

Antigo Child Care, Inc.

Policy Handbook

Updated: {2024}

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Welcome and Introduction

Mission Statement and Center Philosophy

Antigo Child Care prioritizes an engaging and nurturing environment where children are encouraged to explore, play, grow and learn. The staff at Antigo Child Care (ACCC) will be educated, certified, and well-trained to offer love, learning opportunities, and care for the children of our community. We will provide parents with assurance of quality supervision and an enriching curriculum to meet each child's individual learning potential.

At Antigo Child Care, we are dedicated to nurturing a child through a thoughtful integration of play-based exploration and structured routines. Our mission is to create an enriching environment where children can thrive emotionally, socially, intellectually, and physically. We believe that play is the foundation of learning, where children naturally develop critical skills such as problem-solving, creativity, and collaboration. Our curriculum emphasizes purposeful play activities that ignite curiosity and foster a love for discovery. Also, we recognize the importance of structured schedules in providing stability and predictability, essential for children's development of self-regulation and routine. We aim to cultivate an atmosphere where each child feels valued, respected, and encouraged to explore their interests at their own pace. Our philosophy embraces diversity and individuality, ensuring that every child receives personalized attention and support in their growth journey. With a commitment to safety, excellence in early childhood education, and strong partnerships with families, we aspire to lay a solid foundation for lifelong learning and success in every child we serve.

We are a Wisconsin Licensed Group Child Care Center, abiding to the rules and regulations of the Department of Children and Families. If you would like a copy of the group child care center policies (DCF 251) or wish to see any results of inspection, exemptions, exceptions or conditions notices of enforcement actions, please see the bulletin board outside the office or ask to speak with the director.

Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all biases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

ACCC does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA) by making reasonable accommodations.

Hours and Scheduling

Hours of Operation and Holidays

Monday - Friday from 6:30am - 5:00pm (Year Round)

Closed on major holidays: New Years Day, Easter*, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas

*floating holidays will apply the previous Friday or following Monday if the holiday falls on a weekend

Emergency Closings

In the case of a **flood, loss of power (heat or air conditioning in extreme heat or cold)**, parents will be notified by phone immediately to come and pick up their children. If it is prior to the opening of the center for the day, a message will be sent out via the Procare app and staff will do their best to make contact with each family in their classroom as soon as possible.

In the case of **snow and inclement weather**, the center will remain open, unless determined it is unsafe or due to extreme low census. Staff will do their best to make contact with each family in their room as soon as possible. Families who choose not to bring their child to care can use a vacation day, if they choose to do so (submitted to the director in writing)

Attendance and Scheduling

Children at ACCC will be prioritized on a full-time schedule basis.

Upon accepting a spot at ACCC, families will sign a contract agreeing on the price and a schedule. On this contract, daily drop-off and pick-up times will be listed. A new contract or change in times can be requested at any time, with at least one week's notice in a consistent change.

Annually from July 1 to June 30, each child will receive 8 vacation days that do not require payment and will be seen as a credit on your weekly invoice. Please ensure the director knows about your absence in writing via note, Procure message, or email. If your child is ill, a doctor's note will excuse them for the day (maximum of 5 days per year).

If the center is closed due to low enrollment (under 25%) or is scheduled to be at low enrollment (yet remains open), children who do not attend care will receive a credit on their next statement.

*This will be communicated and determined in advance, if possible, unless due to inclement weather or emergency situation

If a child will be arriving late or absent, parents should notify the center by 7:00am or at/before their listed drop-off time. If they do not contact the center by this time, a personal day will not be accepted. We will contact families within one-hour past their scheduled time to ensure the safety of the child via Procure message for documentation.

Children cannot be in care for more than 10 hours in a 24-hour period of time.

*We understand that all children need time to become familiar with the center and routines. Their first two weeks of care are considered a "trial period." If the center cannot meet the child's needs or the family is dissatisfied, the contract may be terminated by either party (in writing).

Daily Scheduling Example and Activities

- ★ Free Play (Drop-Off)
- ★ Social games
- ★ Breakfast (beginning at 8:00am)
- ★ Circle/Group Time
- ★ Functional Toy Play
- ★ Large Motor/Outdoor Play
- ★ Lesson/Specialized Centers/Craft Activities
- ★ Lunch (beginning at 11:00am)
- ★ Story Time
- ★ Nap/Rest Time
- ★ Snack (beginning at 2:00pm)
- ★ Large Motor/Outdoor Play
- ★ Music Time
- ★ Stations/Centers
- ★ Free Play (Pick-Up)

*Specific schedules per age group are posted in each classroom | Snack will be offered to any child in care past 5:15pm

Admission and Enrollment

Admission, Enrollment Forms and Orientation

Any family wishing to enroll their child at Antigo Child Care, may complete the online form via Procure on our website (or Facebook page) and will automatically be placed on a waiting list. The director will contact within 5-7 business days, via preferred contact method, to confirm submission has been received.

At time of contact, they will be invited to tour the center and set up a time for parent orientation. At the orientation, the director will review the required childcare paperwork and parent handbook. The teachers will be introduced to the family and the parents will be encouraged to set up a time for a classroom visit with their child. The \$25 enrollment fee must be paid to be placed on the waiting list.

Initial Enrollment Fee: \$25 per child

Recurring Annual Registration Fee: \$16.94* per child (determined by the state) (January Statement)

- ★ Child Care Enrollment Form
- ★ Health History and Emergency Care

- ★ Parent Handbook Acknowledgement Form (updated annually)
- ★ Free and Reduced Food Service Application (one per family per year)
- ★ Intake Information for Child
- ★ Registration Fee

any of your child's records can be found in the office. Please ask a staff member or the director for assistance. You will only be allowed to look at your child's file. In the event that there is a court order restricting your access to parental rights, you will not be allowed to look at the records. Also if you are not on the approved list of parents or guardians you will not have access to this.

The following forms must be completed and returned within 30 days after your child's first day of attendance:

- ★ Immunization Records
- ★ Child Health Report (signed by a physician or nurse practitioner)

*According to State of Wisconsin Licensing Guidelines, enrollment of a child may be terminated if these forms are not completed and returned in a timely manner. Parents will receive a 30 day notice when forms need to be updated. All forms will be kept confidential and are only available to ACCC staff or a state licenser. Parents can request a copy of these records at any time.

Children's Files

Files can be found in the office, in the top left drawer. Parents can request to see their child's record at any time. These files are meant to stay confidential. Parents will not have access to other files nor will any unauthorized person have access to a child's files. Each child will have a file, and each file should contain (in this order):

- ★ Child Care Enrollment
- ★ Health History and Emergency Care Plan
- ★ Immunization Record
- ★ Child Health Report (Physical Exam Record)
- ★ Intake for Child Under 2 Years (if applicable)
- ★ Any other notes and documentation that have been collected such as Accident/Injury sheets, medications administered, and notes from parents.

Lead teachers are responsible for periodic (at least every 3 months) checks of these files to verify that they are organized, contain the necessary information, and ensure none are expired. If a form needs updating, the classroom teacher should discuss with the parent/guardian at drop-off or pick-up. If a child's health report is past due by 2 weeks, the child will not be able to attend until returned.

Fees and Payment

Weekly rates are dependent upon the age category of the child. Any increase in fees will be provided to parents via written notice at least one month in advance.

Antigo Child Care Center's rates are based on full-time attendance. If a parent chooses to enroll their child part-time (less than 5 days per week), weekly rates will still apply.

Weekly Rates

- ★ Infants and wobblers: \$245 per week
- ★ Toddlers: \$225 per week
- ★ Preschoolers: \$205 per week

Payment Schedule

- ★ Due Date: Payment is due each Friday for the previous week's care.
- ★ Late Fee: A late fee of \$20 will apply if payment is not received within 2 weeks of the due date. This fee is applied for each recurring late payment.

Payment Methods

Procare:

- ★ Credit/Debit Card (3% fee)
- ★ ACH Transaction (free)
- ★ Checks: Accepted on a situational basis (must be discussed with the director). A \$20 fee will be charged for any checks that do not clear due to insufficient funds.
- ★ Cash: Not accepted.

