



CROSSROADS

Kids Connection

PARENT HANDBOOK

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Johnson Creek, WI 53038

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ABOUT US

OUR MISSION

To love Jesus, love others, and meet needs.

OUR PHILOSOPHY

To provide a safe, clean, and healthy environment for all children in our care. We strive to meet their social, emotional, physical, cognitive, and spiritual needs while children are in our center. We believe that children should begin their relationship with God from the beginning. Evangelical Christian teaching will be part of the children's daily curriculum. We will accomplish all this through a well-educated and certified staff, carefully developed comprehensive programming, and above all, through love and acceptance.

CENTER OPERATIONS

Hours of Operation: 6:00 a.m. – 6:00 p.m.
Days of Operation: Monday – Friday
Months of Operation: January – December
Capacity: 70
Ages: 6 weeks – 12 years

The Center will be closed on the following holidays*:

- New Year's Eve Day: *December 31**
- New Year's Day: *January 1**
- Good Friday: *Friday before Easter*
- Memorial Day: *Last Monday of May*
- Independence Day: *July 4 **
- Labor Day: *First Monday of September*
- Thanksgiving Day: *Third Thursday of November*
- Black Friday: *Third Friday of November*
- Christmas Eve Day: *December 24**
- Christmas Day: *December 25**

**When holidays fall on weekends, we will close on the federally observed weekday to allow staff to enjoy the holiday with their families. If holidays fall in the middle of the week, a survey will be sent to parents requesting their need for care on the surrounding days.*

CKC will have a second adult available within 5 minutes of the location in the event of an emergency. This shall be posted on the parents' board with the license.

LICENSING

CKC is annually licensed by the State of Wisconsin. CKC operates with the highest standards regarding health, safety, personnel selection, and facility maintenance. A copy of the DCF 251 Licensing Rules is available online at <https://dcf.wisconsin.gov/cclicensing/rules> under Group Childcare Centers as well as on our welcome table. The center's Parent Board will display the state license and the most recent licensing inspection report next to the license with any non-compliance or enforcement actions. Other information displayed may include events, schedules, lesson plans, and menus.

CKC will comply with all laws, governing facilities, and operations. The Director will submit any concerns or violations to the Department of Children and Families in writing. The parent handbook, child medical log, and children's records are available for review at any time upon request.

We are required to meet state ratios for children and staff in each classroom to ensure proper care and safety of all children in attendance. Since we are a flex schedule center, our teachers are staffed based on the children's schedules. This means we are stricter about drop off and pick up times. Please review the scheduling section for more detailed information.

STAFF-TO-CHILD RATIOS		
<i>These ratios reflect state licensing rules and regulations.</i>		
Children's Age	Min # of staff to children	Max # of children in a group
6 weeks - 2 years	1:4	8
2 – 2 ½ years	1:6	12
2 ½ - 3 years	1:8	16
3 - 4 years	1:10	20
4 - 5 years	1:13	24
5 - 12 years	1:18	36

YOUNGSTAR

CKC is rated by YoungStar, a program created by Wisconsin's Department of Children and Families. YoungStar is devoted to helping create quality programs for the families of Wisconsin and quality care for the children in those programs. Technical consultants visit to assist and rate the program. You can learn more by visiting the DCF YoungStar website at: <https://dcf.wisconsin.gov/youngstar/parents>.

STAFFING

All CKC staff and volunteers who interact with the students have a full background check completed before working with children of any age. Staff go through an orientation period that provides them with the skills necessary to do their jobs effectively. Staff are trained in areas that include but are not limited to child guidance, inclusion, CPR/AED, first aid, child abuse and neglect prevention and reporting, communication, program activities, Abusive Head Trauma Prevention, policies, and procedures.

DELEGATION OF AUTHORITY

- Lead Pastor of the Crossroads Community Church
- Center Director
- Assistant Director
- Lead Teacher
- Assistant Teacher

ADMISSION

NON-DISCRIMINATION

CKC is committed to providing equal opportunities and does not discriminate by race, color, sex, age, sexual orientation, national origin, religion, creed, or differing abilities. CKC will accommodate children with special needs to the best of our abilities.

INCLUSION STATEMENT

CKC welcomes all children. It is the policy of CKC to provide a safe environment for all children. We are obligated to ensure the physical and emotional safety of each child entrusted to our care. We will provide accommodations to children with varying abilities in the same manner as services are provided for other children of comparable age to the extent that we are reasonably able to do so. CKC complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will, therefore, afford any reasonable accommodation to children with known disabilities, unless such accommodation would cause undue hardship to CKC.

If your child has unique needs that require a more specific type of accommodation, you must schedule a meeting with the Director to identify the most effective ways of serving you and your child. This meeting must be scheduled a minimum of 2 weeks before attending the program. Children are still expected to maintain the standards of our program to the best of their ability, and any disciplinary actions required will be considered.

PERSONAL BELONGINGS

All children's belongings should be labeled with their first and last names. Due to activities, indoor and outdoor, and arts and crafts, children should wear clothing that is appropriate for the weather, movement, and messy work. Staff are not responsible for lost, stained, or soiled clothing or any other personal belongings that are lost or damaged. The cost of lost or damaged items is not the responsibility of CKC. A lost and found bin is located under the welcome table. CKC will provide programming items unless otherwise requested. Parents should send their children with all the things they will need for school, including weather-appropriate clothing for outdoor play.

MEDIA RELEASE

Throughout the year, we will be taking photographs and/or videotapes of children for educational, advertising, and decoration purposes (i.e., photos on bulletin boards, newsletters, social media, etc.). A Photo Release form must be completed upon registration to indicate permissions. Please be aware that we will allow parents to photograph and/or videotape during special performances/events. If we publish a photograph and/or videotape (i.e., program guide, brochures, newspaper, social media, website, etc.), we will refer to the registration agreement indicating permission.

REGISTRATION & SCHEDULE

ENROLLMENT

Enrollment forms may be obtained through the childcare management app. Parent handbooks will be issued to parents upon enrollment and annually. They will also be available at the welcome table and online at www.crossroadskidsconnection.org/resources. Enrollment is limited only to adhere to licensing limitations.

A registration fee of \$125 for the first child and \$62.50 for any additional children, along with the first week's tuition, is required at the time of enrollment. This registration fee is non-refundable and non-transferable. There is also a non-refundable materials fee of \$62.50 for each child charged annually in September for consumable classroom materials. Please refer to the Fee Schedule online at www.crossroadskidsconnection.org/resources.

Our School Age program runs two sessions, School Year and Summer. Registration for the school year starts in August. Registration for the summer session begins in May. Both programs pay fees outlined above.

CHILDREN'S RECORDS

Parents must have the forms listed below completed and submitted upon the child's registration prior to attendance. Children who do not have all forms completed and submitted prior to their first day may not be permitted to attend.

- CKC Parent Agreement
- CKC Automatic Payment Agreement **OR** CKC Pre-Authorized Direct Debit Plan Agreement
- CKC Child Photo Release Form
- DCF Childcare Enrollment (Form #0062)
- DCF Child Health Report (Form #0060)
- DCF Health History and Emergency Care Plan (Form #2345)
- DCF Immunization Record (Form #44192) **OR** Printed Wisconsin Immunization Registry
- DCF Intake Form for Child under 2 years (Form #0061) **OR** CKC Biography Info for Child 2 years and up
- DCF Provider Parent Payment Agreement *for WI Shares Recipients ONLY* (Form #5224)

It is important that parents keep the staff informed of changes in contact information, medical issues, emergency contact/pick up authorizations, educational needs, etc. Most of this information can be updated through the childcare management app.

CONFIDENTIALITY

All children's records will be maintained by staff to ensure the confidentiality of all personal information. Parents or persons authorized in writing by parents may access children's records and reports upon request. Only other agencies with legally authorized access will be able to review records. Staff and volunteers will maintain all information confidentially. In addition, information regarding a child's needs will only be shared with staff that are responsible for the individual. Parents have access to all documentation and medical log journal entries on their child through the childcare management app. Please refer any requests to the Director.

