



Parent
Handbook
And
Center Policies

www.KidsDepotChildcare.com

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I. GENERAL INFORMATION

A. MISSION STATEMENT

Kids Depot, a ministry of Calvary Gospel Church, is a community of qualified teachers and support staff. We are dedicated to nurturing the spirit of the young children in our care and providing them and their families with a loving, safe, educational, and Christian environment. Through teaching them the goodness of God and God's love for each individual, we encourage them to be kind and considerate, and stewards of God's creation.

B. HISTORY

Kids Depot, formerly the First United Methodist Preschool, was founded by the First United Methodist Church in September 1971. It was established to provide childcare in a loving and accepting environment as part of the church's outreach ministry in downtown Madison.

Through the years, the center has provided care to hundreds of children from all ethnic, religious, and socio-economic groups. Each child is loved, respected, and encouraged to maintain his or her individuality. The teachers are experienced in early childhood education. They provide a day, which combines their best teaching techniques and concern for each child with a loving, peaceful and happy environment.

C. PHILOSOPHY

The Preschool's purpose is to provide a half-day or a full-day program, which will help children:

- Learn basic Christian values
- Develop skills that foster a sense of competence
- Feel loved as a unique and special person
- Develop positive ways of interacting with children and adults

At the same time, the program strives to meet the needs of families by:

- Providing a safe place where their child can be cared for while they are elsewhere
- Providing professional, competent, loving adults who understand the developmental needs of young children
- Helping their child grow and develop at an appropriate pace, beginning at the child's current developmental level
- Providing opportunities to meet with the staff to discuss their child's progress
- Providing avenues for parental input into the Center's policies and program

D. CHURCH RELATIONSHIP

Kids Depot works as a ministry of Calvary Gospel Church to provide the greatest possible educational outreach to young children. The church staff stands ready to minister to families of the center and invites them to participate in weekly worship and classes.

The center is intended to be self-supporting in its operation. The Church provides space, utilities, and bookkeeping services. The income from tuition is intended to provide for these and all other operational expenses. Partial reimbursement of food costs through the federal Child Care Food Program, "in-kind" donations, and volunteer service by parents and friends all help to control costs. The center makes every effort to reimburse the Church for any extra expenses resulting from the center's operation. The Church shares the cost of materials and equipment

intended to be used mutually by the center and the Church.
The Preschool is directly responsible to its Advisory Board and the Pastor of Student Ministries for its operation.

E. LICENSE

The center provides a part-day and full-day program for children age 6 weeks through age 5 during the academic school year and extends through age 10 during the summer. The Center's hours are 6:00 AM to 6:00 PM. The Wisconsin Department of Children and Families, Division of Early Care and Education, license it as a part and full day child care program. The center is a Christian-oriented, non-denominational outreach of Calvary Gospel Church. Kids Depot is licensed for 75 children. The Licensing Rules for Group Child Care Centers DCF 251 and the license from the Department of Children and Families are posted behind the Student Ministries reception desk. Any non-compliance found by the Department of Children and Families will be posted in this same area along with the plan for compliance.

II. ADMINISTRATION

A. ADVISORY BOARD

The Board has responsibility for setting policy, determining objectives, directing overall organizational and financial planning, publicizing the center, evaluating the program, and acting as liaison between the Church and the center.

III. ADMISSIONS

A. POLICY

Kids Depot does not discriminate in the admission, retention, and dismissal of children or in the disbursement of scholarships on the basis of sex, race, color, class, national or ethnic origin, marital status, religious beliefs, sexual preference, political persuasion of the parents, or disabling conditions. All children will be considered for enrollment based on space available on a first-come, first-served basis.

We only offer full-time, full year enrollment for any child less than two years of age. Children older than two years of age have both full-time and part-time options available. However, full-time students will be given priority over part-time students. If a family enrolls their child part-time and there is a family that would like to enroll their child full-time, the part-time family would have the option of changing their enrollment status to full-time or possibly lose their spot in the program.

B. PROCEDURE

1. Prior to enrollment of a child, the parent or guardian and the child must visit the center for orientation to the center's program and policies.
2. Families will receive a policy manual and visit with the Administrator or Director prior to admission of the child.
3. The Administrator or Director approve enrollment of each child.
4. Parents or guardians must provide the following completed enrollment forms:
 - DCF 251 Enrollment
 - Health History and Emergency Care Plan
 - Personal Information or Under Age 2 Intake Form
 - File Card
 - Permission slips, where appropriate

- Immunization Record within 30 days after entrance
- Physician's exam within 90 days after entrance. This must be based on a physical exam by a physician performed no longer than six months before the child enters the center or within six months after entrance.
- Emergency Medical care or Treatment Consent
- Field Trip Transportation Permission
- DPI Food Program Household/Income Statement

IV. SCHEDULE OF OPERATION

A. Hours

Kids Depot is open from 6:00 a.m. to 6:00 p.m. Monday through Friday. We serve children age 6 weeks through age 5 during the school year and through age 10 during the summer. The center is licensed for 75 children.