Discounts

- ★ Multi-Child Discount: A 5% discount will be applied to the oldest child's account.

Payment Plans and Refunds

- ★ Emergency Situations: If needed, contact the director to arrange a payment plan.
- ★ Refunds: Refunds are only issued if there is an error determined by Antigo Child Care Center (ACCC).

Custody and Payment Responsibilities

- ★ In cases of custody disputes or divorce, payment responsibilities must be clearly outlined in the enrollment contract. Parents or guardians should provide a written agreement detailing payment responsibilities and any special arrangements.
- ★ If the weekly bill is split between parents and one party fails to pay their share, the director will notify the non-paying parent and provide a one-week period to settle the overdue balance. Failure to do so will result in the discontinuation of care for the child.

Additional Fees

- ★ Any additional fees or payments attached to your weekly account will be discussed beforehand, and you will have the option to accept or decline them.

For any discrepancies or questions regarding your weekly rate, please contact the director.

Termination or Discharge of Enrolled Children

Parents must give the director two weeks' notice in writing of termination of enrollment. They do not need to provide a written reason, but are encouraged to discuss reasons with the director. Charges will apply during this two week time frame regardless of attendance. If any of the concerns listed below arise, the director will set up a meeting to discuss with the family. The director will provide notice/ documentation of any necessary termination in writing, and will provide a detailed explanation as to why a child is being discharged.

In the event that parents want to discharge a child, the director will ask to set up a meeting. This meeting is to only encourage the enrollment of the child and so discuss what changes need to be made for the child's needs.

In the event that Antigo Child Care Center discharges a child, the director will still set up a meeting to discuss the future of the child. During this meeting we will talk about the child's options and any references the director has. A decision should be made at the meeting and both parties should come to an agreement.

ACCC reserves the right to terminate the enrollment of any child in the center for any of the following reasons:

- ★ Failure to pay fees
- ★ Failure to adhere to drop-off / pick-up times or other ACCC policies
- ★ When the child's behavior is disruptive or dangerous to self, other children, staff, or property.
- ★ When the parent/guardian is disrespectful to staff or leadership. (see teacher/parent communication)

ACCC will NOT discharge any child or families because of discrimination.

Classrooms and Programs

Classrooms and Ages

Infants: 6 weeks - 12 months (8 spots; 2 staff)

Wobblers: 1 - 2 years (8 spots; 2 staff)

Toddlers: 2 - 3 years (11 spots; 2 staff)

Preschoolers: 3 - 5 years (16 spots; 2 staff)

*these ages and transitions are approximate based on classroom availability

Educational Programs, Philosophy and Lesson Plans

Antigo Child Care Center supports a primarily play-based or child-centered learning style where children are encouraged to be curious, explore and learn based on their age and own current interests through specifically focused play designed by ACCC staff. This active style of learning also facilitates and encourages the growth of social skills along the way. Parts of the day may include developmentally appropriate academic-based programming for preschool children with teacher led instruction and activities. ACCC fully supports the idea that children develop at different rates, that each child is a unique individual whose needs should be met at whatever stage they're at, and acknowledges that not all children develop at the same rate.

Lead teachers, with the help from assistant teachers, will develop weekly lesson plans that are developmentally appropriate for infants/toddlers/preschoolers. These will be posted on the classroom's bulletin board and ProCare app so parents may read them. The lesson plans will be based upon the ACCC philosophy listed above, collaboration with the Antigo School District, and the Wisconsin Model Early Learning Standards. This includes activities in all the developmental areas (domains) including health, physical development, communication, early literacy, approaches to learning and cognition.

Staff will implement the daily lesson plans together as a team, making sure each child is able to participate at their level. In the lead teacher's absence, the assistant teacher should follow the teacher's plan. The teacher and the assistant will discuss the plan after completion to review what worked, what goals need continued activities and what skills were mastered. This information should then be used in the writing of the next lesson plan, communicated with parents on ProCare or on the child's daily sheet, and to update the child's portfolio (if appropriate).

Lesson plans and supply lists should be given to the director on the Thursday before the following week.

Holidays and Celebrations

At ACCC we love to learn about and celebrate many different holidays, cultures, traditions and special occasions throughout the year (religious components are not emphasized). If a family prefers that their child does not participate in these activities, they should let the staff know in advance.

Birthdays are special and big events in children's lives! If families wish to bring in a snack or treat, they should check with the child's teacher and/or the director for any specialized instructions or allergies.

If families would like to share a special tradition, piece of your culture or skill with us, please encourage them to let us know. We'd love to have them!
(Volunteer form required)

Cultural Diversity

Antigo Child Care will participate in cultural diversity settings. This will be implemented through play (books, dress up, babies, etc.) Antigo Child Care Center will encourage children to try different ethnic food groups. We will also strictly encourage children to be respectful and kind to others.

Daily Operations

Drop Off and Pick Up

Parents may park in the three designated spots for drop-off and pick-up in the parking lot on Morse Street, or along the street on 5th Avenue.

Children should not arrive before their scheduled time. Failure to do so will receive one warning and a \$20 fee each recurring time. If you wish to drop your child off earlier than your scheduled time then you must give the director, Abby, a 3-5 day notice so that employees schedules can be rearranged. Arrange pick up by your scheduled time. Families will be charged a fee of \$1 per minute past scheduled pick-up time and \$5 per minute after a half an hour past scheduled pick-up time after one warning. If a change is needed in contracted hours, please talk to the director.

*Staff schedules based on child contracted drop off and pick up times.

Upon arrival, enter your security code to unlock the building. You should not share this code with any other individuals. If you forget, ring the guest doorbell at door #1. This is to ensure the safety of children while in our care. After entering, please sign your child into the center's Procure program via your phone app, QR code, or tablet. Next, drop off your child's outdoor gear and any other items in their designated cubby. Please be sure to communicate and acknowledge the child's arrival to begin care and to ensure the child's location is known at all times.

Parents entering the infant & wobbler door/classrooms should remove their shoes for sanitary and cleanliness purposes.

If the authorized pick-up person appears to be under the influence of drugs or alcohol, a phone call to the local law enforcement or social services agency may be made.

Additional Authorized Persons

If someone besides the parent/guardian or authorized individual listed on the child's form will be picking up a child, a written note to the teacher stating this should be provided or via Procure message for documentation. This individual should bring a photo ID so the childcare teacher can verify their identity (if unknown). It is the parent's responsibility to submit in writing any changes concerning permission to pick up. Failure to do so will result in the child remaining at the center (charges and fee may occur if past scheduled pick-up time).

What Does the Center Provide?

Antigo Child Care Center will provide a safe, welcoming, and friendly atmosphere where children will experience an enriching and nurturing environment with an engaging curriculum that supports their development physically, socially, emotionally, and cognitively. We also provide well-trained, responsible, respectful, and caring staff who will encourage, love, and support your child each and every day.

The center will provide three meals per day: breakfast, lunch, and an afternoon snack. This includes pureed baby food, finger food, and a well-balanced diet of grains, proteins, fruits, veggies, healthy fats, plus the occasional sweet on special occasions. The center (or the parent) can also provide specialized milk such as almond, soy, coconut, lactose-free, if needed. Any other diet requirements may need to be provided by the family (negotiated per individual contract with doctor's note).

Each classroom is also equipped with the proper equipment for nap-time such as cribs, cots, or mats. We will also provide the sheet that will be laundered bi-weekly.

We provide a wide-variety of toys, activities, craft supplies, educational and learning opportunities, outdoor exploration, and FUN!

What Should Families Bring?

Parents are required to provide the center with diapers if your child is not toilet-trained. The center will provide wipes unless you have a specific brand/type you prefer. Families are welcome to bring diaper cream to leave at the center. We will notify you when supplies are getting low.

Parents are required to provide bottles for infants (6 weeks to 12 months). Two to four bottles are preferred and are to be kept at the center. Be sure to label with your child's name. If your child uses a nuk, please provide the center with one to keep in case one is forgotten.