SCHEDULING

Schedules should be emailed through the childcare management app and must include the drop off times, pickup times, and days of attendance needed. Schedules are requested the Wednesday prior to attendance because we allow for weekly flex scheduling and need to schedule teachers appropriately for coverage to meet state ratio requirements. Flex scheduling means we allow each week's schedule to change, unlike most other childcare centers who require a set schedule that is unchanging. Flex scheduling does not mean schedules can change daily without cause, there is an additional fee for this occurrence. Pick up times and drop off times must be followed to prevent hourly charges unless prior approval from office staff is received.

There is a 3-day minimum each week for full-time enrollments and a 2-day minimum for school-age children. Rates include a schedule of 5-10 hours a day. Schedule changes must be submitted to the office by 12:00 p.m. Wednesday for the following week to avoid a late schedule fee. This fee also applies if there are significant changes made to the schedule by the parents after 12:00 p.m. Wednesday that affects staffing. Families pay for what they schedule each week with the minimum of 3 days. During short or holiday weeks, the 3-day minimum for non-school age children and the 2-day minimum for school age children still applies as long ~~is~~as the center is open the minimum number of days.

VACATION WEEK

Each fully enrolled family receives one free week of vacation, per year per child, where no tuition is charged. Vacation weeks are valid January 1st to December 31st. Only one vacation week is valid each year and does not rollover. This free week of tuition must be used during one calendar week and not split into multiple days. Child must be in attendance for at least one month before the vacation week can be used.

To redeem this vacation week, please indicate this with your weekly schedule message to indicate if your child will or will not be in attendance. A credit will then be applied to your account through childcare management app that will be applied to the appropriate invoice. The amount credited will be based on the date of attendance or absence indicated in the message. Each family can use this vacation week to redeem days of care whether the child attends that day or not.

DISCHARGE OF ENROLLED CHILDREN



If you wish to remove your child and relinquish your spot, CKC requires notice to be submitted in writing to the director no fewer than two weeks before the change is initiated. If notice is not given two weeks prior, tuition for two weeks will still be owed. These two weeks are required to be paid prior to return if the possibility is available. Re-enrollment is at the discretion of the Director and may not be possible.

If your child is removed at the request of CKC, there may not be a notification period. CKC reserves the right to discharge a child for any of the reasons listed below. Terminations may be appealed in writing to the Lead Pastor.

- Non-payment of fees as agreed upon.
- Unpaid balance of two weeks' worth of tuition charges.
- Continuous late payments.
- Repeated failure of parents to pick-up on time.
- Continuous disciplinary problems.
- Hostility by parents toward staff, volunteers, or participants.
- Failure to provide enrollment forms or current medical information as stipulated by State Licensing and this handbook.
- Continuous no-shows without communication.
- Lack of parental communication regarding required information.
- For any other reason agreed upon by Lead Pastor, Center Director, and Lead Teacher.

PAYMENT & FINANCIAL ASSISTANCE

PAYING YOUR TUITION

Tuition payments are accepted via cash, check, debit/credit card, bank transfer (ACH), and Wisconsin Shares. Secondary payment methods such as PayPal, Venmo, Cash App, etc. are not accepted. Overpayments will be available as credits on your account.

Cash or check can be dropped off in either of the payment lock boxes. A lock box is in the main hallway, as well as outside the main entrance for after-hours use. There are envelopes available inside. Checks should be made payable to Crossroads Kids Connection.

Debit/credit card or ACH, payments are to be made directly through the childcare management app. Childcare management app payments are processed through Stripe. This is a secure and PCI compliant portal that integrates directly with all major banks around the world to provide a quick and safe way to authenticate your bank account.

Wisconsin Shares subsidy payments must be made through your online account by transferring the appropriate amount of funds to our center.

FEES

The CKC Fee Schedule is available online at www.crossroadskidsconnection.org/resources. Parents may request a copy of the fee schedule and any/all payment records pertaining to their child(ren). Tuition increases will occur

in either June and/or January. Once tuition is paid, no refunds will be given unless the center is closed due to weather or mechanical failure. Credits will not be issued for sick or missed days. All fees are non-refundable & non-transferable. Tax information is available upon request throughout the year. Please allow two weeks for the processing. All requests should be submitted to the center office through the childcare management app or ckc@crossroadsstaff.org. Annual tax statements are generated and sent by the end of January for the previous year.

Fees are due on a weekly basis every Friday prior to attendance. Payment must be made on time prior to the week being paid for or it is considered late. A late fee may be applied for each week the payment is late. Additional fees may apply for field trips and materials. Returned checks will result in a charge of \$25.00. A late schedule or schedule change fee may be applied for significant schedule changes that affect staff to child ratio. An hourly fee applies for schedules exceeding 10 hours, early drop off time up to 30 minutes or more, and late pick up of 30 minutes or more. If your child is not picked up or is still in the building, a late fee of \$1.00 per minute per child after 6:00 p.m. will be owed to the teacher present.

TRANSITION BILLING FROM 4K TO SCHOOL AGE

The transition billing procedure from 4K to School-Age, once the school year ends, is as follows:

- 4K graduates who are four years old will remain under the 4K billing rate.
- 4K graduates who are five years old will move to the School-Age billing rate.

DISCOUNTS

Parents with more than one child enrolled in the program will receive a weekly 10% discount on the oldest child. Crossroads Community Church members receive a 15% discount for one child or a 20% discount for multiple children applied weekly to the oldest sibling. Parents who are teachers will also receive discounts for non-school weeks when they are not working. Please request information from the Center Office.

AGE BASED RATES & MINIMUMS

Enrollment in the Infant, Toddler and Preschool programs are based on full-time enrollment. Minimum enrollment for full-time is 3 days for non-school age children and 2 days for school age children. All families are required to pay for the minimum days per week. Children who attend less than 5 hours a day will be charged an hourly rate.

DROP-IN CARE

Drop-in care is available for families needing care on an irregular basis that does not meet the minimum day enrollment. Any family, not already meeting the minimum weekly attendance requirement, that would like to have care provided on a call-in basis may do so as late as the morning of. If you know of any days that you would need care, you are encouraged to call ahead so we can schedule accordingly. However, if we do not have the staff available to cover the added number of children, we do have the right to deny care. All payments must be

made prior to attending or at drop off for that child to stay in our care. Drop-in care does require the annual registration fee but does require the initial registration fee.

FINANCIAL ASSISTANCE

CKC participates in the Wisconsin Shares program. To determine eligibility, families must first apply through the Jefferson County Human Services office:

Address: 1541 Annex Road Jefferson, WI 53549

Phone: (920) 674-3105

Fax: (920) 674-7594

Website:

https://www.jeffersoncountywi.gov/departments/human_services/child_and_family_support_and_services/index.php

The CKC registration fee for the program is due at the time of registration. This fee may be covered by WI Shares if you request it. If the request is denied you are responsible for the fee. The first week of CKC tuition is due at the time of registration. If you do not have an approved amount at the time of registration you will need to pay a \$50 co-pay per week, this amount is determined by CKC. You will be charged based on your schedule. Wisconsin Shares deposits 1 payment per month onto your EBT Card. **It is your responsibility to make your weekly payments on time.** *We suggest making your monthly payment in full.*

Once you are determined eligible for childcare assistance, the benefits are put on your MyWIChildCare card. You have a limited time from the date you receive benefits to pay CKC. Benefits do not remain on the card indefinitely. The CKC FIS Provider ID # E246380 is used to transfer the funds from the MyWIChildCare EBT card to CKC.

