

# Alverno Early Learning Center Parent Handbook



## Orientation to Policies and Procedures

414-382-6076



Revised 2013





## **Welcome!**

Dear Parents,

Thank you for choosing the Alverno Early Learning Center for your child's early care and education needs. Our program has been in operation since 1969 and is Nationally Accredited. We believe children deserve high quality care and education. We feel children develop to their highest potential when they are allowed to explore and experience the world through hands-on activities and interactions. The center staff has chosen this field as their profession and strives to maintain best practices in early care and education.

Communication between your family and the center is vital. We practice an "Open Door" policy and welcome your visits, comments and suggestions.

This handbook has been prepared as a resource and reference guide to the center's policies and procedures. Please read it thoroughly and keep it handy as you may need to refer to it from time to time. Upon completion of reading, please complete and sign the Parent Orientation Form found at the back of the book. Please return one copy of this form to the center office.

We look forward to working with your family.

Sincerely,

The Staff of the Alverno Early Learning Center

This handbook can be viewed in its entirety at [www.alverno.edu](http://www.alverno.edu)

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## MISSION STATEMENT

Alverno Early Learning Center exists to promote educational and personal development of every child and staff member who enters our doors. We will respect every child, parent, and coworker by keeping lines of communication open and confidentiality a priority.

## PHILOSOPHY

Alverno Early Learning Center believes in high quality care and education for each child. Our program is based on the philosophy that:

- Children grow and develop through active exploration in a warm and nurturing environment.
- We believe in the uniqueness of each child and strive to meet the individual needs of each child.
- We provide a variety of educational experiences that place emphasis on child involvement and decision making.

Activities are focused to enhance social, emotional, cognitive and language development

## ALVERNO EARLY LEARNING CENTER ADHERES TO

### 10 Standards of High-Quality Early Childhood Education

1. Promote **positive relationships** for all children and adults to encourage each child's sense of individual work.
2. Implement a **curriculum** that fosters all areas of child development: cognitive, emotional, language, physical, and social.
3. Use developmentally, culturally, and linguistically, appropriate and **effective teaching approaches**.
4. Provide **ongoing assessments** of a child's learning and development and communicate the child's progress to the family.
5. Promote the **nutrition and health** of children and protect children and staff from injury and illness.
6. Employ **teaching staff** that has the educational qualifications, knowledge, and professional commitment necessary to promote children's learning and development and to support families' diverse needs and interests.
7. Establish and maintain collaborative relationships with each child's **family**.
8. Establish relationships with and use the resources of the **community** to support the achievement of program goals.
9. Provide a safe and healthy **physical environment**.
10. Implement strong personnel, fiscal, and program management policies so that all children, families, and staff have **high-quality experiences**.

## **ADMISSION POLICY**

Alverno Early Learning Center is committed to a policy of nondiscrimination in relation to race, ancestry, national origin, religion, gender, special needs or any basis prohibited by law in all aspects of operation including, but not limited to enrollment and termination of enrollment. The center respects diversity and incorporates it into the daily curriculum.

The center is open to community families with priority enrollment going to Alverno undergraduate students and faculty and staff of Alverno College.

## **CAMPUS WEAPONS POLICY**

Alverno College promotes a safe learning and working environment for all students, staff, faculty and visitors and does not allow any weapons in campus buildings. Weapons may include, but are not limited to: guns, knives, explosives, electric weapons and billy clubs.

This policy also applies to any person legally licensed to carry open or concealed weapons (excluding law enforcement acting in their official capacity). Families violating this policy will be subject to termination of enrollment.

## **CELL PHONE POLICY**

The Center is a cell phone free environment. It is important for you to communicate with your child and staff during drop off and pick up.

## **DAYS and HOURS OF OPERATION**

**Monday through Friday 7:00 a.m. to 5:30 p.m.**

All children must be signed out by 5:30. Late pick up places the Center out of compliance with State of Wisconsin licensing regulations. (see page 10)

## **DAYS CLOSED**

Labor Day  
Holiday Shutdown (dates posted)  
Memorial Day

Presidential Voting Day  
President's Day  
July 4<sup>th</sup>

Thanksgiving and the Friday After  
Good Friday and Monday after Easter  
One Staff Training Day in August

## **WEATHER CLOSINGS**

When Alverno College is closed due to severe weather, the Center will also close. Please listen for Alverno College Closings or visit [www.alverno.edu](http://www.alverno.edu). **No refunds or exchanges are given under these conditions.**

## **TRANSITIONING INTO THE PROGRAM**

In order to help your child transition into the program we encourage you and your child to visit their classroom and meet their teacher before their first day of attendance.