Families of wobblers, toddlers, and preschoolers are encouraged to bring in a blanket, stuffed animal, nuk, etc. that the child prefers or finds comforting for nap time. This item can be left daily or weekly but is requested to be sent home each Friday to be washed.

An extra set (or two) of clothing: including shirts, pants/shorts, socks, underwear... depending on the age of the child and the season. These items should be left in their cubby or area until used and in need of restocking. Please label all items with your child's name. If any child is sent home in ACCC clothes; they are required to return them. If items are not returned, a \$2 fee is charged. Parents will have 2 weeks to return the clothing items. Staff will document a descriptive note on what items the child was sent home in.

Be prepared to send a jacket (spring, fall, winter), hat, mittens, winter boots, rain boots, snow pants, and any other outdoor gear dependent on the season. Getting outside daily is our goal! Please label all items with your child's name.

During the summer months, families will be required to bring sunscreen (ages 6+ months and up) and asked to bring in a swimsuit and towel for water exploration.

Any other dietary specialities should be discussed with the director and classroom teachers.

Meals, Snacks, Allergies, and Accommodations

Antigo Child Care Center strives to provide children with a nutritious, healthy and enjoyable menu that is kid-friendly yet follows a well-rounded meal plan including grains, protein, fruits, veggies, healthy fats, and an occasional sweet treat. **This will be posted weekly on the bulletin board, shared monthly via a calendar on the Procure app and available electronically in the newsletter.** Printed copies are available per parent request.

- ★ **Breakfast** (8:00-8:30 am)
- ★ **Lunch** (11:00-11:30 am)
- ★ **Snack** (2:00-2:30pm)
- ★ **Late Snack** (5:00-5:15 pm)

Parents are required to supply formula or breastmilk for infants 6 weeks to 12 months of age.

Food Restrictions and Accommodations

Parents may request food restrictions (excluding allergies) to their child's diet due to a medical condition. **The center must receive a food plan, submitted and signed by the child's physician, so that they may better meet the health needs of the child. The parents should also note this on the child's health and emergency care plan.** *ACCC will provide specialized milks as needed above signed consent

Food Allergies

Each child has a health and emergency plan completed by the parent that should list any food allergies and a process that should be started in case of an accidental exposure. Staff review the health forms and have a listing of food allergies discreetly placed for teachers in the classroom and inside the kitchen cabinet for the food service manager. If a food is served that a child is allergic to, the staff will substitute a similar non-allergic food for that child (for example they will substitute pears for strawberries). Parents are also encouraged to review menus that are posted in the classrooms and attached to the monthly newsletters.

Infants

State regulations require childcare providers to dump partially consumed bottles of formula or milk. Providers are not allowed to refrigerate and reuse them. State regulation also requires that infants be fed on demand. This means if a child appears to be hungry, workers are required to provide some form of nourishment. **If a child requires a special feeding routine per your medical doctor, a signed (by the physician or nurse practitioner) copy of the feeding plan must be submitted to the center so that we may follow it. Due to the changing needs of an infant, this plan must be updated monthly until the child is one year of age.** *Infants will receive a variety of pureed foods aligned to the menu following parent information on the "Intake for Child Under 2 Years Form"*

Alternative Meals

Parents may choose to pack a meal for their child. State regulations require that all lunches contain items from the dairy, protein, vegetable/fruit, and grain food groups. This includes lunches packed at home. If parents would like more information on serving sizes and nutrition, please contact the director. Information on nutrition is distributed regularly to assist families in their healthy food choices. Parents will complete the CACFP form regarding alternative food/beverages.

*Bringing an alternative meal will not change the weekly rate of care

Sweet Treats

In the event that a parent would like to bring a snack for their class or center, the snack must be store bought. AS much as we would appreciate a nice authentic homemade treat, it's safer for staff and children who have allergies if the snack is store bought with an ingredients label. The store bought snack must have an ingredients label on it that can be read clearly. Without the label, the treat can not be served.

Food Service, Routines and Kitchen Usage

Food Management

- ★ **Food Service Manager:** A part-time food service manager will plan an age-appropriate, USDA-guideline-compliant menu and post it on the parent board daily. Menus are also available on Procure.
- ★ **Responsibilities:** The food service manager will order supplies, prepare, cook, serve, and clean up daily. They will receive orientation and training within one week of hire and complete at least 4 hours of continuing education annually in food safety and nutrition.

Kitchen Cleanliness and Safety

- ★ **Sanitation:** The food service manager will maintain a clean, sanitized, and organized kitchen. Hands must be washed with warm, soapy water prior to food preparation, and gloves must be worn when necessary.
- ★ **Dishwashing:** Dishes and cookware will be washed and sanitized in a commercial dishwasher. Items are cleaned between 130-150 degrees and sanitized at 180 degrees, following the commercial system's recommendations.
- ★ **Food Storage:** Dry food will be stored in airtight containers on shelves at least 8 inches above the ground. Refrigerators (40 degrees or lower) and freezers (0 degrees or lower) will have thermometers checked daily.

Food Preparation and Serving

- ★ **In Absence of Food Service Manager:** On days when the food service manager is not present, the director and available staff will assist with food preparation, serving, and dishwashing.
- ★ **Children's Routine:** Before mealtimes, children will wash their hands with warm, soapy water (not wipes or hand sanitizer) and find a seat at a table in their classroom.
- ★ **Mealtime Conduct:** Staff will encourage children to use their manners, model appropriate behavior, and, whenever possible, serve meals family style 3 times a week to promote self-serving and conversation. Staff are welcome to eat the center's food if available but should be mindful of food allergies and should eat other items during breaks, out of sight.

Alternate Meals and Food Restrictions

- ★ **Parent-Provided Meals:** Children bringing meals from home must include all food groups (dairy, fruit/vegetable, protein, and grain). Teachers will provide missing components if necessary.
- ★ **Food Restrictions:** For health reasons, children may have food restrictions. Parents must submit a food plan from the child's physician. Staff are responsible for reviewing children's health forms to be aware of any food restrictions.

Cooking and Baking Projects

- ★ **Booking the Kitchen:** Prior to any cooking or baking projects in the kitchen, check with other staff members to ensure the kitchen is not double-booked and that the project does not coincide with meal preparation or serving times.
- ★ **Safety and Clean-Up:** Follow proper kitchen safety protocols, including handwashing, and clean up thoroughly after the project.

Daily Documentation

Daily Communication

Staff will use Procure to record the activities of each child to inform the parents of the child's day. This should be as accurate as possible and individualized to each child after the event has taken place (bathrooming/diapering, naps, meals, activities, etc). These items should be completed for every child from birth to three and may be completed for children four and five years of age if the teacher/parent wishes to do so.

Diapering

A whiteboard is located near each changing station to document diaper changes. Diapers should be changed (or checked, if dry) every two hours and when there is a need. Each change should be documented on the board and in Procure.

Attendance

Attendance will be taken and recorded in Procure daily and on paper. It is the parent's responsibility to sign the child in and out at the beginning and end of each day in Procure. It is the staff's responsibility to sign the child in on the paper copy. If the parent forgets to sign the child in/out, it is then the staff's responsibility to ensure Procure attendance is correct. The closing staff will be sure all children have been signed out for the day before leaving the building on paper and in Procure. Attendance paper sheets should be taken with in the case of an emergency to ensure all children are accounted for during/after an emergency.

If a child does not come in for care on a day that they are scheduled and a parent has not called in to inform us within one-hour of their scheduled time, contact must be made and documented. Be sure to check with the opening staff and the director before contacting them. A Procure message is a quick/effective way to communicate and track contact for documentation. If a parent is reached, the reason for the absence (sick, appointment, etc) or other information should be recorded in Procure under "absent"..

It is each staff member's responsibility to know the number of the children in their care at all times as well as the names of the children. Children in their care must remain in sight and sound supervision at all times. Frequent counts must be performed regularly throughout the day and before/after all transitions. Any child leaving the classroom should be tracked on the whiteboard.