How To Transfer Funds

1. Go to www.ebtedge.com and click the Cardholder Login link located on the left side of the window.
2. Enter your 16-digit card number and PIN and click Login.
3. Click Make a Childcare Payment.
4. Select the Child.
5. Select the Provider.
6. Enter the payment amount.
7. After verifying the information is correct, click Submit. Your online account information will reflect the amount and date of the payment.

ATTENDANCE POLICY

ABSENCE

If your child will not be attending the program on a normally scheduled date, the CKC staff must be notified within the hour of scheduled drop off. Please notify us through the childcare management app or by phone as soon as possible. When calling, please state your first and last name, as well as your child's first and last name.

If notification for an absence is not received after 30 minutes of drop off time, a staff member will send you a message requesting information. If notification for an absence is not received within 45 minutes of scheduled drop off, the Director will contact a parent/guardian and emergency contacts for information. If notification for an absence is not received within one hour of scheduled drop off time, your child will be considered a no call no show and removed from that day's schedule. There are no reimbursements for absences.

EXTENDED ABSENCE

A 25% holding fee is required for extended scheduled absences exceeding two weeks. The fee is based off normal weekly attendance for the duration of the scheduled absence. Scheduled absences of less than two weeks require the minimum weekly tuition to be paid.

EARLY/LATE DROP OFF & PICK-UP

If you need to drop off your child prior to their scheduled drop off time, we require notification as soon as possible to confirm staff coverage to meet state requirements for staff-to-child ratio. If your child is dropped off without notice 30 minutes or more prior to their scheduled drop off time, you will be charged the hourly fee indicated on the fee schedule.

If your child is not here within an hour of their scheduled time, without notification from their parent or guardian (via Childcare management app or phone call), we will assume that they are not attending and marked absent. Therefore, their spot will be forfeited for the day, and no refunds will be provided.

To receive breakfast, children must arrive in their classroom no later than 8:15 am. Breakfast time ends at 8:30 am and we are not able to save breakfast past our mealtimes as this disrupts the classroom routine and planned activities. (Infants excluded.) To join lunch time, children must arrive in their classroom no later than 11:15 am with their packed lunch. Lunch time ends at 11:30 am to allow time to transition to nap time and allow children to be changed or use the restroom.

If you need to pick up your child after their scheduled pick-up time, we require notification as soon as possible to confirm staff coverage to meet state requirements for staff-to-child ratio. If your child is picked up without notice 30 minutes or more after their scheduled drop off time, you will be charged the hourly fee indicated on the fee schedule.

Our program is licensed until 6:00 p.m. and staff are scheduled to work until 6:00 pm. If your child is not picked up or is still in the building, a late fee of \$1.00 per minute per child after 6:00 p.m. will be owed to the teacher present. Please email your teacher through the childcare management app or call as soon as possible. Chronic late pick-ups may result in termination from the program. If staff have not been contacted by 6:00 pm, the

emergency contacts will be called. If no one can be reached and your child is not picked up by 6:30 pm, the local authorities will be called.

DROP OFF & AUTHORIZED PICK-UP PERSONS

A parent, guardian, or authorized pick-up person must accompany the child into the program and check in your child with the childcare management app. Under no circumstances will CKC staff release a child to anyone other than the authorized parents, guardians, or to an individual authorized by the parents in writing (including relatives of children). Sign-in and sign-out logs will be maintained daily and kept on file in the childcare management app. Teachers will always maintain responsibility for every child in their care while signed into the program. In addition, parents must inform teachers of special instructions for the day.

A valid form of identification (ID) is required for pick up. The teacher on duty will check an unknown person's ID before releasing a child. To be a valid ID, the ID card must have, at a minimum, a visible picture and first and last name. Children will not be allowed to leave the program with someone other than a parent or authorized pick-up person.

Please note that staff are trained to always keep the children's safety in mind. Staff may call emergency contacts and/or the local authorities if they believe:

- Parent/pick-up person appears too ill to drive
- Parent/pick-up person has been drinking alcoholic beverages
- Parent/pick-up person appears under the influence of any type of drugs

Although we understand that these could be embarrassing situations, our main concern is the safety of all the children and families at the center. If a parent denies or refuses an alternative pick-up person, we reserve the right to refer the situation to the authorities. The program will honor all court orders on custody matters.

ADULT UNDER THE INFLUENCE

If the childcare provider feels the adult in question is not in a condition to be driving, the following options are available:

- Offer to call another authorized adult to pick up the child.
- Call 911 if the adult is aggressive, threatening, or refuses alternative pickup.
- Care of the child will be discontinued if the situation happens repeatedly.

RELEASING A CHILD IN A CUSTODY SITUATION

If there is a custody problem, the program is legally bound to respect the wishes of the parent with legal custody. The Director and/or Lead Teacher(s) may ask for a certified copy of the most recent court order. As the child's caregiver, it should be made available.

If there is no court order, the program will not accept responsibility for deciding which parent has legal custody. The program may tell the enrolling parent that the program will not be able to care for the child unless both parents agree as to who is allowed to pick the child up and at what days or times.

EDUCATION & DEVELOPMENT POLICY

OUTDOOR PLAY

Outdoor play is required daily for all children in the center, including infants, except during inclement weather. Inclement weather is defined as heavy rain, temperature above 90°F, or a temperature of 20°F or below for children aged 2 and under or 0°F or below for children aged 3 and above, including wind chill. Children who are well enough to attend our center must be well enough to participate in all activities, including outdoor play.

INFANT TO TODDLER PROGRAM

Prior to admission, an interview shall be conducted with the child's parent or guardian to obtain written information which will aid childcare staff in individualizing the program of care for each child as specified on the DCF Intake Form.

Admission information for infants and toddlers shall be on file in the room or area to which the child is assigned and shall be known to the caregiver. The childcare management app is used to keep parents and caregivers informed daily. In addition, infant intake forms are updated at least every three months and reviewed by the child's teacher, until the child turns two years old.

CKC firmly believes that plans and schedules for infants and toddlers should incorporate and adhere to the individual needs of the children and the wishes of the parents. Because of the changing needs of these quickly developing little people, we stress the importance of caregivers responding to these needs as they occur and being attentive to the possibilities of changing their schedules after discussing this with the parents daily.

Parents will complete the developmental histories along with the appropriate medical forms and provide the center with a daily schedule of their preference. The center will, as much as possible, keep the child on this preferred family schedule. Parents will provide the center with an adequate daily supply of labeled bottles, diapers, wipes, formula or breast milk, and spare clothes.

All toys and equipment in the center are selected to enhance children's developmental learning and stimulate language and growth. In addition, all materials and equipment are developmentally age appropriate. Donations for toys and equipment are appreciated. The safety of the children is our priority.

All staff are in-serviced and trained as to the importance of cuddling, rocking, and changing the positions of all infants and toddlers. We believe that infants and toddlers need the same caregivers regularly for safe, secure feelings and bonding in the absence of their parents.

CKC teaches the first three big ideas in our infant and toddler classrooms: God made me, God loves me, and Jesus wants to be my friend forever.

Quiet times in the early morning and afternoon for those children in need of more rest will be provided in a quiet area. Soft music will be played during rest times and in the infant sleeping area.

Each child is appreciated as an individual and his or her own interests and abilities will be encouraged and applauded to enhance his/her self-concept. Free play and group activities will be varied and constructed so that each child has a positive experience. Staff will use proper English to encourage modeling.

PRESCHOOL PROGRAM

A major attempt will be made to provide equipment and activities for all the various developmental age levels of the children in the center. Individual attention will be given to all age levels. Cooperative group activities and individual activities will be employed. Both structured and free play activities will be used.

Children turning four years old must be fully toilet trained prior to entering the four-year-old classroom. Children must be wearing underwear. Please note that wearing pull-ups is NOT considered toilet trained. We understand that each child arrives at this milestone differently, and we will work with parents and the four-year-old teacher to determine a plan on a case-by-case basis if needed.

