could 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 documented with an Accident/Incident Report. The reports are completed and signed by the teacher, the director and the 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.

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.

In the event of choking, if a Heimlich Maneuver or other emergency intervention is performed, the incident will be documented, and the child's family will be notified immediately. The child must be evaluated by a healthcare professional before returning to the center, and the incident will be reported to our state licensing representative within 24 hours.

All children's behaviors, accidents and incidents are treated as confidential. Children's names involved in accidents or incidents will not be shared with other families, and we ask that you respect this policy. If your

child is injured at the center and you do not receive an Accident Report, please contact the center Director promptly so the situation can be addressed appropriately.

Safety and Emergency

Inclement Weather Outdoor Precautions

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

Child Abuse Responsibilities

All staff and volunteers at OCC are considered Mandated Reporters under the Wisconsin law. Any employee or volunteer who has reasonable cause to suspect that a child has been abused or neglected, or has reason to believe a child may be threatened with abuse or neglect, is required to follow state procedures.

Wisconsin law (s. 48.981, Stats) states:

“A licensee who knows or has reasonable cause to suspect that a child has been abused or neglected shall immediately contact the county welfare agency, or local law enforcement agency..”

Employees are expected to perform required checks on all children at drop-off, document any concerns on an accident/incident form, have a member of management review and sign it, and record relevant information in the medical log as needed.

Under Wisconsin law, 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.

If OCC has a reasonable suspicion of child abuse or neglect, we will contact: Ozaukee County Department of Human Services at (262) 284-8200.

Miscellaneous Safety Precautions

Weapons Free Zone

In accordance with DCF 251.06(2)(c) states that firearms, ammunition and other potentially dangerous items are not permitted on the premises. To help maintain a safe and welcoming environment, we ask that firearms are securely stored before arriving at the center. It is against state law to enter a childcare facility with a weapon, even with a concealed carry permit. The only exception is for on-duty law enforcement officers.

Bike/Wheels Days

There may be special occasions when children are invited to bring bikes or similar items from home. Children must bring their own bike and wear their own helmet to participate in this type of activity. Skateboards will not be permitted to be used. 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 Situations

Fire and Tornado Evacuations

A fire and tornado evacuation procedure is outlined in each classroom 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.
- **EVACUATE** - 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.

Termination of Services

Family Initiated

If you plan to withdraw your child from the center, a written notice is required at least two weeks in advance. All outstanding balances must be paid in full by your child's final day of attendance.

Families may choose to end care for a variety of reasons – such as relocation, schedule changes or no longer needing care. We also understand that not every program is the right fit for every child. If you ever feel that our program is not meeting your child's needs, we welcome the chance to talk with you, explore concerns, and see if we can help with adjustments or provide referral to outside resources.

If a resolution is not possible, either you or the program director may decide to end care, with a transition plan that supports your child and considers the well-being of others.

If your child is moving to another program and you would like us to transfer records, we'll need your written consent to share this information.

Center Initiated

In rare circumstances the director may determine involuntary suspension or termination of a child's enrollment is necessary for any of the following reasons:

- Inability of the center to meet the child's needs, as determined by the director after consultation with the staff and parents/guardians.
- Failure to comply with laws and regulations (including car seat requirement, completing/returning required forms or state-documentation)
- Lack of parental cooperation with staff and management (including failure to communicate respectfully, refusing to follow policies, failure to pick up within our operating hours)
- Failure to pay tuition and/or other fees on time.
- Child behaviors that pose an ongoing safety risk to the child, other children or staff including chronic, severe or aggressive actions (such as hitting, biting, pushing, kicking, throwing objects or scratching)
- Child behaviors that significantly disrupt the supervision to the extent that required classroom ratios cannot be safely maintained.

OCC will document and attempt to address the concerns with the families. A conference will be held with parents and directors and a written notice will be provided at this time.

OCC reserves the right to terminate a childcare contract immediately, if deemed necessary by the director.

Family Handbook Signature Page

After you have read the Family Handbook, please sign and date below.
Return this form to the Center Director. It will then be added to your child's file.

Child(ren)'s Name

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

Parent/Guardian Signature

Date