Occasional Documentation

Incidents and Accidents

Incident Reports and documentation need to be completed within a timely manner for each incident and accident per child. Injuries are documented in the medication log. Reports may be made through Procure. Inform the director of any report that needs to be printed and initiated by the parents. **An entry must include: the first and last name of the child, date, time, description of injury, initials of the person making the entry.**

Medication + Medication Log

Medication forms and logs are also located in each room (and outside the office). Parents may not write "as needed." Medication may only be kept as long as the container states. **Entries in the medication log must be in ink, dated, and signed/initiated by the person making the entry. Pages may not be removed and lines may not be skipped. Record the first and last name of the child, type of medication, dosage, time, date and initials of the person administering. Any medication given should also be communicated with parents in Procure. Logs should be reviewed at least every 6 months.**

parents or guardians may ask to see the med log if there was an entry of their child in their. The med log should be kept confidential and parents or guardians should not have access to other entries within the med log.

Concerns or Observations

Certain children may have incidents that are of great concern to staff members, such as biting, unusual or inappropriate comments and actions, changes in progress, etc. that should be documented. Items to include in this documentation should include: first and last name of child, a description of the observation, initials of staff making entry.

These records may be useful in identifying patterns, relaying information to parents, and in worse case scenarios, for the need to remove the child from our care or a mandated reporting phone call.

Medical concerns should be recorded in the appropriate log if they are an injury or health issue. Information can be recorded on paper or in a Google document and kept in the office (or shared electronically with the director) for confidentiality's sake. Concerns not related to the health of the child should be recorded on paper or in a Google document and brought to the office (or shared electronically with the director).

Low Supplies

A notification should be sent home when the child has at least 3 days worth of diapers or formula (if parent provided). A notation through the Procure app may be beneficial. Verbal reminders should be made every following day that the child arrives without diapers so that the parent is aware of the need. If a child runs out of diapers they will need to borrow from the "extra" supply. Borrowed diapers should be documented so that new ones can be returned to the supply upon the parent bringing them in.

Health and Safety

Health and Illness

General Guidelines

- ★ Sick Children: For the health and safety of all, if a child is sick, it is recommended to make alternative care arrangements.
- ★ Contagious Illnesses: Children with a fever of 100.4 degrees or higher, vomiting, or excessive diarrhea will be sent home. They must remain out of the center until symptom-free without medication for 24 hours, unless a doctor's note is provided. *Exceptions for a low-grade fever due to teething may be made by the director.*

Pick-Up Procedures

- ★ Illness Pick-Up: If a child needs to be picked up due to illness, parents must arrange for someone to arrive at the center within one hour or as soon as possible. The person must be on the child's authorized pick-up list, or permission should be communicated via email or Procure message.

Contagious Diseases

- ★ Doctor's Clearance: Children with a contagious illness should not attend the center until cleared by a doctor's recommendation or note.
- ★ Communicable Diseases: For communicable diseases, follow the protocols outlined in the Postings>Exposure section.

COVID-19 Policies

- ★ Vaccination and Masking: Antigo Child Care Center supports personal decisions regarding COVID-19 vaccinations and masking. Staff are not required to be vaccinated or masked.
- ★ Quarantine Recommendations: If a child or an immediate family member is diagnosed with COVID-19, it is encouraged to quarantine for 5 days.
- ★ Classroom Response: If a child in a classroom is diagnosed with COVID-19, additional cleaning and sanitation will be conducted. The classroom will remain open, but children showing symptoms are encouraged to arrange for other care or provide a negative test result.

Medication

Children who take medication on a regular basis, will need to provide the center with written consent signed by the parents and physician. The medication must be brought in its original container and will be stored in the medication box and stored in the designated safe area.

Any child who needs to be given medication on an occasional basis, during their time at the center, will require a new medication consent form on a weekly basis (or as long as the medication states). This form details the name & type of medication, dosage, time and any other special instructions. The medication must be in the original container when brought to the center and taken home regularly or as stated on the medication. (Parents cannot write "as needed" on the authorization forms).

If the medication requires refrigeration, the medicine will be stored in a medicine box in the refrigerator.

When a child is administered medication, this will be reported in the center's medical/daily log and initiated by the staff member as well as communicated via Procure.

If for some reason a child accidentally receives the wrong medication or dosage, the parent will immediately be notified as well as the possibility of the poison control center, local hospital and/or emergency dispatch center at 911.

Sick Children and Staff

If you suspect a child is sick, take their temperature and do your best to comfort the child. Allow them to rest, if possible. If there is only one staff member in the classroom, call for the director to come assist. After a few minutes, re-check the child's temperature if above 100.5 degrees. If determined the child should be picked up, contact the child's parent/guardian. The sick child will wait or rest in the office on a cot with a sheet and blanket (with sight and sound of a staff member) until an authorized pick-up person arrives (when possible).

If a child becomes ill on a field trip, keep them comfortable and contact an authorized person from their pick-up list. If no one can be reached, contact the director.

If an employee becomes ill, they should notify the director or person in-charge to determine the current staff to child children ratio. If another staff member is needed, the floating staff should take their place. If floating staff is unavailable, see substitute list in the office. If no one can be reached, contact the director to return to the center.

Hygiene and Sanitation

General Cleanliness

- ★ Importance: Maintaining a clean environment is essential as per state licensing rules and regulations.

Surface Cleaning

- ★ Sanitization: Surfaces such as kitchen counters, tables, and diaper changing stations will be sanitized before and after each use using a bleach-water solution or approved sanitizing/disinfecting solution.

Toy Sanitization

- ★ Daily/Weekly Cleaning: Toys will be sanitized daily or weekly based on the toy and age group. Any toy that comes into contact with a child's mouth or bodily fluids will be set aside in the "yuck buckets" and washed daily.

Sleep Surface Maintenance

- ★ Washing: Sleep surfaces will be washed at least once per week using the recommended settings with the appropriate amount of detergent.

Hand Hygiene

- ★ Hand Washing: Children and staff will wash their hands with soap and warm water:
 - After using the bathroom
 - After contact with bodily fluids
 - Before and after handling food

Handling Bodily Fluids

- ★ Cleanup: All bodily fluids and blood will be cleaned following recommended guidelines while wearing personal protective equipment (PPE), including gloves.

Disposal and Laundering

- ★ Diapers: Soiled diapers should be disposed of in a garbage can with a lid or foot pedal.
- ★ Soiled Clothing: Soiled clothing should be bagged and sent home with the child or laundered as needed.
- ★ Bedding: Soiled bedding should be washed with the daily laundry.

Laundry and Cleaning Procedures

Staff are responsible for keeping the rooms clean and organized. Children should be encouraged to assist in cleaning the area before transitions. Throughout the day if an activity is extremely messy, the teacher or assistant should clean up the area after finishing.

Surfaces will be sanitized before and after each use, such as kitchen counters, tables, chairs, diaper changing stations, etc. Hands of children and staff should be washed after every diaper change, before handling food, contact with bodily fluids, etc. Tables and high chairs should be cleaned with sanitizer solution before and after every activity, meal and snack.

The closing employee in each classroom will do a thorough nightly cleaning that consists of wiping down surfaces, vacuuming, disinfecting, sanitizing toys, taking out garbage, cleaning toilets (if needed), gathering laundry, etc. If this requires the closing person to consistently stay past their scheduled time, the staff member should bring it to the attention of the director. The center will be deep cleaned on a weekly basis by a third party.

Toys will be sanitized on a daily/weekly basis depending on the toy and age group. Any toy that enters a child's mouth or bodily fluid will be set aside/washed on a daily basis.

Laundry will be washed at least once or more per day depending on the amount of materials to be laundered. **The staff member leaving at 4:30pm should check to see if any further loads need to be started. The closing staff member should be sure any wet laundry be transferred into the dryer. The opening staff member should check to see if anything needs to be folded.**

Safety

Staff should not buckle children into their car seats. Parents should be asked to do so, in order to ensure that it is done properly.

Children are not permitted to sleep in a car seat or swing. A child who does fall asleep in one of these items will be transferred to their crib. Infants should be placed to sleep on their backs, in an empty crib to prevent Sudden Infant Death Syndrome (SIDS).