Daily lesson plans will be written and followed for children recognizing the developmental levels and abilities of each child along with introducing a variety of Bible and faith-based themes. Our curriculum will provide exposure to a variety of cultures, and we will celebrate how we are all the same and how we are all different from one another. Above all, the program will be individualized to meet each child's needs and will promote a positive sense of self-esteem.

Below is a sample of activities the staff will use to provide a variety of experiences.

- Language development using books, writing materials, music, stories, and games, fingerplays, poems flannel board stories, etc.
- Gross (large) muscle skills using balls, hoops, bubbles, running, jumping, dancing, outdoor play, etc.
- Fine (small) muscle skills using puzzles, art and craft activities, manipulative toys, blocks, etc.
- Creative expression with dramatic play props, puppets, musical instruments, movement activities, etc.
- Social/emotional development using words to express feelings, sharing, taking turns, respecting others, using manners, emotion management, empathy for others, self-control, etc.
- Self-help skills including but not limited to cleaning up after themselves, helping with mealtime preparation, daily responsibilities, and dressing themselves.
- Christian character development by teaching the first four big ideas: God made me, God loves me, Jesus wants to be my friend forever and there is only one way to heaven, through Jesus Christ.

TOILET TRAINING POLICY

When you feel your child is ready for toilet training, we ask that you begin teaching at home. We will follow through and encourage your child while they are in our care. Daily communication between the parent and childcare provider is very important.

We will begin potty training when a child shows signs of readiness. The child will be encouraged to use the potty every two hours, or when showing signs of having to go. Children must be kept in diapers, pull-ups, vinyl training pants, or underwear. We recommend once underwear is used, do not revert to diapers or pull-ups as this tends to set the child back. Please send them to childcare with loose-fitting clothing that your child can manage independently. Try to avoid tight clothing, pants with snaps or buttons, overalls, and tight leggings. Parents are required to supply the diaper/pull-up or vinyl training pants and extra clothing (including socks) daily. A pull-up or diaper will be put on the child during naptime if requested by the parents.

Staff will never put a child on the potty unless the child is willing. Staff cannot wash out soiled clothing per regulations set by the Center for Disease Control (CDC). They are required to put soiled clothing in a plastic bag for you to take home and wash. Please keep in mind that the high activity level here at the center may distract your child from responding to the urge to use the potty more so than at home.

A child is considered toilet-trained when they can control their bladder and bowel movements and vocalize their need to use the bathroom. Children turning four years old must be fully toilet trained before entering the four-year-old classroom. Children must be wearing underwear. Please note that wearing pull-ups is NOT considered toilet trained. We understand that each child arrives at this milestone differently, and we will work with parents and the four-year-old teacher to determine a plan on a case-by-case basis if needed.

PRESCHOOL SAMPLE SCHEDULE (Ages 3-5)

6:00 am - 7:45 am	Free Play
7:45 am - 8:00 am	Bathroom Break
8:00 am - 8:30 am	Breakfast
8:30 am - 9:15 am	Rotation Groups
9:15 am - 9:30 am	Circle Time
9:00 am- 9:45 am	Music & Movement
9:45 am - 10:00 am	Bathroom Break
10:00 am - 10:45 am	Outdoor Play
11:00 am - 11:45 am	Lunch
11:45 am - 12:00 pm	Bathroom Break
12:00 pm - 2:00 pm	Nap time
2:00 pm - 2:30 pm	Bathroom Break and Afternoon Snack
2:30 pm - 4:00 pm	Free Play

4:00 pm - 5:00 pm	Outdoor Play
5:00 pm - 5:20 pm	Evening Snack
5:20 pm - 6:00 pm	Free Play/ Center Closing

SCHOOL AGE PROGRAM

Our school-age program will provide each child with opportunities to encourage their development. The daily schedule will include:

- Large and Small Group Activities
- Homework Time
- Snack Time
- Transition Time
- Clean Up
- Outdoor Play
- Devotion Time

Our teachers plan lessons and activities that teach and encourage the children to learn about God and build healthy, positive attitudes about themselves and their peers. Teachers will provide children with experiences which promote all the following:

- Self-Esteem and Self-Image Development
- Social Interaction
- Self-Expression and Communication Skills
- Creative Expression
- Intellectual Growth
- Physical Health
- Spiritual Discipline

In addition to the four big ideas taught in our preschool classroom, school age children will be taught the remaining four big ideas: I need to do the wise thing, I can trust God no matter what, I need to treat others the way I want to be treated, and the Bible is the source of all truth.

SCHOOL AGE SAMPLE SCHEDULE (Ages 5+)

6:00 am - 8:00 am	Free Play
8:00 am - 8:30 am	Breakfast
8:30 am - 8:45 am	Bathroom Break
8:45 am - 9:30 am	Outdoor Play
9:30 am - 10:00 am	Music & Movement
10:00 am - 10:45 am	Science & Art
10:45 am - 11:00 am	Bathroom Break
11:00 am - 11:30 am	Lunch
11:30 am - 12:00 pm	Clean up and Bathroom
12:00 pm - 12:30 pm	Quiet Reading

12:30 pm - 1:30 pm	Outdoor Play
2:00 pm- 2:30 pm	Bathroom Break and Afternoon Snack
2:30 pm - 3:00 pm	Free Play
3:00 pm - 5:00 pm	Outdoor Play
5:00 pm - 5:20 pm	Evening Snack
5:20 pm - 6:00 pm	Free Play/ Center Closing

RELIGIOUS & HOLIDAY CELEBRATIONS

The goal of the program is to provide an appropriate learning experience in a non-denominational Christian atmosphere. Christian books will be read, and prayer will take place before each meal, at naptime, and for conflict resolution. When appropriate, activities will be encouraged to encompass cross cultural awareness and acceptance of others. Respect will be demonstrated for all individuals.

REFERRALS

When staff notices a child having difficulties or other special needs, this is communicated to the families in a sensitive, supportive, and confidential manner. Staff will use documentation and explanations for the concern, suggested next steps, and information about resources for the family.

TRANSPORTATION

CKC does not provide transportation. In the event a field trip out of walking distance is scheduled, we will contract with the local school district for school bus transportation. Permission slips will be provided prior to this. Teachers will take roll call before, during, and after being transported to ensure all children are accounted for. While riding the bus, staff supervise the children to ensure they remain seated, are riding safely, and restrained by a safety belt, when available, at all times. Children shall never be left unattended on the bus. Once the children depart from the bus, a teacher will do head counts, ensuring the correct numbers of children are present and walk down the bus aisle checking to make sure each child and their property has safely departed, ensuring no one has been left behind on the bus.

Walking field trips will take place from time to time. Authorization for your child to participate in walking field trips is selected for approval on the DCF Childcare Enrollment Form (Form #0062). By authorizing that your child can attend walking field trips, you are giving permission that your child may participate on any walking field trips. By not authorizing that your child can attend walking field trips, your child will not be able to participate on walking field trips, without prior notification. When on a walking field trip, teachers will place themselves at the beginning and end of the line and any other adults will be dispersed in the middle. Head counts will be taken before, during, and after any walking field trips. Staff will travel with a first aid kit, class roster, emergency contact information, a working cell phone, and diapering necessities for children who need them.

CHILD GUIDANCE POLICY

The goal of CKC is to guide children to develop into respectful, responsible, productive, and God-fearing members of society. We hope to achieve this through respectful interactions with each child in our care. Each child will be taught to respect themselves, peers, teachers, and their environment.

To achieve this goal, teachers will arrange their environments and set limits to help each child learn self-control, make good choices, identify feelings, and develop a healthy understanding and respect for others. Staff will communicate with parents at pick up regarding their child's day.

INFANTS & TODDLERS

The environment will be the main tool used in handling any difficult behaviors in this age group. Teachers will assess what is causing the negative behavior and try to change the environment to correct it. Redirection will also be used.