B. Days of Operation

Kids Depot is open year-round with the following exceptions:

The Center is closed on the following holidays for which the parents ARE charged:

- Labor Day
- Thanksgiving Thursday and the Friday After
- Christmas Eve Day and Christmas Day
- New Year's Day
- Good Friday
- Easter Monday
- Memorial Day
- Independence Day
- Friday before Labor Day

C. Arrivals and Departures

Parking

Parents may use any of the unassigned church parking spaces when bringing and picking up their child or use the half circle drive in front of the Kids Depot entrance. In adverse weather, the carport may be used as a temporary parking spot.

Drop-Off

To ensure the safety of each child upon arrival, an adult must accompany the child to the classroom. It is the responsibility of the adult to ensure that the teacher knows that the child has arrived before the parent departs. Each parent MUST sign their child in and out daily on the attendance boards and add their initials. Also, children must wash their hands upon arrival each day.

Attendance

Teachers will take the daily attendance for their assigned classroom. The classroom attendance form has the child's name and date of birth. If a child does not arrive by 9:00 AM, that child's teacher will notify the Administrator or Director that the child has not arrived. If the child is scheduled to arrive at the center later than 9:00, the child's teacher will notify the Administrator or Director that the child has not arrived one hour after scheduled arrival. It is then the responsibility of the Administrator or Director to call the parents of that child to find out the reason for his or her absence. At least two attempts will be made to contact that child's parents and this will be documented on the sign in and out sheet. In the event that the Administrator or Director is not available to make the phone calls, it will then be the teacher's responsibility to make the attempts to contact the parents and document these attempts.

Pick-up

When arriving to pick up a child, it is imperative that the parent/guardian inform the teacher that the child is departing and sign him or her out and initial that he or she is doing so.

It is essential that children are picked up by 6:00 p.m., which is when the center closes. PLEASE call ahead to the center if for some reason you are unable to arrive by 6:00. A **Late Pick-up fee of \$10.00 per child** will be assessed for any pick-up between 6:00 and 6:15 without exception. The fee will be added to your tuition for each late pick-up. After each 15-minute period, an additional \$10.00 per child charge will be imposed. If you fail to pick your child up by 6:30 p.m., the staff member in charge is responsible for calling the Dane County Department of Human Services or the Madison Police Department. **It is imperative that the adult responsible for picking up the child or the parent calls the center to notify the staff of the anticipated arrival time.**

D. RELEASING CHILDREN

The center will not release a child to anyone other than his/her parent or legal guardian or a person so listed on the enrollment form. Written permission, signed by the parent/guardian, must be provided before a child is released to anyone else. Forms for this are provided in the stacking trays outside the Administrator or Director's office.

In order NOT to release a child to a parent due to court-ordered placement, **we must have a copy of the court order on file.** Without this, we cannot refuse a parent who comes to pick up his/her child.

V. EDUCATIONAL PLAN

A. CURRICULUM

Kids Depot is currently using Creative Curriculum and Teaching Strategies Gold as our curriculum and assessment tool.

We also stress Christian principles and values. We believe that all children need to know, and develop with children and adults who reflect the cultural and ethnic diversity of the community, and with persons of different ages and sexes. This is an enrollment goal, and a goal in selection of staff.

The cultural diversity of the children is reflected in the program through incorporation of their language, foods, and celebrations into the classroom program. Families are encouraged to provide materials and suggestions to the teachers regarding their child's background and traditions. Families are also encouraged to visit the child's classroom for the purpose of sharing their culture and background.

We recognize that in order for a child to feel good about others and to embrace and appreciate cultural differences in other people, the child must feel good about himself/herself. Positive and good feelings toward others flow from a healthy self-concept. Children develop awareness, acceptance, and appreciation that each of us is a unique individual, with much to learn, at his/her own pace.

Children are assigned to a classroom based on their age, for the major part of the day. The teachers for each class are responsible for planning and carrying out the daily activities within the framework of the goals and policies established by the Advisory Board.

The program schedule is planned to provide a flexible balance of:

- Active and quiet play
- Individual and group activities
- Indoor and outdoor activities (separate play area for children under the age of two)
- Activities directed by adults and periods of time when children make

their own choice of activities

All children are expected to participate in class activities, including outdoor play. If a child is too ill to be outside, he/she should not be brought to school. The center does not have extra staff to supervise children who must stay inside. For safe movement within the Church building, to and from the lunchroom, to and from the playground, and on field trips, the children move in groups with an adult. Children who arrive at the center before 8:00 in the morning or stay after 4:00 in the afternoon are in mixed age groups at those times in a classroom. The children are free to choose among materials and activities, which include dramatic play, art, blocks, small manipulative materials and books..