*All staff will be trained in sudden infant death syndrome (SIDS) during orientation training.

Children who are in our care should not be allowed to leave the room with someone other than an ACCC employee unless that individual is authorized to pick them up and the child is signed out. This is necessary to avoid children being hurt in the kitchen, hallways, etc. while they are in our care and out of sight.

Children should be released only to the parent/guardian (unless notified with a note, email, Procure message, fax that an alternative individual will be picking up the child) and **staff are required to check the photo ID of the person picking up to verify identity, if unknown. If an alternate/ unauthorized person (who is not listed on the enrollment form) comes to pick up the child, contact the parent to confirm.**

If an alternate pickup person will be taking the child home frequently, have the parent write a note stating this individual will be picking up the child often and they will be added in Procure as an authorized pick-up as well as given their own PIN for the kiosk.

There should not be any wading pools (3in deep water or more) on the premises. Water tables and sprinklers will be used on occasion.

Any child being transported to the center via a third party (Malliette Bus Company, public transportation) will be met at the designated bus stop by a staff member. The child will be escorted into the building, signed in, and walked to their classroom.

Emergency Situations

- ★ In case of **fire**, staff will call 9-1-1, evacuate all children from the building and walk them to the Antigo Fire Department. **Parents will be notified by phone immediately to come and pick up their children from the fire department at 700 Edison Street.** All emergency numbers are posted and accessible to all teachers in the classroom.
- ★ In case of **tornado** warning, staff will bring all children and emergency contact lists to the designated tornado located within the building, where they will remain until danger of a tornado has passed.

- ★ In case of an **intruder or unsafe situation** in the area, staff will lockdown and barricade all doors or forms of entry. If necessary and safe, staff may be encouraged to evacuate children from the premises to Antigo Fire Department. Parents will be notified by phone immediately to come and pick up their children from the fire department at 700 Edison Street.
- ★ In the case of a **lost or missing child**, parents will immediately be notified following the contact of the local law enforcement agency.
- ★ In the case of a **flood, loss of power (heat or air conditioning in extreme heat or cold)**, parents will be notified by phone immediately to come and pick up their children. If it is prior to the opening of the center for the day, staff will do their best to make contact with each family as soon as possible.
- ★ In the case of **snow and inclement weather**, the center will remain open, unless determined it is unsafe or due to extreme low census. Staff will do their best to make contact with each family as soon as possible. Families who choose not to bring their child to care can use a personal day, if they choose to do so.
- ★ **Emergency/Tornado Kits (4)** including flashlights, radio, extra batteries, snacks, water, blankets, etc will be located in the hallway storage/laundry room.
- ★ All **emergency numbers** will be posted in each classroom and near the location of each center phone (911, dispatch/non-emergency, poison control, etc). Children's contact information is available via their Procure profile. Paper copies of emergency contacts for each child will also be stored in each classroom's clipboard and the child's folder in the office.

In the event that there is a child with a physical disability, the assistant teacher will be responsible for helping guide that child to safety if needed.

In addition to many other reasons, emergency situations are one of the most important reasons attendance should be accurate for each child. Be sure to know all of the available exits. In the case of a real emergency, evacuated staff members would not be permitted back in the building.

Groups should notify the office if they are going on a field trip away from school property so that everyone is accounted for in the case of an emergency. This includes staff members who take their breaks outside of the building; in those instances other staff members will be notified.

Emergency Drills

Emergency evacuations and drills are also an important reason to try to keep children's shoes on throughout the day. In all cases, employees are required to verify that all children in their care are accounted for prior to leaving the room and immediately when getting to their destination.

Fire

Fire drills will take place at least one time per month. Some will be planned so that staff members are informed ahead of time, while others will not. Staff members should gather the children, count them, place infants in the evacuation crib(s) and/or stroller(s) when appropriate, grab the emergency backpack and have attendance available via Procure. The last staff member to leave should turn out the lights and close the door. Once outside, staff must immediately verify all children in their care are accounted for. An "all clear" will be given before everyone can return inside the building.

Fire evacuation routes will be posted by the door in each classroom. Be sure to know all possible exits. Staff will review procedures for using a fire extinguisher.

In the case of inclement weather, a bag of blankets/coats and hats will be kept near the emergency backpack the Infant and Wobbler rooms so that they can be put on the children **once they get outside** as we do not want to endanger lives by staying in the building long enough to put on coats, etc.

Closed Door Mode

Some situations may arise that require closed doors but allow daily teaching to continue. Doors will be closed, and nobody is allowed in the halls. (i.e. medical emergencies, K-9 drug sweep, argumentative parent or potential threatening situation in/outside the building).

If an announcement is made for a "Closed Door Mode", follow this procedure:

1. If your door is open, calmly close it.
2. Account for all of your children.
3. Stay in your room unless directed otherwise.
4. Do not allow students to leave the room.
5. Continue your daily schedule.
6. Wait for an "all clear" announcement or further instructions.

Secure Lock-Down Mode

In situations that are of imminent danger to students and staff, instructions will be given to go into a "secure lock-down." (i.e. active shooter, weapons in the center, etc.)

If an announcement is made for "secure lock-down," follow these procedures:

1. Close classroom doors.
- *If not in a classroom, get to a securable area quickly.

2. Turn off the lights.
3. Draw drapes/shades.
4. Attempt to keep the room calm and quiet.
5. Take attendance and account for your children.
6. Do not call the office unless you have vital information.
7. Be prepared to stay in "lock-down" for an extended period of time or to evacuate, if necessary.
8. Ignore any scheduled/timed activities.
9. Wait for an "all clear" announcement or further instructions.
10. Communicate to parents/guardians.

Evacuation

Certain instances may require an evacuation (ie: flood, loss of essential building services). Staff members should gather the children, count them, place infants in the evacuation crib(s) and/or stroller(s) when appropriate, count, grab the emergency backpack and have attendance available via Procure. The last staff member to leave should turn out the lights and close the doors to signify that everyone has left the room. All Classrooms should follow their evacuation routes for fires (or the safest route depending upon the situation) to exit the building. Once all children are accounted for, proceed to the fire station at 700 Edison Street.

Missing Child (Code Adam)

If you are missing a child, contact the director/assistant director immediately. Code Adam: Any available staff report to the office for further instructions.

Tornado

Designated tornado locations will be posted on the map near the door of each classroom. Groups should account for all children in their care and stay in their assigned area until an "all clear" is announced or any further instructions.

Emergency Backpacks

Each classroom will be equipped with an emergency backpack that will be taken with them in an emergency situation (listed above) or on a field trip away from the property, as well as the children's emergency contact information, medical plans/medicine, attendance via Procure, etc.

Backpacks will include:

- ★ Diapering supplies (if needed)
- ★ Bottle(s), bottled water, formula (if needed)
- ★ Sweatshirts or Jackets (if needed)
- ★ Snacks (if needed)
- ★ First aid kit (bandaids, gloves, garbage bag, ice pack)
- ★ Hand wipes & facial tissues

Minor and Major Accidents

Should a child sustain a minor injury (scrape, cut, bruise, bite, etc.) while in our care, an ***Accident/Incident Form*** will be filled out to inform the parent/guardian (via Procure and/or DCF paper copy). Parents can also request a copy of the Accident/Incident form. Common types of care include love, hugs, cleansing with soap and water, bandaids, ice, etc.

When a child receives an injury to the head, a parent will be contacted immediately to inform them of the accident and their child's current condition.

Should a child sustain a major injury while in our care (or on a field trip), parents will be contacted immediately as well as emergency personnel (EMS) based on the type of injury. ***Accident/Incident Form*** will be filled out to inform the parent/guardian (via Procure and/or DCF paper copy). **The parent/guardian should initial the slip, indicating that they have been informed of the incident, and return it to a staff member.** Once completed, forms will remain in that child's folder. If ambulance transportation is required, a staff member will remain with the child, if allowed, if a parent is not present at the time of transport. In most cases, the child will be transported to the Aspirus Langlade Hospital unless otherwise notified.