PRESCHOOL & SCHOOL AGE

Children will be encouraged to use communication and prayer in settling any dispute that arises between them. Staff will be near to encourage children and use active listening to help facilitate negotiation skills. If a child is upset or crying, staff will do what they can to comfort and reassure the child.

We emphasize positive, age-appropriate discipline techniques which guide and reinforce the desired behaviors and at the same time establish guidelines and expectations. At all times, staff are guided by the principle that all children and adults deserve to be treated in a respectful and caring manner. Participants are expected to treat their peers and staff with respect and abide by all rules. Students are encouraged to ask questions to better understand the rules and expectations. Individuals are held responsible for their actions. Staff members encourage the appropriate behaviors by modeling the expectations in a clear and consistent manner. Students are expected to participate in daily activities which show respect for the space we use and for those around us.

CRYING, FUSSING, AND DISTRAUGHT CHILDREN

Children will practice using the art of communication and negotiation in settling any dispute that arises between them. Staff will be near to encourage children and use active listening to help facilitate negotiation skills. If a child is upset or crying, staff will do what they can to comfort and reassure the child using appropriate methods. Methods include but are not limited to reviewing child file information, ongoing support from parents with new techniques, providing different activities, another staff interaction, or a change of scenery.

All staff participate in an intensive training program that prepares them to deal with all aspects of child guidance. We emphasize positive, age-appropriate discipline techniques that guide and reinforce the desired behaviors and at the same time establish guidelines and expectations. At all times, staff are guided by the principle that all children and adults deserve to be treated in a respectful and caring manner. Participants are expected to treat their peers and staff with respect and abide by all rules. Students are encouraged to ask questions to better understand the rules and expectations. Individuals are held responsible for their actions. Staff members

encourage the appropriate behaviors by modeling the expectations clearly and consistently. Students are expected to participate in daily activities that show respect for the space we use and for those around us.

BITING

Biting can be a very common behavior in children from 6 months to three years of age. When a child bites, it is very important to observe what is happening in the child's environment and/or rule out any health concerns. When a child does bite, we will practice the following:

- Meet with the child's parents to brainstorm and discuss an action plan for correction.
- Provide the child with a teether in case the child is teething.
- Study the child's behaviors prior to biting; it's possible the child is trying to tell us something and doesn't have the verbal skill to communicate.
- Rearrange the environment; the child may be frustrated by the layout of the room.

In all circumstances of biting, we keep in constant contact with the child's parents to assess whether the situation is improving or not. In most cases, the behavior resolves quickly. In the rare event that we have exhausted our efforts, and the child is still biting, or the behavior has gotten worse, the child will have to be asked to leave the center until the behavior is resolved.

DISCIPLINE

As a parent you can expect the following:

- Developmentally appropriate expectations for children.
- Positive redirection.
- Logical and appropriate consequences.
- Consistent expectations.
- Acknowledgement when a child has made a good choice.
- Teamwork and communication with the parent.
- A child who appears to be having problems will be redirected to another activity and given the chance to return when they feel they can participate respectfully.
- Time outs may be given to children 3 and over but are not used as a first response to a child's behavior.
 - Time-outs will never be used with a child under three and never for more than three minutes.
 - Time-out periods may be used if:
 - Use is identified in the center child guidance policy for specified types of behavior which childcare workers wish to stop.
 - The behaviors are identified to children.
 - The child is within sight and sound and under the supervision of an adult.
 - The reason for the time out is explained to the child.
 - The childcare worker has a conversation with the child to reflect on making better choices.
 - The child is transitioned back to an activity.

No discipline will be allowed that is humiliating or frightening such as:

- Spanking, hitting, punching, shaking, or inflicting any other form of corporal punishment.
- Verbal abuse, threats, or derogatory remarks about self or family.
- Binding or trying to restrict movement or enclosing in a confined space such as a closet, locked room, box, or similar cubicle.
- Withholding or forcing meals or snacks.

NEGATIVE BEHAVIOR

We find that behavior guidance issues arise infrequently when the children are actively involved with other children, our staff, and the curriculum. Preferred behavior guidance techniques include setting clear, enforceable limits, modeling acceptable behavior, structuring the environment to maximize good behavior, planning enough activities, giving choices, teaching the use of acceptable alternatives, anticipation of problems, redirection, and use of direct and logical consequences.

Children may separate from the group temporarily, if less intrusive methods of behavior guidance have been ineffective and the child's behavior threatens the well-being of other children or staff. The safety and welfare of all the children in the program are of primary concern.

For situations involving continued physical or verbal abuse of other children, staff or parents, a formal write-up will be filled out. These must be signed and returned before your child can return to the program. Continued, repeated behavior requires a formal meeting between the parents/guardians, the child's teacher, and the Director before your child can return to program. If the inappropriate behavior does not improve, your child will be dismissed from the program. All write-ups will require communication with the parent(s).

For severe displays of inappropriate behavior, CKC reserves the right to warrant immediate dismissal or suspension from the program. For the safety of all the children and the staff of CKC, if any physical or verbal abuse occurs from a parental figure, it will be grounds for dismissal.

- **Initial Incident:** If a child's behavior continues to endanger staff and other children physically or emotionally in the program despite positive guidance techniques or if a parent is uncooperative with staff in working toward the correction of their child's chronic disruptive behavior, a meeting with the child's parents may be requested by the Director and the child's teachers. The problem will be defined and goals for correction will be established. Involvement from internal resources will be used to come up with a successful plan for all parties.
- **Secondary Incidents:** If, after a predetermined timeframe, the initial plan for helping the child fails, a second meeting will be requested by the Director. The problem will be identified again, and new approaches will be defined in writing. We will work with the family to find possible outside referrals/resources to work with the child/family.
- **Suspension/Dismissal:** If no progress occurs within the established timeline, suspension will result. **Parents will still be responsible for payment during the length of the suspension.** The period of suspension may vary from the remainder of a day to one week relative to the severity of the problem. Dismissal of the child may occur after a suspension for the same behavior, or immediately if the child's

behavior severely injures a staff member or another child. CKC reserves the right to terminate with no notification.

PREVENTION OF CHILD ABUSE & NEGLECT

Parents are invited and encouraged to visit the program sites at any time and do not need to ask permission or make an appointment to do so. The Director and Senior Pastor visit classrooms regularly to ensure that program quality, standards, and policies are being maintained.

Child Abuse and Neglect training will be completed within one week after beginning work at the center and at least every 2 years thereafter. Each employee or volunteer who comes in contact with children in care shall complete training in all of the following:

- Child abuse and neglect laws.
- How to identify children who have been abused or neglected.
- The procedure for ensuring that all known or suspected cases of child abuse or neglect are immediately reported to the proper authorities.

Staff and volunteers will not discipline children by use of physical, verbal, or emotional punishment. In addition, they will not fail to provide the necessities of care, such as food and shelter.

Two reference checks on all prospective employees will be conducted, documented, and filed prior to employment. Criminal record checks, including but not limited to background checks and fingerprint identification, are conducted on all staff and volunteers working with or around children.

Any evidence of unusual bruises, contusions, lacerations, or burns found during the informal health check shall be noted in the medical log journal and reported immediately to the Director. The center will follow the procedures for reporting child abuse and neglect. Written reports on observations will be maintained by the Director. Staff and volunteers will be alerted to the physical and emotional state of all children at the program. When any sign of injury or suspected child abuse is detected, the Director will be notified immediately and 911 or Child Protective Services will be called.

REPORTING CHILD ABUSE & NEGLECT

When there is suspicion of child abuse or neglect, Child Protective Services and the Department of Children and Families must be notified immediately. The program will follow these reporting procedures:

- Fill out an incident report with the facts and record it in the Medical Log.
- Notify the Director or Lead Pastor.
- The Lead Teacher or Director will immediately notify 911 or Child Protective Services and the Department of Children and Families. This agency will conduct the investigation and give further instructions.
- In the event the reported incident involves an employed CKC staff person or volunteer, the Director will, without exception, suspend the person from all activities involving the supervision of children until an investigation is completed.