When parents tour the facility they will receive information both verbally and written concerning:

- Philosophy and Mission of the Center
- Education of their child while at the Center
- Health Policy
- Discipline Policy
- Sign-In / Sign-Out Policy – Authorization for Pick-up
- Pick-up Policy
- Toilet Training (if applicable)
- Items to bring
- Food Policy
- Parent Involvement
- Late Fee Policy
- Rest/Naptime
- Personal Belongings
- Holiday/Birthday Policy
- Days Center is Closed
- Fees and Billing Policy

During this visit you will be able to discuss the needs of your child and any expectations you may have. This visit will also provide you opportunity to review information the Center has on family support resources and activities.

Please inform us before your visit if you need an interpreter.

## **REGISTRATION**

Alverno Early Learning Center operates on a trimester basis. We offer services in Fall (end of August to mid December), Spring (January to mid May) and Summer (mid May to August). Registration is based on a first come, first served basis. Rooms fill quickly so watch for posted notices prior to the trimesters.

Continuing community families may register in mid spring for the year.

Students and faculty/staff may register each semester.

The primary responsibility of Alverno Early Learning Center is to serve the child care needs of Alverno undergraduate students.

**EACH FAMILY WILL BE CHARGED A YEARLY NON-REFUNDABLE REGISTRATION FEE.**

## **PHONING THE CENTER**

It is not always possible to answer the phone. Voicemail is accessible 24 hours a day. Messages are checked frequently throughout the day. Please leave a message and we will return your call as soon as possible. In a genuine emergency, dial 0 for the operator.

## **VISITING THE CENTER**

We encourage you to visit the Center and observe your child. Although young infants benefit greatly from drop-in visits during the day, older children often have difficulty understanding that when parents come to visit, they must go back to school or work. Please use good judgment when visiting your child. Children do outgrow this separation difficulty. Our staff is here to assist you with these transitions.

### **ITEMS TO BRING WITH YOUR CHILD ON THE FIRST DAY**

ALL children need:

#### **Forms**

- Enrollment/Health History and Emergency Care Plan
- Child Immunization Record (you may access the Wisconsin Immunization Registry at [www.dhs.wisconsin.gov/immunization/WIR.htm](http://www.dhs.wisconsin.gov/immunization/WIR.htm).)
- Child Health Exam (within 60 days of your child's start date)
- Signed Parent Orientation Form
- Signed Billing Policy
- Intake Form for Children Under 2 years of age (white-for children under 2 years)
- Intake/Developmental Profile (green-for children over 2 years)
- Child Portrait Form (blue-for children over 2 years)

#### **Items**

- Box of tissues (2 per semester)
- Family photograph (for display in the classroom)
- Sleeping bag capable of being closed on three sides (for children in rooms without cribs)
- Diapers and diapering items (wipes and ointments) for non-toilet trained children
- Full change of seasonally appropriate clothing, including socks and underwear
- If your child is toilet training, please send multiple full sets of clothing

#### **Age Specific Items**

##### **Infants** (6 weeks to 12 months)

- Formula and solid foods (we cannot feed infants cereal and formula mixed in a bottle without written orders from a health care provider)
- Empty bottles (labeled with name, **no glass bottles may be used at the Center** )
- Extra bottle for water (labeled with name)

##### **Toddlers** (12 to 18 months)

- 4 sippy cups (labeled with name)
- 2 body size plastic bibs/smocks for feeding and art (labeled with name)

## **SIDS POLICY (DCF 251)**

- Infants under 12 months of age shall be placed on their backs on a firm tight-fitting mattress for sleep in a crib.
- Waterbeds, sofas, sofa mattresses, pillows and other soft surfaces shall be prohibited as infant sleeping surfaces.
- No pillows, quilts, comforters, sheepskin, stuffed toys, or other soft products shall be allowed in the crib.
- If necessary, a thin blanket may be used. It will be tucked around the crib mattress, reaching only as far as the infant's chest.
- The infant's head must remain uncovered during sleep.
- Unless the child has a note from a physician specifying otherwise, infants shall be placed in a supine (on back) position for sleeping to lower the risk of Sudden Infant Death Syndrome (SIDS)
- When infants can easily turn over from the supine to the prone position, they shall be put down to sleep, on their back, but allowed to adopt whatever position they prefer to sleep.
- Unless a doctor specifies the need for a positioning device that restricts movement within the child's crib, such devices shall not be used.