Any staff member in contact with blood or bodily fluids shall wear gloves, follow the safety and training protocols, and wash their hands with soap and warm water immediately following the incident. Cleaning measures should follow all sanitizing/disinfecting protocols.

First Aid

Each classroom is equipped with gloves and band-aids. Gauze, larger bandages and thermometers are located in the office. Ice packs are located in the freezer. Wipes, salves, alcohol, etc. should not be applied, only soap and/or water to clean a wound, if necessary.

If a child has an EpiPen for allergies, it will be found in the medication box in his/her classroom. An EpiPen is a shot designed to be given in the thigh and through the child's clothing. Holding the pen in a fist (do not put your thumb over the end to avoid accidentally inserting the needle into your thumb), "punch" the end of the pen into the leg and hold for 10 seconds. Call 911 when you are finished or tell another employee to call 911. A training DVD is available in the director's office.

If a child has a severe allergy, a medical plan will be created by the director, parent and health care professional. A copy will be located in the office and the classroom's binder.

If, in the event of a staff member is by themselves in a classroom and needs immediate medical assistance, they should yell "Code Blue" and a nearby teacher/director will arrive quickly to assist.

Additional Emergency Contact

If the director is not on-site and staff needs an additional emergency contact within 5 minutes, please call McKenzie Sitsler at 715-216-9079 between the hours of 6:30am and 5pm, Monday-Friday for assistance.

A situation that requires emergency attention, the staff member should immediately call 911 for an ambulance to arrive and transport the child to Aspirus Langlade Hospital.

Communication

Teacher/Parent Relations & Communication Guidelines

Positive teacher/parent relationships and open communication are the foundation for every child's success. Each day both parties should work on improving that relationship. Staff should greet the parent and child upon arrival and speak about the child's morning, day, etc. as well as saying good-bye each evening after discussing the child's day.

Staff should not engage in local gossip or rumors with parents, as this hurts the image of our program in the community. If parents pursue these types of conversations, staff is asked to change the subject or state they are not allowed to discuss the topic further per center policy and talk to the director.

ACCC believes that you are your child's most important advocate, and we are aware that when it comes to your child, emotions and/or frustrations can run high. Thus, before sending a message or initiating conversation, please make sure you are not attacking anyone out of anger or frustration.

Under no circumstances should a staff member feel "under attack" in regards to messages, phone calls, emails or in-person conversations. Disrespect will result in possible termination of your child's contract.

Staff are skilled professionals, they are also human. When you are frustrated and/or upset with a situation, please take into consideration the manner in which you speak with a staff member. Ask yourself if your words are aggressive, hurtful, intimidating, etc. Be calm before communicating to avoid possible disrespectful tone, comments, etc.

Staff/parents are encouraged to set up a conference or meeting to discuss issues such as the child's progress in development, the child's educational growth or challenges, or concerns that may take longer than a few minutes. Remember that the teacher is within the ratio of other children's care. Be sensitive to the topic of conversation as well, whether it should be discussed in front of other children/families or out of the classroom. The director or another staff member is welcome to step in to provide time to talk.

Communication

Any current updates or new information will be communicated via Procure messenger and/or can be found on the board outside the office.

Each child has a mail folder in the child's classroom. Families are encouraged to check this daily as they enter or exit the building.

Families should feel free to contact the center's director or the child's teacher at any time during drop-off or pick-up times or via phone or email. If you need to ask a quick question or update the director or child's teacher about any information, using the Procure app messaging feature is very convenient.

If the director is unavailable, please direct any immediate questions to the classroom's lead teacher. If neither staff is in the building, speak to the teacher in charge at that time and contact a director via email, Procure message or phone call/voicemail.

Center's Phone: 715-627-0811

Center's Email: ms.abby@antigochildcarecenter.com

Director's Email: ms.abby@antigochildcarecenter.com

A daily log will be updated via Procure to inform each family of their child's day including meals, nap times, diapering/bathrooming, activities, notes, photos, etc.

An ACCC newsletter will be sent out monthly via email and the Procure app. This will include a letter from the office, updates about the center, frequently asked questions, important dates, what's happening in each classroom, the monthly menu, lesson plan topics, and other fun tips & projects. Lead teachers should submit a classroom update to the director or into the Procure template by the last Monday of the month.

Twice per year, parents are invited to attend a parent-teacher conference to review the child's portfolio, discuss their successes, and set goals. These will occur from approximately 5pm-7pm (15 minutes per child) in the spring and fall. Families are encouraged to discuss the child's progress with staff at any time.

ACCC has an open door policy and parents are always welcome at the center (unless restricted by a court order). Parent and community volunteers are appreciated! Contact the director if someone would like to volunteer at the center. Individuals volunteering with the children will be required to complete a volunteer application/background check and have an orientation with the director.

Postings

Exposure

Information will be posted on the bulletin board by the office and per a message on the Procure app letting families know that their child has been exposed to a communal sickness or disease such as influenza, covid, lice, pink eye, fifth disease, and chicken pox, etc. as well as reported to public health and licensing. The director will report any required cases to DCF/Licensing and the local Health Department within 24 hours.

Licensing

Any licensing rules, regulations, certificates, inspection outcomes, etc. will be posted on the bulletin board/ by the office.

Handbooks and Policies

Additional copies of our policy handbook are available electronically via our website.

Individualized Care Information

Information regarding diapering restrictions should be posted by each diaper station and indicate what, if any, salves, powders, wipes, etc. may be used for each child during diaper changes. Diapering information should be updated by the teachers as information is added or changed.

Food allergies and medical conditions are posted confidentially in each classroom/kitchen. This information should not be posted in view of other parents. Staff members should be aware of each child's allergy, to avoid a reaction, and be familiar with the child's medical response plan. These plans are kept in the office and in each classroom's clipboard. Allergies should also be posted by each diapering station, when applicable. Example: some children are allergic to latex and require vinyl gloves for diaper changing, first aid, etc

Monthly Donation

There will be a monthly donation theme that will last for about 4 weeks. This will be posted in all rooms. If parents would like to donate something that goes along with the theme, it would be much appreciated. For example, one month might be the theme of school supplies. Parents are welcome to donate used or new items that fit the school supply theme like crayons, scissors, glue, paper etc.

Social Media and Photo Releases

Within a child's enrollment information is a photo release form that parents/guardians must accept. Be sure to check the office if a child is permitted or not permitted to have their photo used for any purposes such as advertising, social media updates, etc. other than portfolio usage and parent communication.

Occasionally activities in our classrooms involve the use of photographs of children. We may be taking photos of things the children have completed, dress up days, or for use in projects to send home. We may also use photos/videos of the children for press releases, on the center web page, social media, television broadcasts and other media venues. WE DO NOT USE CHILDREN'S LAST NAMES ON ANY DISPLAY OUTSIDE OF THE CHILD CARE CLASSROOM. At other times we may request that you bring in photos from home.

We want to respect each parent's right to request that his or her child's photograph not be taken/used. Families should inform staff, in writing, if you do not give permission for such activities.

Parents are welcome to take photos of their child while they attend the center. Out of respect for other families we would ask parents to refrain from taking photos of other children. Photos of children in the center with staff or other children should never be posted on personal social media venues such as Facebook, etc.

Behavior and Guidance

Behavior Management/Child Guidance

Staff provides an environment with a variety of group and individualized activities. Through these activities appropriate behavior and practice of social skills amongst the children is encouraged and reinforced. This develops self-control, self-esteem, and respect for the rights of others. In the event that a child's behaviors become consistent, there will be a behavior management guidance sheet available in the room for teachers to reference to.

Staff will respond to misbehavior and encourage social skills growth by:

- ★ Ignoring minor annoyances such as whining, noise making, and repetitive interruptions, so as to minimize attention for such behaviors.
- ★ Encourage children with attention when they are behaving appropriately, helping another child or trying something difficult.