Regardless of where or under what circumstances an alleged incident took place, if a CKC-employed staff member is involved, it will be considered job-related and affect job performance. Reinstatement of a staff member or volunteer will occur only after all allegations have been cleared to the satisfaction of the executive responsible and the investigating agency.

All staff and volunteers will be sensitive to the need for confidentiality in the handling of information in this area and will be instructed to discuss matters about abuse or suspected abuse and/or neglect only with the Director or Lead Pastor. Staff and volunteers may not contact children or parents involved in an alleged child abuse and/or neglect incident without the permission of the Director or Lead Pastor.

ABUSIVE HEAD TRAUMA (AHT)

Shaken Baby Syndrome occurs when an infant or young child is violently shaken. The shaking may only last a few seconds, but it can cause severe brain damage and even death. Effective April 1, 2007, the law requires each childcare worker, center administrator, center director, volunteers counted in staff-to-child ratio, or substitute who provides care and supervision to children under 5 years of age to document completion of department-approved training in shaken baby syndrome and abusive head trauma, and appropriate ways to manage crying, fussing, or distraught children prior to beginning to work with children under 5 years of age. As of September 1, 2020, the previous training on Shaken Baby Syndrome is now titled Abusive Head Trauma Prevention Training for Childcare Providers.

SUDDEN INFANT DEATH SYNDROME (SIDS)

SIDS is the unexplained death, usually during sleep, of a seemingly healthy baby less than a year old. In agreement with federal regulations, babies under the age of one will be placed in a crib on their back to sleep. Non-mobile infants will be swaddled or placed in a sleep sack. When children can roll over, their arms will be freed from the swaddle or sleep sack. Only a nook is used during nap time if parents provide it. Blankets, toys, and other loose items are not permitted in cribs with a child. At one year old, children are placed on a sleeping mat on the floor, with a blanket if parents provide it.

CKC stays informed of any new information involving Abusive Head Trauma and SIDS prevention. Staff are continuously trained to recognize and reduce practices that may cause AHT and SIDS.

HEALTH CARE POLICY

ILL CHILD

CKC does not provide care for children who represent risk of spreading a communicable disease or are too ill to participate in normal activities. If a child is found to have any of the following symptoms, the parent/guardian will be called to pick up their child within an hour: elevated temperature above 100.4°F (normal body temperature is 98.6°F), severe and/or persistent coughing, yellow or green nose drainage, diarrhea and/or vomiting, conjunctivitis (pink eye)*, difficult or rapid breathing, untreated infected skin patch(es), evidence of

lice, scabies or other parasitic infestation. It is required that a child remain home for at least 24 hours after a parent has been requested to take the child home due to symptoms of illness or until symptoms have been resolved for at least 24 hours.

PLEASE DO NOT SEND YOUR CHILD IF YOU FEEL THEY ARE TOO SICK TO GO OUTSIDE, TO PLAY OR JOIN IN ON NORMAL ACTIVITIES.

If your child has been diagnosed with a communicable disease, we ask that you share the diagnosis with the Director or staff, so that we are able to post a notification of exposure for other families who may have been in contact with your child. CKC reserves the right to require a doctor's release if the child's health is in question. Depending on the communicable disease, we may need to report to the Wisconsin Department of Health Services and to the Department of Child and Family Services. CKC follows the recommendations of the Wisconsin Department of Health Services.

As per DCF 251.07(6)(e), no child or any other person with a reportable communicable disease may be permitted to remain in a center during the period when the disease is communicable. CKC does not issue credits for the duration of this period of absence. If your vacation week is available, you can request it to be applied. A child may be readmitted to the childcare center if there is a statement from a physician stating that the condition is no longer contagious.

If a child contracts a communicable disease not listed on the Wisconsin Childhood Communicable Diseases charts, the Director will work with families on a case-by-case basis. Please reference these charts for further information on exclusion criteria from the center based on the specific communicable disease here: <https://www.dhs.wisconsin.gov/disease/childhood-communicable-diseases.htm>. CKC reserves the right to exclude services if we feel it is not safe for other families, staff, or volunteers.

CKC reserves the right to make addendums to policies due to COVID. All policy amendments due to COVID supersede regular policies. Parents will receive a copy of these policies at enrollment and whenever policy adjustments are made.

ISOLATION

An isolation area within sight and sound of staff shall be provided for the care of children who become ill while at the program. If the area is not a separate room, it shall be separated from the space used by the other children by a partition or other means. This will be used while children are waiting for their parents to pick them up. Parents are required to have the child picked up within one hour of notification. Emergency contacts will be contacted if the teacher is unable to get ahold of a parent.

MEDICAL LOG

CKC staff will maintain a medical log indicating all injuries, accidents, and medication administered. Parents will be notified by staff, via the Childcare management app, if an incident occurs.

CLEANLINESS

All cleaning chemicals and supplies will be kept out of the reach of children. Furnishings, toys, cots, and mats shall be cleaned when they become soiled. Eating surfaces will be sanitized before and after each use. Staff and children's hands will be washed with anti-bacterial soap and water before and after toileting/diapering and meals.

Wet or soiled clothing will be changed promptly from an available supply of clean clothing. Parents must supply a clean set of clothing or parents will be called immediately. Children will be kept as clean as possible; however, we work with young ages and do a variety of activities that may be messy. Please dress children in appropriate clothing for playing.

PETS

Pets will only be allowed at CKC if pre-arranged with the Director. Pets will be treated in a manner that protects the well-being of the child and animal. Children with allergies will not have direct contact with animals. Teachers may choose to keep a fish or small caged animal in their classrooms, but only if there are no children with allergies to that animal enrolled in the class. Parents will be notified prior to adding a pet to a classroom. No animals deemed unsuitable according to DCF 251 LICENSING RULES FOR GROUP CHILDCARE CENTERS AND CHILDCARE PROGRAMS will be considered as classroom pets.

MEDICATION

CKC staff cannot administer any medications unless the following guidelines are met:

- Parents must fill out and sign a Medication Authorization Form (Form #0059) which gives our staff permission and full instructions for administering the medicine.
- The medication is in its original container and clearly labeled with the child's name. All medications administered will be recorded in the medical log and charted in the Childcare management app.
- Prescription medicines must have the following information written on the container: child's name, name of drug, dosage, directions for administering, date prescribed, and the physician's name.
- Be sure all medications are given directly to the child's teacher or Director.

Medications will be placed in a secure location out of the reach of the children. Medication that requires refrigeration will be kept in a separate area within the refrigerator. Missed medicine dosages or other problems related to medication will be communicated to the parents immediately.

Permission to apply sunscreen and bug spray must be complete and noted on your Enrollment Paperwork. You may choose to provide your own sunscreen and/or bug spray for your child, in that case a Medication Authorization form will need to be completed.

INJURY

In the event of an emergency, 911 will be called first. The following steps will be taken whether your child is injured on a field trip or in the center. Staff will take whatever steps are necessary to obtain emergency medical care. These include, but are not limited to, the following:

- Provide First Aid for minor injuries.
- An Incident Report will be completed, and a notation made in the Medical Log.
- Attempt to contact parent or guardian.
- If we cannot contact a parent or guardian, we will do one or all of the following:
 - Provide First Aid as appropriate and indicated in the program’s emergency procedures.
 - Call an ambulance or paramedic.
 - Have the child taken to the closest emergency hospital by 911 personnel.

UNIVERSAL PRECAUTIONS

Staff are trained in how to address overall precautions when exposed to blood and blood-containing body fluids, as well as procedures for wearing gloves, hand washing and dealing with body secretions. Everyone exposed to blood or body fluids containing blood will wash their hands immediately with soap and warm running water. Disposable gloves will be worn if there is contact with the blood or body fluids or tissue containing blood. Gloves will be disposed of after one use in plastic bags and hands will be washed with soap and warm running water after removal of gloves. For vomit, urine, feces or other body fluid spills, staff shall clean and disinfect the area affected including floors, walls, bathrooms, tabletops, toys and countertops.