The Preschool provides children with a curriculum (currently Creative Curriculum) that includes these areas:

- Christian values
- Emotional development
- Social development
- Physical coordination
- Body awareness
- Sensory development
- Language and cognitive development
- Arts and crafts
- Music and dance
- Science and discovery
- Pre-math activities
- Pre-reading activities

As part of this ministry of Calvary Gospel Church, we strive to:

- Help each child understand that God loves each individual
- Introduce children to the idea of thanking God
- Encourage children, through a non-denominational format, to be kind and considerate of others, and responsible stewards of God's creation

B. CHILD GUIDANCE POLICY

The main purpose of the child guidance policy is to encourage each child to grow and develop as a social being and to achieve a secure environment in which the child and staff can interact. The welfare and safety of all children at the center is always an important consideration.

Through consistent, positive guidance by the teachers, and through learning clear-cut limits and rules that are appropriate to the child's ability to understand, each child is encouraged to respect him/herself as well as others. There will be no physical punishment or other discipline, which is harmful, humiliating, or frightening to the child. The staff will strive to enforce consistent center rules so that the children will know what is expected. In all interactions with children the staff will show care and respect for each child. The staff will let all children know that they care about each one, but will not allow behavior, which causes danger to another person or property.

Infants and toddlers do not always see their behavior as harmful or damaging. Teachers and staff members must accept that infants and toddlers are driven by their curiosity and imagination. Our teachers realize the importance of having appropriate expectations of behavior during these years.

Staff will be alert to interactions among children and will try to intervene before inappropriate behavior occurs in order to:

- Encourage children to use words to express their feelings and desires rather than physical force or inappropriate language
- Encourage sharing and cooperation rather than confrontations
- Encourage assertive rather than aggressive behavior

Families should inform staff of changes in their child's life that may affect moods and behavior. Some situations staff should be made aware of, for the sake of the child, include:

- Changes in the family situation (e.g. separation, divorce, and new sibling)
- Parent/guardian out of town
- People visiting the child's home
- Child taking medication
- Family pressure such as loss of job or final exams

All of these and other situations may affect the child's behavior. The staff can be sensitive to the child's needs if they are aware of such circumstances.

Prohibited Disciplinary Actions: Children at Kids Depot will not be subjected to any form of punishment that is abusive, humiliating or frightening to a child. Children will not be subjected to any form of corporal punishment, including rough handling, shoving, hair pulling, shaking, slapping, kicking, biting, pinching, hitting or spanking.

Nor will children be subjected to any form of emotional abuse, including name calling, ostracism, shaming, making derogatory remarks about the child or his family, or using language and tones that threatens, humiliates, or frightens the child.

Toileting habits (or lack of them) will not be a cause for punishment of any form. The withholding of food, clothing or medical care will not be used as punishment. No physical or mechanical restraints of any kind will be used on a child, except to physically hold a child when containment is necessary to protect a child or others from harm.

Time outs, in the traditional sense are discouraged at Kids Depot and prohibited for any child any the age of three years old. If a child is choosing to not cooperate with an activity, he/she may:

- Choose to change behaviors and participate
- Choose to do a quiet, individual activity at the "quiet table" in the classroom. Such activities may be doing a puzzle, reading a book, working on clay, etc. The child will not be sent out of the room but will be slightly separated from the group.
- If a child's behavior becomes a safety issue for the children in the classroom or so intense that the rest of the children cannot focus, the teacher will call the office and the child will be removed from the classroom to calm down in the office. Once the child has regained control, he/she will return to the classroom.
- If the child cannot regain control and remains a safety issue, the child's parents will be called and the child may be sent home for the remainder of the day.

VI. PARENT INVOLEMENT

Parents are welcome to visit at any time. Kids Depot has an open door policy. Parents are also invited along on field trips, and to eat lunch with their child's class.

A. CONFERENCES

Conferences with teachers will be offered at least once during the year for children age one and up. Parents that have children under the age of two will need to meet with their child's teacher and update the Child Care Intake for Child Under 2 Years form every three months. In addition, parents/guardians are encouraged to arrange times to meet with teachers any time that concerns exist.

B. MAILBOXES

Mailboxes are located by our front door for children age 2 ½ or older. For the children under age 2 ½, the mailboxes are located outside the classroom doors. The staff and the Administrator or Director will leave messages, information, and financial statements in the boxes; please check them on a daily basis. Families are requested not to use the mailboxes for communication with other families or to distribute literature, birthday invitations, etc. The Administrator or Director must approve exceptions.

C. COMMUNICATION

A monthly newsletter is given to all families, either through email or a paper copy in the children's mailbox. Teachers prepare weekly information sheets/lesson plans regarding activities planned for their classes and place them in the children's mailboxes. Daily notes are given out directly to the parent/guardian of all children under the age of three.