- ★ Using verbal praise and encouragement that is sincere and specific.
- ★ Redirecting children from misbehavior when too many children are in an area, or when disputes or negative body language signal problems are beginning.
- ★ Teaching calming and regulation strategies.
- ★ Discussing consequences and giving choices/options.
- ★ Allowing children to clean up messes rather than scolding.
- ★ Modeling and facilitating respect and inclusion for all children.
- ★ Teaching conflict resolution as an opportunity for children to evaluate what caused the disagreement and to find ways to resolve future problems before they create conflict

When a child is out of control or hurts another child through hitting, kicking, pushing, spitting, scratching, or biting they may be asked to leave the activity for a “break” to allow them to regain control of their body and/or emotions. “Breaks” may only be used for children 3 years and older. After a short time, no longer than 3 minutes, he or she may rejoin the group. If the child has difficulty regaining control, the teacher may request assistance from the director or assistant director to provide the child with some “time away.” Parent contact/ communication regarding significant behavior is required, preferably by the classroom’s lead teacher. The director will assist, if requested. And incident/behavior will be documented in the child’s file.

All punishment that is humiliating or frightening to a child is strictly prohibited. There will be no corporal punishment under any circumstances. Children regardless of age, shall not be scolded or punished for lapses in toilet training.

Transitions

To minimize disruptions during transition times, we implement several strategies. Teachers make “cleaning up” enjoyable for children by incorporating engaging games that involve colors, shapes, or sizes. They also use timers, songs, or lights to signal and guide cleanup activities. Making cleanup fun is crucial, as it is a frequent transition throughout the day. For children waiting for a transition, brain break cards are available in the rooms. Teachers use these cards to prompt the children to perform various actions. Additionally, songs, games, and social activities serve as effective buffers during transitions.

Shaken Baby Syndrome / Abusive Head Trauma Training

Except for a volunteer who is not counted in staff-to-child ratios, each child care worker including the administrator, center director, teachers, assistant teachers, and substitutes who provide care and supervision to children under 5 years of age shall receive department-approved training in shaken baby syndrome and impacted babies and appropriate ways to manage crying, fussing or distraught children.

Biting Policy + Prevention

When children are enrolled in a group setting at a young age, it is not uncommon for children to bite. Toddlers do not have the communication skills to express their feelings, so they may bite instead. In addition, with teeth eruption, biting on soft items often eases the pain of teething.

It is our goal to prevent biting from occurring. We can do this by monitoring our classroom environments and watching for signs of frustration, boredom or biting opportunity through room arrangement. If a bite does occur, both parents will be notified with the following steps of action:

- ★ See to the needs of a bitten child immediately when bit. First aid would be utilized as necessary. Parents would be contacted immediately if a bite breaks the skin.
- ★ Remove the child who is biting from the situation. Staff will tell the biter, “no biting,” and help the child find words to express their anger, frustration or needs appropriately.
- ★ The director will be notified of the biting incident and staff will document the bite with an incident/accident report and in the medical log.
- ★ Have open communication in private between parents and providers to discuss if a child has bitten or been bitten.
- ★ If biting persists, a parent conference will be arranged to develop a biting plan for the child.
- ★ **If a child bites twice in one day, a message or phone call will be communicated to the parents that if the child bites a third time, they will need to be picked up within one hour.**

All information on biting is confidential and should not be discussed outside the center or with other families. Staff and the involved children’s parents are the only ones that need to be aware of the biting situation.

Potty Training

Potty training is a developmental process and is determined based on the readiness of your child. Potty training should be a positive experience for everyone involved, most importantly, the child. It should only take a short period of time if and when your child is truly ready. There is no right or wrong age to potty train. It should be determined on an individual basis, much like learning to walk. No two children will potty train in exactly the same time frame or even the same manner (including siblings).

Is Your Child Ready to Use the Toilet?

Verbal Stages of Potty Training Readiness:

1. Basic verbal skills: the child is able to speak in three or four word sentences
2. The child tells you when he/she has wet their diaper (recognizes he /she is wet)

3. The child tells you that he/she is wetting his/her diaper (recognizes the sensation of wetting their diaper)
4. The child tells you that he or she needs to go to the bathroom (can control self and go to use the toilet)

Physical and Psychosocial Signs of Potty Training Readiness:

1. Child stays dry for a period of time and is able to hold their urine or BM
2. The child can undress and pull up their own clothing/pants.
3. Child initiates using the toilet and asks. This is a sign of wanting to be independent, which is very important.
4. Emotionally ready and open to learning.
5. Can follow three to four step instructions: pee, wipe, flush, wash hands.

ACCC believes that 'toilet learning' should begin at home. **We will communicate and assist your child in becoming potty trained once your child demonstrates all or most of these readiness signs as listed above at the center (and is at least 2 years old).** Many children may show these signs of readiness at home, but not at school, and sometimes visa-versa.

When your child is ready to begin potty training, the teacher will gently and excitedly remind your child to use the potty (approximately every hour). Please remember it is nearly impossible for a busy teacher to remember to remind a child to go on an exact schedule, while also caring for others in the class and will try their best. Procure does have a reminder feature! If developmentally ready, a child should be able to stay dry for at least a one-hour time period.

Staff has your child's best interest at heart; be mindful they are also required to teach fine motor skills, do art projects, read books, take walks, diaper/potty train 8-16 children (every 2 hours), and play. For this reason, your child should become able to communicate the need to go potty. *If the class is going on a walk or field trip, the child will be asked to use the bathroom before leaving the center and upon returning to the center.

Rewards:

1. The child will receive a potty chart stamp after an attempt or successful use of the potty, but has a wet diaper.
2. The child will receive candy of their choice when they successfully use the potty AND has a dry diaper.
3. The child will receive a pack of fruit snacks (to take home) when they have a successful BM on the potty.
4. If the child stays dry the entire day, they will be able to pick out a toy from the treasure box.

*Some rewards & incentives may differ based on the child's age, potty training timeframe, parent input, etc.

When your child is successfully dry for a **full week**, your child can attend in underwear. We request the following guidelines are followed when children are potty training or wearing underwear at school:

- ★ You child must wear loose fitting clothing that are easy for the child to pull up or down
- ★ NO overalls, belts, rompers, pants with snaps or zippers that the child cannot get out of.
- ★ 2-3 changes of clothes, underwear, socks that are kept in your child's cubby in case of accidents (seasonal)
- ★ An extra pair of shoes (these can get wet too).
- ★ Potty training underwear are recommended (the thick 5 layer underwear) but not required
- ★ Keep a small supply of pull-ups at school. Your child will be in a pull-up during naptime until the child has shown readiness/dryness for at least additional week during this time (and for field trips away from the center).

We are unable to rinse out or wash fecal soiled clothing. These items will be placed in a plastic bag and put in your child's cubby.

If your child comes to school with underwear on and has 2 accidents in a short period of time, a diaper or pull-up will be put on your child and we can try again another day when he/she shows signs of being ready at school.

The high level of activity here may distract your child from responding to the urge to use the potty more so than at home. There may be a period of time where your child is potty trained at home and not at school. This is perfectly normal and it is seen quite often. Patience and understanding is extremely important during this time. Potty training occurs for all children sometime in their life – there is no right or wrong age. Forcing a child to potty train at the wrong time or too early may cause regression, increase training length, and a negative emotional impact.

Excellent articles with information & research to accommodate our policy:

<https://www.mayoclinic.org/healthy-lifestyle/infant-and-toddler-health/in-depth/potty-training/art-20045730>
<https://health.ucdavis.edu/children/patient-education/potty-training-children>
<https://answers.childrenshospital.org/potty-training/>

Respectful teacher/parent communication is critical. As mentioned numerous times, your child is in a different environment at the center. Understanding that the potty training process may not go according to plan, is different for every child, and may take an extended period of time is important.

Remember that we are a group child care center, meaning our policies must take into consideration being in a 'group setting.' We must also abide by the WI DCF licensing rules and regulations when making choices & decisions. **At no time will ACCC force your child to potty train, to sit on, or use the potty!**

Classroom Transitions

Classrooms are arranged and designed based on the age grouping and include developmentally age appropriate materials. When a child is transitioning from one classroom to another, the parents will be notified of the transition one to two weeks prior. During the transition time, the child will visit the new classroom periodically during a fun activity, nap, lunch, snack or circle time. The family will be updated daily on their child's progress and will be encouraged to visit the new classroom with their child. Additionally there will be letters sent out to parents about their child's transition. The letter will contain the daily schedule along with a list of goals and milestones that we are hoping he/she will attain during their time in that classroom. Each child's transitioning needs are different; therefore each child's schedule may vary as well as the specific age they transition (also based on developmental readiness).