NUTRITION POLICY

Parents must provide cold lunches for each child that don’t need to be refrigerated or heated. Parent-provided lunches are required to meet the CDC & USDA requirements. You can view more information on this here: <https://www.cdc.gov/nutrition/index.html>. Milk is supplied at breakfast and lunch. One year old's will be served whole milk. Two-year old's and up will be served skim or 2% milk, per YoungStar guidelines. Water or juice is served at snack times. During the school year, School Age children will receive a snack before being taken to school and after arriving from school.

Parents must provide formula/breastmilk, cereal, and baby food for infants. Tap water is used in the baby room for formula bottles unless parents provide bottled water. All items must be clearly and permanently labeled for each child’s belongings. Parent provided nutrition is required to meet the CDC & USDA requirements. You can view more information on this here: <https://www.cdc.gov/nutrition/index.html>.

Parent provided meals that do not meet the CDC & USDA requirements may be supplemented at the discretion of the Director. If this decision is made, a \$5.00 charge will be invoiced to your account without notice. If parents do not provide lunch for their child, one will be provided for them, and a \$10.00 charge will be invoiced to your account without notice.

MEALTIMES

8:00 am Breakfast



11:00 am	Lunch brought from home
2:00 pm	Afternoon Snack
5:00 pm	Evening Snack

MENU PLANNING

Menus are posted monthly and are distributed upon request for parents. The CKC staff is responsible for planning the menu. They take into consideration cultural and ethnic preferences of children. We provide nutritious and appetizing snacks that meet the USDA and CDC requirements. All snacks provided by CKC will be age appropriate for children who can eat table foods. Students are more than welcome to bring in birthday or other special occasion treats, although advanced notice would be preferred. An ingredient list of possible allergens may be requested if food allergies are present.

SPECIAL DIET NEEDS & ALLERGIES

Children’s specific needs and allergies must be listed on their enrollment forms and will be posted in our kitchen and the classrooms where the allergies are contained. Our menus are developed to meet State Licensing Guidelines. If a child cannot eat from our menu, parents must substitute with a similar item. Parents may provide snacks for children requiring specialty menus, such as vegetarian or kosher, if the center is not meeting the needs of the family.

STAFF, PARENT & VOLUNTEER POLICY

All staff and volunteers are trained professionals who have expertise in educating and caring for young children and supporting working families. Prior to employment, staff go through an extensive interview process, background checks and reference checks. After staff are hired, they receive an orientation and training prior to being counted in ratio, to include but not limited to, a review of the following policies:

- DCF 251 Licensing Rules
- Abusive Head Trauma (AHT)
- Sudden Infant Death Syndrome (SIDS)
- Child Abuse & Neglect Prevention
- CKC Policies and Procedures
- Emergency procedures
- Fire extinguisher training
- Job responsibilities and job description
- Training to recognize illness and disease.
- Child management techniques
- Curriculum & daily schedules
- Safety/security of children
- Child abuse and neglect & tracking procedures
- Health and sanitation
- Confidentiality practices
- Absent child procedures

- Inclusion practices

Within the first 90 days of employment, all staff are required to complete the following:

- First Aid for infants, children, and adults
- Cardiopulmonary Resuscitation (CPR)
- Automated External Defibrillator (AED)

All staff and volunteers receive ongoing professional development and training. All professional development and training are tracked by CKC.

STUDENT OBSERVERS, TEACHERS & INTERNS

On occasion, the program may have student observers, student teachers, or interns referred by a high school or college. These individuals will be supervised by the Director or assigned Lead Teacher. In addition, they may be involved in lesson planning, teaching, and interacting with your child. Any visiting students will be expected to abide by our confidentiality policy. These individuals will never be left alone with children and will not be counted when determining teacher/child ratios.

FAMILY VOLUNTEERS & ACCESS TO THE CENTER

We encourage our family members to actively participate in our center. We love families to share their knowledge, experiences, and careers or just read a book to the children. Our staff would welcome families to assist in organizing child portfolios, creating bulletin boards or doing activities with the children. Please contact the Director if you are interested. Parents are always welcome to observe their children or to visit unannounced.

We are a locked facility, accessible via electronic key fobs. Each parent is given one key fob upon registration for building access during operational hours. Each key fob is registered individually. Additional or replacement key fobs are available for \$20 each. Please advise the Director immediately if your key fob is lost or stolen so it can be deactivated.

PARENTAL INVOLVEMENT & COMMUNICATION

CKC strongly encourages parents to become involved. There are many ways to do this:

- Showing interest in your child's activities.
- Reading newsletters and taking time to discuss your child's day with the teacher(s).
- Attending special functions.
- Sharing hobbies, talents, skills, and careers with the children upon request.
- Talking with your child about their day.

Our staff will include parents in the following ways:

- **Daily Verbal Reports:** As parents arrive or pick up their children, staff members give key feedback about their child's day and needs.

- **Parent Newsletter:** Parents will receive a monthly newsletter from the Director. This information will be communicated via e-mail.
- **Special Events:** Parents are invited to various special events. Watch the newsletters for announcements.

EVENTS

CKC hosts annual events to promote a sense of community and enjoy spending time together outside of daily routines and care. We encourage our families to get involved and participate by attending or volunteering for events. The list below is subject to change, but include events we have done or plan to do:

- Spring Carnival in May
- Muffins in the Morning on the Friday before Mother’s Day
- Donuts with Grownups on the Friday before Father’s Day
- Field Trip to Jelli’s Market Strawberry Picking in June
- Field Trip to Henry Vilas Zoo in August
- Family Fun Night in August
- Breakfast with Buddies in September
- Christmas Concert in December
- Fundraisers are held at various times throughout the year and include but are not limited to:
 - Kona Ice
 - Culver’s Share Nights
 - Emil’s Pizza
 - Kwik Trip Gift Cards

BABYSITTING

Occasionally parents seek to employ center staff for off-site childcare/babysitting services. CKC does not prohibit staff members from such employment, however, this is a private arrangement between the parent and staff member. Please message the Director through the Childcare management app to request babysitting services. The Director will assist you in finding a willing staff member to contact. CKC makes no representation as to the qualifications of staff to perform these services. Staff are not permitted to accept or arrange such employment during their working hours, and parents are requested not to approach staff during CKC program hours.

If staff are taking children home from the center for babysitting, they will need to be added as an authorized person to pick up that child. We also require a written and signed note or message stating that the center is not help responsible in the event of an accident.

PARENT TEACHER ORGANIZATION (PTO)

PTO MISSION STATEMENT

The Crossroads Kids Connection (CKC) Parent Teacher Organization (PTO) exists to facilitate communication between families and the school through community events, fundraisers, and teacher/staff appreciation and support. The purpose of the PTO at CKC is to strengthen the bonds of fellowship among CKC families. It is our

mission to support our teachers and staff in delivering our school's mission- To equip students for service in God's world.

BENEFITS OF JOINING THE PTO

- **Become a consistent resource for daycare staff and other parents.** Childcare turnover can be high, but daycare parent turnover is typically low. You can become a friendly face everyone knows!
- **Lead by example by providing service to the center.**
- **Community.** Socializing with other parents can help with stress relief and is a good resource for parenting challenges. As first-time parents or even veteran parents, gain peers who may be feeling the same struggles you do.
- **Networking.** Find babysitters, hair stylists, house cleaners, mechanics, and more!
- **Communication Insider.** As a PTO member, you may learn information first, and help other parents navigate through changes. You can also become a confidant for a parent who may not feel comfortable bringing an issue forward to CKC staff.
- **Boost Morale!** Parental involvement often boosts morale of teachers, staff, and children.
- **Connect with your kids!** As most daycare parents are working parents, joining the PTO can help you feel connected when you already may miss so much of your child's day.