It is often most appropriate to discuss a child or a problem when the child is not present. If a parent/guardian wishes to discuss something of a serious nature with a teacher, we will arrange for a substitute to stay with the class temporarily while the parent/guardian and teacher meet in private. Conferring by phone can be helpful and convenient. Our teachers are happy to arrange a time to do so. To reach us by phone, call **249-6448** or **249-6445 Ext. 3006**. To reach us by email, use this email address – KidsDepot@CalvaryGospelChurch.org or Nancy.Karn@KidsDepotChildcare.com.

D. LOCKERS

Lockers or cubbies are provided for each child for storage of outerwear and other personal belongings. Children are taught to respect the privacy of other children's locker/cubby space. Lockers/cubbies should be cleaned out each Friday, or on a child's final day each week.

E. WORKSHOPS

We will offer physical activity and/or nutritional workshops to our parents at least once each year. We will notify you of these opportunities through email, newsletter and/or flyers placed in the children's mailboxes.

VII. POLICIES CONCERNING DAILY ROUTINES

A. CLOTHING

Families are asked to provide an extra set of clothing to keep at the center. Check the supply regularly to be sure the clothes still fit and are appropriate for the current season, and that a full set (underwear, socks, pants, and shirt) remains available here.

Outside play is an important part of the child's day. Tennis shoes or similar shoes

only are allowed when the children go outside or go on fieldtrips. Sandals can be worn to school, if they have a strap that goes behind the child's heel. Flip flops are not allowed at any time.

Children should be dressed appropriately for the weather. During the winter, children need boots, mittens, snow pants, and a warm coat and hat. During the spring, children need to have boots available to wear when it is wet and/or muddy outside.

While at the center, children are most comfortable in play clothes. Jeans or slacks that cover the knees are best as the children are often on the floor or sitting outside on the ground.

All clothes should be marked to help avoid loss. Children are encouraged to develop dressing skills. Outdoor clothing, which fits and can be managed by the children, is helpful.

B. DIAPERS

Parents are asked to provide disposable diapers and wipes for their children who are not yet toilet trained.

Our staff works closely with parents to approach toilet training in a consistent and developmentally appropriate manner when the child is ready after he or she turns 2 ½ years old.

C. NAP TIME

The Department of Children and Families requires that all children under age 5, who attend a full day, must rest for 30 minutes. Children who are awake after 30 minutes are able to get up and play under supervision.

Parents are required to **provide a sheet and a blanket** for naptime for all children age one and older.

D. FIELD TRIPS

Parents will be notified in writing of any field trip, which requires the use of a vehicle. Information that will be provided to the parent will be: date, time of departure and return, destination and whether it will be via city bus or chartered bus. Children under the age of 2 ½ will not be transported in a vehicle and will not participate on field trips.

Yearly activity fees are charged to cover the costs of field trips and special activities planned by Kids Depot.

E. MEDICATION

Medication can only be administered to a child under the following circumstances:

- Prescription medication must be in original container and labeled with the child's name, name of drug, dosage directions for administering, date and physician's name. Pharmacists will often provide a second labeled container, so portions can be kept at home and at the center. Medication requiring refrigeration is kept in a marked container in a refrigerator.
- Non-prescription medication must be labeled with the child's name and the name of the medication and the dosage to be given.
- The parent or guardian must sign an authorization for administering medication. These can be found in the stacking trays outside the Administrator or Director's office.
- The Administrator or Director or the child's teacher must be informed of the reason that the child is receiving medication.
- Whenever medication is given, it is recorded in a permanent medical log maintained in the classroom.

F. TOYS FROM HOME

The children are **not** allowed to bring toys from home to the center unless it is included into the curriculum with prior approval by your child's teacher.

The only exception to this rule is; the children may bring in one, soft naptime toy to help him or her fall asleep.

G. ILLNESS

Control of infectious diseases is an important concern in a group center. To minimize the spread of illness to other children, staff, and their families, the center adheres to Madison Department of Public Health guidelines for exclusion of ill children.

Children who have the following symptoms will be excluded from the childcare setting until a physician has seen the ill child and certified the symptoms are not associated with an infectious agent or the child is no longer a threat to the health of other children at the center, or 24 hours have passed with no sign of symptoms:

- Fever: Axillary or oral temperature of 100 degrees or higher.
- Respiratory Symptoms: Difficult or rapid breathing or severe coughing; chest congestion.
- Diarrhea: An increased number (three or more) of abnormally loose stools in the previous 24 hours.
- Vomiting: One or more episodes of vomiting within the previous 24 hours.
- Eye/Nose/Ear Drainage: Mucus or pus draining from the eye or nose.
- Skin Problems: Rash -- skin rashes, undiagnosed or contagious; infected sores.
- Itching: Persistent itching (or scratching) of body or scalp.
NOTE: WE HAVE A NO NIT POLICY FOR HEAD LICE. EVEN IF THE CHILD HAS BEEN TREATED, HE/SHE IS NOT ABLE TO RETURN TO SCHOOL UNTIL ALL NITS HAVE BEEN REMOVED.
- Appearance/Behavior/Skin Color: Child looks or acts differently (unusually tired, pale, yellow, lacking appetite, confused, irritable, difficult to awaken, unable to participate in regular program activities).