## **GOALS FOR INFANTS**

In order to individualize our program for each infant, an update will be completed by parents every three months. The updates will include information on the child's growth, behavior and development. Upon return from any scheduled non-attendance period of one month, the update must be completed.

In making infants as comfortable as possible, they will be able to sleep and eat as needed. Parents will submit their child's schedule as a guideline to be followed by our staff.

Non-walking children will not be in one position or area for long periods of time. They will be allowed, for example, to crawl and given tummy time. This provides stimulation and will give variety to the child's day.

Developmentally appropriate toys will be provided for infants. In addition, teachers will interact with the children using music, toys and books.

On the bottom of the blue Infant Parent Report you will find a summary of your child's daily activities.

## **GOALS FOR TODDLERS (12 months through 24 months)**

### **Educational:**

Children will be introduced to basic concepts through music, finger plays, small group activities, and play. The children will be involved in direct hands-on experiences with objects, ideas and events.

### **Social:**

Opportunities will be provided for parallel and/or small group play. Teachers encourage sharing, use of words to express needs, feelings and coping with the environment.

### **Behavioral:**

Teachers set limits for children to learn appropriate behaviors when interacting with other children and encourage the use of language to solve conflicts.

**Daily Schedule:** Due to the nature of the child, the daily schedule is flexible. Included are structured activities, free choice activities, outdoor play, small group times and a nap period.

### **Lesson Plans:**

Please check your child's posted lesson plans and the dry erase board to be aware of the activities they did during the day.

## **GOALS FOR PRESCHOOLERS**

### **Educational:**

Children will be involved in direct hands-on experiences with people, objects, ideas and events. Children will be exposed to experiences that guide their intellectual, physical and social/emotional development.

### **Social-Emotional:**

Children will be involved in making plans and expressing choices. They will be actively involved in solving problems, expressing and understanding feelings, while being sensitive to other's feelings, interests and needs. The skill of building relationships with children and adults creates an experience of collaborative play while developing strategies for dealing with social conflict.

### **Daily Schedule:**

Each day children will alternate between structured and unstructured times. The day follows a schedule of events providing consistency for both children and adults. The schedule is designed to allow children to pursue their own interests, make plans and follow through with them. During small group, children reflect on their experiences with peers and adults.

### **Lesson Plans:**

Please check your child's posted lesson plans and the dry erase board to be aware of the activities for the day.

## **NON-VIOLENT PLAY**

We do not allow weapon play at the Center. Recognizing that weapon play can be an important way for children to feel powerful, we provide many alternative opportunities for children to play out the important theme of powerful decision maker...without weapons. Our staff help define the limits of aggressive fantasy play to ensure that all children feel safe and comfortable. We create a play environment in which children have many real choices and can therefore exert control throughout their day.

## **DIAPERS AND TOILET TRAINING (DCF 251 Licensing Rule)**

If a child is not toilet trained, disposable diapers and wipes are to be supplied by the parent. Regulations state that children under 18 months may not be toilet trained in a group care setting.

The teachers will inform you when your child's diapers are running low. If you do not supply additional diapers you will be charged \$1.00 for each diaper we have used on your child until you supply your child with diapers.

Learning to go to the toilet is one of the most complex and developmental tasks of early childhood. Toilet learning requires specific neurological and physical maturations in the child. When the child is ready, parents and staff discuss the child's individual toilet learning program and work through the process together.

It is more advantageous for your child to be toilet trained wearing underwear, rather than diapers or Pull-Ups. Remember to bring extra sets of clothing so that we can change your child in case of an accident. It has been our experience that Pull-Ups delay success in toilet training.

If you would like written information on toilet training, visit the parent information area near the Center office.

## **CHANGING CHILDREN'S CLASSROOMS**

Administration and teachers take into consideration the following before transferring children to the next age appropriate classroom:

- Space availability
- Age
- Maturity
- Social skills
- Communication skills
- If the child is fully toilet trained

For infants up to 15 months, at least one teacher will transfer with the children to provide continuity. This applies for children who attend 12 months a year. Your child's classroom assignment will remain the same for the entire semester.