FREQUENTLY ASKED QUESTIONS

- **How often do you meet? Where are meetings held?**
We try to meet monthly to discuss upcoming events, issues, etc. Most meetings are held at CKC, with some meetings being held in a more social setting (restaurant, member's home, etc.).
- **How much of a time commitment do I need?**
We get it! We are all busy parents! The PTO is open to as little or as much time as you can devote to help at events, and fundraisers, and to support staff.
- **What type of events will the PTO participate in?**
We hope to focus on teacher appreciation events, and supporting our CKC team during CKC-sponsored fundraisers and CKC-run events (Christmas concert, Spring Carnival, Muffins with Moms, etc.)
- **Is there a financial obligation?**
At this time, there is no cost to be a member of the PTO.
- **Do I have to attend every meeting to join the PTO?**
We do encourage members to attend every meeting to have the most up-to-date information, but no! Life happens. Minutes from each meeting will be sent out so you will still be informed.
- **Who can join?**
Any parent/guardian of an enrolled CKC child and any teacher or staff member of the CKC team.
- **I can't commit to being a member, but I want to still help! How can I do that?**

PTOs rely heavily on volunteers. You can always offer to help with something that fits into your schedule. Alternatively, if you have connections / a skill that would be useful to the PTO or CKC- please reach out!

Interested? Reach out to the PTO via chat in the childcare management app or via email at pto@crossroadsstaff.org!

EMERGENCY & CLOSING POLICY

CKC staff are trained in all emergency procedures. All drills are practiced monthly. Program staff receive information about tornado watches or warnings from a weather radio and via text alerts from TMJ4, as well as other internet alerts. In inclement weather, we will take all necessary precautions. The Director and Lead Teachers are responsible for monitoring weather or other threats at all times at the center and away on a field trip. CKC will have a second adult available within 5 minutes of the location in the event of an emergency. This shall be posted on the parents' board with the license.

EMERGENCY EVACUATION

Plans for emergency evacuation are posted near exits. The plans specify the location to report to in case of a tornado and the exit to use in case of a fire. If CKC staff receives information regarding a threatening situation from local authorities or other credible source, the Director/Lead Pastor will evacuate the premises based on the situation. Children will be safely escorted from the building, with a copy of the child's emergency information and a first aid kit. Should the facility become unusable due to fire or other major emergencies, the children will be escorted to the fire evacuation spot used in fire drills and parents will be called.

Please note that there are many children in the program, and it will take time to contact each parent. We will not be able to answer phone calls during the time of contacting parents.

TORNADO

If staff receives a tornado warning, children will be lined up and staff will perform a face to name check. The group will proceed quickly to the school designated tornado shelter area and staff will perform a face to name check of all children in their care. Staff will keep children there in the tornado safety stance (crouching with head between knees and arms over their heads) until staff receives the all clear.

FIRE

If the fire alarm sounds, staff will have group roster and staff and children will proceed quickly and quietly to the nearest exit using the predetermined fire evacuation route. Once children are out of the building, the group will gather in the fire evacuation spot, as predetermined, and staff will perform a name-to-face check. Children and staff will remain in the evacuation spot until authorities give the all clear. If the all clear is not given, parents will be called.

GAS LEAK

In the event of a gas leak, a supervisor will call the Gas Company. Everyone will evacuate the building immediately, and will not close the door, or turn the lights on and off.

POWER LOSS

If the center is unable to restore power within one hour, parents will be called to pick up their child.

OTHER EMERGENCIES

In the event of other emergencies, such as a flood, extreme heat or cold, loss of building services (heat, water, power, etc.), human caused events (threats, allergic reactions, vehicle incidents) or other circumstances requiring immediate attention, CKC will follow our anticipated emergency response plan and direction will be provided from leadership to manage the situation with local authorities advisory. Communication with all families involved will be made as soon as possible.

SCHOOL CLOSING & SNOW DAYS

When adverse weather conditions are in the forecast, the Director will decide whether to keep the center open or not. When weather conditions develop overnight, a decision will be made by 5:00 a.m. Closings will be reported to TMJ4 in Milwaukee and on our CKC Facebook page. We will also send an email and text message notification to all parents as soon as the decision is made.

Conditions may worsen through the day and cause us to close early. If we close early, parents will be notified via email, text message, and a post on our CKC Facebook page. Parents will need to pick their children up or make arrangements to have them picked up by an authorized person, as soon as possible.

- **If the local school district closes**, we will remain open if it is feasible and safe to do so. We will notify parents via email, text message, and a post on our CKC Facebook page if we close.
- **In the case of a delay/late start**, we will remain open for before school hours if it is feasible and safe to do so. We will notify parents via email, text message, and a post on our CKC Facebook page if we close.
- **If the public school closes in the middle of the day**, we will remain open if it is feasible and safe to do so. We will notify parents via email, text message, and a post on our CKC Facebook page if we close.

EMERGENCY MEDICAL SOURCE

The program will utilize Watertown Regional Medical Center for serious medical incidents. In these situations, 911 will be called. Employee orientations will detail actual steps to be taken. Also, listed on the parent board will be an emergency contact person available within five minutes of the site. **All expenses incurred in an emergency are the responsibility of the child's family. Emergency care expenses are not the responsibility of CKC.**

MISSING CHILD

Our staff members receive training in supervising and managing a group of children while on and off site. Continuous head counts maintain attention on every child's location and activities. Staff members also count the number of children they have anytime they leave and return to the premises as well as periodically during excursions outside of the classroom. These head counts reflect the number of children that are signed into our care at any given time. Should a child be missing, the staff will search the building and grounds completely as well as calling the police and parents immediately. If a student cannot be found, the following steps will be followed:

- The teachers will confirm with other teachers that the child did not ask to use the bathroom, get something from their backpack, got picked up, etc.
- Teachers will confirm with the office that the child did not go home or get picked up by a parent/authorized pick up.
- One teacher will begin an initial search in and around the program area including bathrooms, hallways, and the last area visited.
- Parents will be notified about the situation and teachers will make sure the child was not picked up by parents.
- Law enforcement will be called.

EPIDEMIC & PANDEMIC RESPONSE

In the event of an epidemic or pandemic, CKC will closely monitor all government recommendations and requirements. We will implement all practices necessary and plausible to continue to provide the best and safest care possible for all enrolled children. We will maintain open and timely communication with all enrolled families and the community.

PARENT FEEDBACK

PARENT-TEACHER CONFERENCES

Parent-Teacher conferences are optional but will be offered twice a year, in November and May. This is an opportunity for parents to meet one-on-one with their child's teacher and discuss milestones and any areas of improvement. If you do not receive this offer via Childcare management app message, please feel free to contact your child's teacher directly to request one at any time. Progress reports for your child are also available upon request at any time.

SUGGESTIONS & GRIEVANCES

We feel that a positive environment exists when parents and the program work together as partners. Parents provide valuable input which we can use to improve our program. CKC staff appreciate hearing your positive and negative feedback. Our staff are committed to providing the best experience for each child. If you feel this is not being accomplished, our staff want this feedback. A parent wishing to share a concern regarding the

program, staff, or program should contact their child’s teacher first. Parents are urged to be direct and candid with staff when they have concerns. We ask that these discussions do not disrupt or take attention away from the children. Individual conferences can be scheduled upon request.

GRIEVANCE PROCESS

Any complaints should first be directed to the Lead Teacher in your child’s classroom. If you feel that your concern has not been addressed, you may schedule an appointment with the Director. If you are still dissatisfied with the way a problem has been handled, you should direct your concerns, in writing, to the Lead Pastor who will review the situation and respond quickly to find a resolution.

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Start children off on the way they should go, and even when they are old, they will not turn from it.
Proverbs 22:6 (NIV)