Families are informed when a child in the center is found to have a specific communicable disease by a notice describing symptoms posted by the classroom door. Likewise, families are expected to inform the center when their children contract a disease, so that the others may be notified. The identity of the infected child will remain confidential. Certain diseases, however, must be reported to the health department.

When, in the opinion of the Administrator, Director or staff member, the well being of other children and staff dictate a child be excluded on account of illness, the center reserves the right of exclusion.

All families are advised to make contingency plans for care of a sick

child in advance of actual illness.

H. ACCIDENT AND EMERGENCY PROCEDURES

At Kids Depot:

When an injury occurs, the child's teacher, in consultation with the Administrator or Director, will assess the severity of the injury. In the case of serious injury, every effort will be made to reach a parent/guardian immediately. If this cannot be done, person(s) listed, as emergency contacts will be called. When a child's injuries require a visit to a doctor, the center must fill out an accident report and send it to the Department of Children and Families. The parents must supply the following information: physician seen, clinic where treated, and treatment. If the injury is minor, routine first aid will be administered. For each accident, an accident report will be prepared for the parent, and put in your child's cubby. The accident will also be entered in the classroom's permanent accident log. Meriter Hospital is the facility the center will use for emergencies.

When a child arrives at the center with an observable injury, this too will be noted in the permanent accident log.

AWAY FROM CENTER (FIELD TRIPS, ETC.)

1. Walking Field Trips

The center will provide the same quality supervision on field trip as it provides while children are on center premises. Parent volunteers will also be in attendance as needed, and will be oriented to our safety procedures prior to chaperoning an outing. Medical release forms and emergency cards on each child and a portable first aid kit will be taken along anytime a group leaves the premises.

2. Driving Field trips/Bus trips

All children will be transported in seat belts or car seats (unless the bus is not equipped with them; i.e. city buses). Children will be divided into small groups, each with an adult leader who is responsible for them for the duration of the trip. That adult leader will have in their possession the medical release forms and emergency files for each child in their group.

A group leader is assigned to every trip. It is this person's responsibility to make sure role call is taken often to make sure that all children are accounted for at all times. It is also the group leader's responsibility to do a walk through of the vehicle that transported the children to make sure that no child is left behind after the children have safely exited the vehicle.

In the case of a missing child, the center will notify the local police for their assistance and will immediately contact the child's parents.

MISSING CHILD

It is the center's policy that no child is ever left alone. The children are instructed to ask permission to leave the group for any reason, and the staff member is responsible for insuring their safe return within a reasonable time period.

During transitions, one staff person will always leave a room first as a leader, and another staff person will be the last one out of the room to assure that all children follow. Transitions involving the outdoors will follow the same procedure. If a staff person is alone with a group of children, he/she will keep the group together to assure that all children are safe and accounted for.

If a child cannot be located after an exhaustive search, the center will notify the local police department for their assistance. Parents will also be notified.

I. ACCIDENT REPORTS

Kids Depot will use the state-issued accident report to report all injuries resulting in medical attention.

Parents will sign the form and return it to the center so that it can be placed in the child's permanent file and a copy can be sent in to The Department of Children and Families, Division of Early Care and Education. Each child at the center will have on file:

*Written permission from the parent giving the center authority to seek medical help or treatment for their child in an emergency situation; and

*Name, address, and phone number of the child's health care provider, to be called in case of injury/emergency.

J. REPORTING OF SUSPECTED ABUSE

As we are childcare professionals, we are **required** by state law to report suspected cases of physical, emotional, and sexual abuse or neglect.

K. INCLEMENT WEATHER POLICY

a. SEVERE WEATHER

The center will close when, in the judgment of the Administrator or Director, weather conditions are serious enough to make travel hazardous. Closings will be announced on Madison radio stations (excluding public stations WHA and WERN) by 6:00 A.M. If Madison Public Schools are closed, the center will automatically be closed as well; tuition will not be refunded. If such a closing occurs during the school day, staff members will remain until such time as all children are picked up.

b. TORNADO WARNING OR OTHER EMERGENCIES

In the event of a tornado warning or similar emergency, children will be taken to the interior rooms of the church. An emergency bag is kept equipped with transistor radio, flashlight, emergency numbers, books, etc. Anyone hearing a weather warning on a radio or TV is asked to call the center, to be sure the staff is aware. Families need not come for their children while a warning is in effect, even if it lasts beyond regular closing time. There will be no late fee assessed until 30 minutes after the alert has ended. Should there be an emergency of great magnitude, we will attempt to get word to WIBA radio (1310-AM), so please listen to that station. Fire drills will be practiced each month, with the Administrator or Director of the center and the Church's custodial staff conducting them. The dates, time and evacuation time will be recorded on the appropriate form and posted.