Pets and Outdoor Play

Pets

There will be no permanent pets or classroom animals at the center. If this were to change or for a special occasion, families will be notified at least one week in advance via written notice on the message board outside the office and posted on Procure.

Outdoor Play Space and Activities

Children should be taken outside on a daily basis (at least once, preferably twice per day) unless it is below 20 degrees* (6 weeks to 2 years) or below 0 degrees* (2+ years) or above 90* degrees. Staff will ensure all children remain in the gated playground area and supervised at all times. ACCC will follow all manufacturer's recommendations for pieces of equipment.

*These numbers include the wind chill or heat index.

Classes are encouraged to go for walks and explore often. Parents will sign a blanket permission slip for walking field trips on the enrollment form. Children under 2 years old will be transported in a stroller/wagon. Older groups will use guided walking ropes to ensure safety near and across road ways. **Staff are required to bring attendance records, child information cards, diapering supplies, and emergency backpacks.**

If a minor injury should occur while off-site, contact the parent and director (Abby) (if needed). Document upon return. If a major injury occurs (see Major and Minor Accidents).

Confidentiality and Reporting

Confidentiality

Information pertaining to the children in our care is private and should remain confidential. It is necessary for staff members to discuss situations, a child's special health needs, and concerns with other staff members who may be working with that child, as it may affect their ability to care for that child.

Other information, including a child's behavior, parental concerns, circumstances regarding the child's home, etc. are not for public knowledge. Staff members should avoid discussing such topics with school staff outside of our program, other parents of the program, individuals in the staff member's family, and community members.

In the same respect, staff members should respect the privacy of their coworkers, as well. When instances arise where staff members need to discuss information about a child in our care, caution should be taken not to discuss matters in front of children, as well as other adults.

Mandated Reporting

As an employee who works with children, we are mandated reporters and are required to report any incidence of suspected child abuse and neglect to the Department of Social Services between the hours of 8:30 a.m. and 4:30 p.m. at (715)-627-6500 and ask to speak with an intake worker. If outside of these hours, please contact the Langlade County Sheriff's Office at (715) 627-6411. Staff should bring their concerns to the attention of the director if you would like assistance in making a report. These individuals will help you with the report or to cover the classroom, but cannot make the report of abuse/neglect. Reports should be made in a timely manner, documented and kept confidential.

Any violation or emergency event must be reported to the director immediately who will inform the regional licensor or DCF contact within 24 hours.

Policies

Keys and Codes

Employees and families will be issued keys and/or door codes by the director which should be kept private, confidential and not be shared with any non-employed individual. Sharing this information will result in a discussion with the director and/or possible termination of contract.

Smoking, Alcohol and Drugs

State law and policy states that smoking/vaping and alcohol are not allowed on our property. Employees who wish to smoke need to leave the property in order to do so. If your car is parked in the parking lot, that is considered building property so do not smoke in your car. Staff members should avoid wearing clothing to work that smells heavily of cigarette smoke, as infants are being held and exposed.

Staff under the influence of alcohol or drugs are prohibited from the premises.
Routine illegal drug screenings will occur prior to employment and at random.

Low Census

Staffing needs are based on staff-to-child ratio. These ratios are determined by the number of children of each age in a group. When instances arise where the number of children warrants less staff than scheduled, staff members will be sent home. Staff may use PTO to make up for this time and/or decrease break time throughout the week.

**See DCF Staff-Child Ratio Worksheet to determine staffing needs.*

All staff members should be aware of how to determine this ratio and should make the director and/or lead teacher aware of such instances where staff should be sent home.

The staff member who is in charge of closing should send other staff members home as the census drops. This should be done only after the other staff members have completed their own end of the day cleaning tasks.

Staff Protection/Liability

For the protection of the children and staff, teachers are discouraged from being alone with a child. If possible, a second teacher and/or a second child should be called to the area to avoid possible allegations. In the situation where a second teacher is not available, the door should remain open so others may observe. If staff observe or suspect any abuse by a staff member to a child, as mandatory reporters, it is your responsibility to report this to the Department of Social Services and inform the director immediately.

Transportation

Antigo Child Care Center will not be participating in transporting children to or from the center. In the event of an emergence, vehicles cannot be used.

Employee Code of Conduct

A code of conduct is a set of rules and standards set by a company that instructs employees on how to behave in the workplace. These guides establish how employers expect team members to interact with clients, fellow staff members and company leadership. The employee code of conduct defines acceptable behavior and social norms that individuals in an organization should adopt on a day-to-day basis. A code of conduct policy outlines the appropriate behavior employees are expected to follow in the workplace towards their colleagues, supervisors and overall organization.

Compliance with the law:

ACCC expects individuals to demonstrate respectful, ethical, responsible, legal, and professional behavior at all times.

Employees must abide by DCF 251 licensing rules and regulations and confidentiality requirements.

DCF 251.05 (3) (a) Competency. A child care worker, center administrator, center director, and volunteers counted in staff-to-child ratio shall be physically, mentally, and emotionally able to provide responsible care for all children.

Professionalism:

Employees should be punctual when clocking in and out. It is the employee's responsibility to let the director know of any time clock errors or changes.

Employees should be understanding and flexible with their shift times based on the needs of the children and ratios.

It is expected that staff display an outward positive attitude, as you are a direct influence on the children.

Inappropriate, personal conversations should not be discussed around children and should occur during break times or after hours.

Abide by attendance and cell-phone usage policies (separate).

Respect in the workplace:

ACCC will not tolerate or allow any kind of discriminatory behavior: vulgar/ inappropriate language, bullying, harassment (during or after work hours) pertaining to work/colleagues and will be grounds for immediate involuntary termination.

Respect quiet hours of colleagues and leadership outside of employment time (6pm to 6am). If a work related message must be sent, use the Procure Staff Messaging feature. Otherwise the conversation should wait until the next business day.

Collaboration and Communication:

All employees must be open for communication with their colleagues and leadership regardless of circumstances or personal feelings at all times.

Staff to staff relations (verbal and nonverbal) must remain respectful:

- ★ If staff to staff conflict arises, it must be discussed between the staff members involved in a calm, and respectful tone/manner.
- ★ Ask for coverage to talk civilly, if needed.
- ★ Depending upon the topic, the conversation should not happen in a classroom, in front of children, or in front of parents. The conversation should happen in-person (or at the end of the day), and not outside of work hours.
- ★ If the problem remains unresolved, then a discussion amongst both/all staff will occur with the director.

*Including texting, messaging, emailing, etc

If an item needs to be discussed with and/or addressed by the director (after following the above protocol), the staff should request a meeting with the director. This should be requested in-person and held in-person (during business hours), not via message or text. Scheduling a meeting may take 1-3 business days due to staffing, time, and coverage, depending on the situation.

Disrespectful communication, issues and/or drama that create a toxic work environment for another staff, the team, or leadership will not be tolerated.

Conflict of Interest:

Employees are expected to avoid any personal drama or other interests that might hinder their capability or willingness to perform their job duties.

Conduct outside of work and on social media reflects on ACCC.

Disciplinary Action:

ACCC will take disciplinary action against employees who repeatedly or intentionally fail to follow the code of conduct and action is dependent upon the violation.

- ★ Improvement plan
- ★ Reinstatement of 30-day probationary period (cannot use PTO benefits)
- ★ Demotion
- ★ Involuntary termination

We may take legal action in cases of harassment, breach of confidentiality, corruption, theft, or other unlawful behavior.

Center's Policy Handbook Acknowledgement

June 2024

I have received a copy of the Antigo Child Care, Inc Policy Handbook (digitally). I have reviewed the handbook and understand it is my responsibility to read and follow these policies.

Failure to follow these policies will result in documentation and may result in termination of your contract.

Printed Name _____

Today's Date _____