Tornado drills will be held monthly, April – September.

L. CONFIDENTIALITY

All information contained in each child's file is confidential. A child's file is open to the child's parent or legal guardian, to the Licensee, to the Kids Depot Administrator or Director, to the child's teacher(s), and to the state-licensing specialist. The parent's written permission must be given before anyone else can see the child's file.

M. PETS

If a classroom has a pet present, that classroom will have a sign posted, on the parent board, stating the type and number of pets that are in that classroom. If a pet is added to your child's classroom after enrollment, the parents will be notified in writing of the type and number of pet additions.

The children will not be allowed to handle any pet that is in Kids Depot's

possession without prior, written permission from that child's parent.

VIII. FOOD PROGRAM

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

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

For children age one and up, the food program includes:

A breakfast consisting of the following:

1. Milk or milk product
2. A cereal, whole grain or enriched bread product
3. Fruit

Lunch consisting of:

1. Milk
2. A protein
3. Two vegetables, or one fruit and one vegetable
4. A cereal, whole grain or enriched bread product

An afternoon snack consisting of at least two of the following food groups:

1. Milk or milk product
2. Cheese or other protein
3. Whole grain or enriched bread product
4. Fruit or vegetable

Infant Meal Patterns will be provided to parents of children under the age of one. Kids Depot will provide an iron fortified infant formula; iron fortified cereal, one item baby foods and normal table foods when appropriate.

Meals are prepared in the preschool kitchen.

Menus are created on a four week cycle and include healthy items from a variety of cultures and a combination of new and familiar foods. Menus are posted in the halls and are included in the monthly newsletter.

- We offer fruit canned in its own juice (no syrups), fresh or frozen.
- We offer vegetables steamed, boiled, baked or roasted.
We do not offer fried or prefried meats or fish (chicken nuggets or fish sticks).
- We offer fried or pre-fried potatoes (French fries, tater tots) twice a month or less.
- We offer high fat meats (sausage) twice a month or less.
- We offer beans or lean meats most days.
- We offer high fiber or whole grain foods most days.
- We offer sweets or salty foods once a week or less.
- We serve only 1% milk to children age 2 or older.
- We serve fruits and vegetables at snack at least three times per week
- Fresh fruits and vegetables are grown in Kids Depot's garden each year.

Parents are encouraged to share with teachers or the Administrator or Director suggestions for snacks, especially those reflecting the family's traditions and backgrounds. The children sometimes prepare their own snacks or an entire meal for their lunch. Protein alternatives will be arranged for vegetarian diets or religious restrictions.

BE SURE TO NOTIFY THE STAFF OF ANY FOOD ALLERGIES YOUR CHILD MAY HAVE. Allergies will be posted both in the lunchroom and in the child's classroom. If your child has food allergies, we will need a written statement, from your child's doctor, that states what the allergy is and what the alternative food option is for your child. Every effort will be made to provide the appropriate food substitute.

Helping the children try new foods and eating a well-balanced diet is a goal of the food program. Children sit at tables with their teachers. They are encouraged to serve themselves, to taste new foods, to converse with one another, and to gain a sense of table etiquette.

We do not allow food items, which will be served to the children, brought in to the center from home for any reason. All meals and snacks served to the children will be provided by Kids Depot only.

IX. TERMINATION POLICY

Withdrawal

Parents or guardians must provide written notice of intent to withdraw a child at least 14 days in advance of last day of attendance. They are financially obligated for 14 days from the date written notice is provided, whether or not the child continues to attend.

X. GROUNDS FOR DISMISSAL

Non-Payment of Tuition

Tuition payments are due on **MONDAY**. If payment is not made by Tuesday at 5:00 PM, a **\$20.00 late fee** is instituted.

Families will be given a one-week (5 day) termination of service notice for any of the following situations:

- two weeks behind in payment, OR
- \$500.00 in arrears

If the account in arrears is not brought up to date within the one-week period, Kids Depot will not continue to provide childcare/preschool

services. Kids Depot will start to provide childcare/preschool services again when your tuition balance is paid in full, providing there is space available at the time.

Missing Health and Enrollment Information

Health and enrollment information must be on file by the dates specified under "ADMISSIONS - PROCEDURE", to be in compliance with Wisconsin DCF 251 licensing requirements. The center reserves the right of dismissal for failure to complete these forms.

Child's Inappropriate or Aggressive Behavior

When, in the opinion of the Administrator or Director and staff, the needs of the center dictate that a child is dismissed, the center reserves the right of dismissal. Dismissal will occur only after notice has been provided to a parent/guardian.

Other

If a parent chooses not to abide by the policies and guidelines of Kids Depot, or in any way abuses or threatens a staff member of Kids Depot, that parent's child may be terminated immediately.

XI. PROBLEM RESOLUTION PROCEDURES

If a parent/guardian has a complaint regarding a staff member, the program, or facility of Kids Depot:

1. That person should first arrange to speak in private with the child's teacher or other staff member involved.
2. If the issue is not satisfactorily resolved, an appointment should be made to speak with the Administrator or Director. The Administrator or Director will attempt to resolve the complaint informally with those involved.
3. If the parent is dissatisfied with the informal resolution by the Administrator or Director, the complaint will be referred to the Board chair who will review the issue and may decide whether to call a special meeting of the Board, or to address the issue at the next scheduled meeting of the Board.
4. If the parent/guardian believes the grievance constitutes a violation of licensing rules and wishes to pursue the complaint further, s/he may contact the Wisconsin Department of Children and Families.

XII. FEES AND FINANCIAL POLICIES

A. Tuition Rates

The Advisory Board annually reviews and adjusts the fee scale as necessary. A current fee schedule may be obtained from the center office.

Full time and part-time rates are available for children ages 2 and older, although priority will be given to families that want full-time enrollment. We only offer full-time, full year enrollment for children under age two.

A non-refundable registration fee is required in order to enroll a child in the center. However, that fee does not guarantee a space for your child if his/her start date is more than two weeks away.

An additional advance payment of one week of tuition will hold a space, if available, for your child and will be applied toward the first week of tuition. This includes families who wish to withdraw their child (age two and older) for a period of time and re-enroll them at a later date.

No deductions are made in tuition for illnesses or for other absences. Although

the center is closed, families DO pay for the following holidays if they occur on a day of the week when their child would otherwise attend:

- New Year's Day
- Good Friday
- Easter Monday
- Memorial Day
- Independence Day (if falls on a weekend, we will close the Friday before or the Monday after the holiday)
- Day before Labor Day
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving Day
- Christmas Eve Day (if falls on a weekend, we will close the Friday before or the Monday after the holiday)
- Christmas Day (if falls on a weekend, we will close the Friday before or the Monday after the holiday)

B. Tuition Payments

Weekly tuition costs are determined by the number of days a child attends the center in a week multiplied by the daily rate. Additional charges for late pick-ups, late payments, activity fees, assessment fees, etc. will be added to the weekly statement.

If payment for the week is not received by 5 p.m. on Tuesday of that week a **\$20.00 late payment fee** will be added to your weekly statement.

Only the Administrator or Director is authorized to approve alternative payment arrangements.

Checks should be made payable to "Kids Depot". Checks or money orders may be left in the locked mailbox on the door of the center office. All bank charges incurred by Kids Depot for non-sufficient fund tuition checks will be billed to the parents/guardians. In addition, parents/guardians will be charged a **\$25.00 fee for all checks returned due to non-sufficient funds**.

If it is necessary to pay in cash, your payment must be given to the Administrator or Director only. Other staff members are not permitted to accept cash for any reason.

C. Sibling & Military Discounts

A 5% sibling discount will be taken off the total weekly tuition for families with two or more children enrolled at Kids Depot and for families where either parent is actively serving our country, in any branch of the Military.

D. Referral Discount

A referral discount of \$100.00 will be given to any family, currently enrolled, who refers another family to Kids Depot.

E. EXCUSED ABSENCES

There are no reductions made in tuition owed due to absences related to illness. However, if a child will be away from the center for other reasons, a 100% reduction in tuition will be granted provided the center is notified in writing at least one week in advance. To be effective, a "Notification of Vacation Usage" must be placed in the locked mailbox outside the Administrator or Director's office and not left with the teachers. Each family is limited annually to excused absences equal to the number of days a child is enrolled in a week. Failure to provide written notice for such absences will result in a charge for the full tuition during the time of the absence.

F. SCHEDULE CHANGES

Families will be permitted to request two schedule changes per year. Any additional schedule changes are subject to the approval of the Administrator or Director and will result in an administrative charge of \$10.00. Schedule changes must be made in writing, using the "Child(ren) Change of Schedule Notice" form, and submitted to the Administrator or Director two weeks in advance. To be effective, written notice must be placed in the locked mailbox outside of the Administrator or Director's office and may not be left with the teachers. Administrator or Director approval is subject to availability and center limitations related to staff/child ratios. Teachers do not have the authority to approve schedule changes.

G. LATE PICK-UP CHARGES

The center closes at 6:00 p.m. each day. A Late Pick-up fee of \$10.00 per child will be assessed each time a child is picked up between 6:00 p.m. and 6:15 p.m. This fee will be charged without exception and an invoice will be issued for each incident. Each additional fifteen-minute period after 6:15 p.m. will result in an additional \$10.00 charge per child. If a child is not picked up by 6:30 p.m., the staff member in charge has the discretion to call Dane County Human Services Department or the Madison Police Department. **Please notify us anytime that you will be late.**

H. WITHDRAWAL

Parents/guardians must provide written notice of intent to withdraw a child at least 14 days in advance of last day of attendance; they are financially obligated for 14 days from the date written notice is provided, whether or not the child continues to attend.

XV. ADDITIONAL POLICIES FOR INFANTS AND TODDLERS

A. Pre-Admission Meeting

All Parents, who are enrolling children under the age of two, are required to have a pre-admission meeting with the child's teacher to determine the following:

- a. Scheduling and routine of meals and feeding as well as the timetable for trying new foods.
- b. Toileting and diapering procedures.
- c. Sleep and nap schedule.
- d. The child's way of communication and being comforted.
- e. Development and health history.

B. Nutrition and Meal Times

- a. Infants and toddlers will follow their own eating schedules.
- b. All food and formula filled bottles brought from home are labeled with the child's name and dated, and are refrigerated if needed.
- c. Iron fortified formula will be provided and will be prepared according to the manufacture's instructions.
- d. All infants under age one will be offered breast milk or formula.
- e. Toddlers over the age of one will be offered breast milk or milk.
- f. Infants requiring a substitute other than breast milk or formula will require a written physician's statement.
- g. We will discard any leftover, unused formula, breast milk or milk and rinse the bottles immediately after use.
- h. We will offer drinking water to infants and toddlers several times throughout the day.
- i. Bottle propping is not allowed. We will hold any child that cannot hold his or her own bottle.
- j. All commercial baby food containers or center prepared foods that are stored and have been opened must be covered, dated and refrigerated. Any food that has not been used in 36 hours will be discarded.
- k. Any child that is too young to sit in a high chair will be held or placed in an infant seat with a safety strap during the feeding of foods. The infant seat will be placed on the floor and the staff member will sit next to the infant seat. All high chairs will be wide based and have

- a safety strap.
- l. Children will be encouraged to explore self-feeding with their hands and spoons. All eating utensils and cups will be developmentally appropriate in size and level for the individual child.
- m. Food may not be served from commercial food containers. The food must be placed in a bowl or saucer.
- n. Breast milk cannot be heated in a microwave. Breast milk must be warmed in a bottle warmer. Proper procedures for warming breast milk will be placed by the bottle warmer. All staff members will be trained and follow the proper procedures for breast milk.
- o. The procedures for heating formula and milk in a microwave will be posted by the microwave. All staff members will be trained and will follow the proper procedures for heating formula and milk.

C. Daily Program

- a. Staff members shall respond promptly to a crying child's needs.
- b. Each infant and toddler shall be allowed to form and follow his or her own pattern of sleeping and waking.
- c. Each child under one year of age shall be placed to sleep in his or her back in a crib unless otherwise specified in writing by the child's physician. The child shall be allowed to assume the position most comfortable to him or her when able to roll over unassisted.
- d. Kids Depot will supply and launder the fitted crib sheets for the cribs. Parents are responsible for bringing in the blankets for their infant and a cot sheet and blanket for children age one and older.
- e. Emphasis in activities shall be given to play as a learning and growth experience.
- f. Throughout the day each infant and toddler shall receive physical contact and attention such as being held, rocked, talked to, sung to and taken on walks inside and outside the center.
- g. Routines relating to activities such as taking a nap, eating, diapering and toileting shall be used as occasions for language development and other learning experiences.
- h. When a non-mobile child is awake, the staff member shall change the child's body position and location in the room periodically. Non-mobile children who are awake shall be placed on their stomach occasionally throughout the day.
- i. The non-walking child who can creep or crawl shall be given opportunities during the day to move freely by creeping and crawling in a safe, clean, open, warm and uncluttered area.
- j. Staff members shall encourage infants and toddlers to play with a wide variety of safe toys and objects.
- k. Infants and toddlers shall be taken outdoors for part of each day except during inclement weather or when this is not advisable for health reasons.
- l. We have two strollers, which seat four children each, available to take infants and toddlers out of doors for a walk.
- m. We have adult size rocking chairs in the infant and toddler classrooms for the purpose of holding and rocking the children.

D. Diapering and Toileting

- a. Parents are responsible for bringing in a supply of dry and clean clothing, diapers and wipes sufficient to meet the needs of their child.
- b. Staff members will change wet or soiled diapers and clothing promptly.
- c. Lotions, powders or salves will only be applied to a child if we have specific written directions by the child's parent or the child's physician.
- d. We will plan toilet training in cooperation with the parent so that a child's toilet routine is consistent between the center and the child's home, except that no routine attempts will be made to toilet train a child under the age of two and one half.

XIII. POLICY ADDITIONS OR CHANGES

Families will be notified of changes or additions to policies in writing via the center mailboxes and/or email.

XIV. HANDICAPPING CONDITION STATEMENT

Kids Depot will provide children with disabilities with reasonable accommodations that do not impose undue hardship to the center. Information on a child's special health needs will be shared with everyone responsible to care for the child at a staff meeting or in the staff communication notebook.

Revised January 2015