## **CONFERENCES**

Formal conferences will be held on an as needed basis at the request of the parent or teachers. There are conference slips in the classroom for you to fill out if you would like to set up a private time to meet with your child's teachers.

## PARENT COMMUNICATION PROCEDURE

We believe that cooperation and a positive relationship between home and the Center builds the foundation of quality care. It is important that parents and staff communicate freely with each other. There are many events in the life of your family that may have a positive or negative effect on your child. We can respond to and accommodate changes in your child's behavior if we are kept informed about them. Please be aware that teachers keep information shared with them confidential.

When you have a concern about your child, please refrain from a lengthy conversation at pick up time. The teacher's responsibility is for the remaining children. For situations that require a longer conversation, conferences can be set up during naptime via telephone or a personal meeting. If you would like to set up a meeting with a teacher please contact the office and we will help find a time for a conference.

If you are having a problem with a particular teacher, please discuss it with them first. If you see no improvement or feel the conversation was not productive, please contact the office.

## NOTIFICATION OF DAY TO DAY ACTIVITIES

Parents of infants will receive a daily infant report. Parents of toddlers will receive a daily toddler report, if requested. All parents will be informed of the daily activities in the classrooms via posted lesson plans and the dry erase boards posted outside of each room.

## ABSENCE OR LATE ARRIVAL

If your child will be absent or will be arriving late, please call the Center **414-382-6076** within 30 minutes of their scheduled arrival. We are required by state law to contact parents if their child has not arrived at their scheduled time. **Messages may be left on voice mail 7 days a week, 24 hours a day.** If you know in advance that your child will be absent, please notify the office. **There is no refund for absences.**

## CHILD SIGN-IN/OUT (DCF 251)

The Center has a sign in/sign out book in each classroom. Your child must be signed in and out using their proper name (no nick names), using your full signature and the time of arrival and departure. This is important for two reasons:

- Our licensing through the Wisconsin Department of Children and Families requires us to know the whereabouts of all children at any given time
- These are used to verify attendance during times of emergencies (i.e. fire drills and evacuations for any reason)

**These forms are used as legal documents, so please do not allow your child to write in these books.**

You should also note where you can be reached during the day if you deviate from your normal schedule. You can also note specific information related to eating, sleeping or behavior.

When parents arrive to pick up their child (ren), they are immediately responsible for them. If a parent leaves a classroom, but allows the child to stay, the teacher must be informed so she/he can resume responsibility.

If your child is on the playground at pickup time you must enter the gate, **do not lift them over the fence.** Remember to sign your child out of the classroom book. Individuals signing children in or out must be at least 18 years of age.

## **CHANGE OF SCHEDULE**

A parent/child's schedule is treated as a contract. Your child is eligible for childcare only during the times stated on the registration form. Extra hours of care must be scheduled through the manager or program coordinator. **We do not exchange days.**

## **EXTENDED HOURS/ DROP-IN**

You may request extra hours or days for your child to attend if needed. **We are unable to trade days from your child's normal schedule.** We will do our best to accommodate your needs. You will be charged the drop in rate for these times. **ALL** charges for extended hours/ drop-in care are due on the date of service.

## **AUTHORIZATION FOR PICKUP (DCF 251)**

Your child will be released to authorized individuals 18 years or older. Initial authorization must be made on the enrollment form. In order to authorize any additional person, you must inform the office. Notify the office if you want a person removed from the form. If an unauthorized person should arrive at the Center to pick up a child, Campus Security will be notified. The parent will also be called immediately, and the child will not be released except to an authorized individual.

If an authorized person arrives to pick up a child and appears in the judgment of staff, in any way, to be intoxicated or under the influence of drugs **CAMPUS SECURITY WILL BE CALLED IMMEDIATELY.**

It is the responsibility of the **parent** to keep the authorized list of individuals allowed to pick up a child current and accurate.

## **BOTH PARENTS' RIGHT TO PICK UP**

Under the laws of the state of Wisconsin, both parents have the right to pick up their child, unless a court document restricts that right. The enrolling parent, who chooses not to include the child's other parent on the authorized pick-up list, must file an official court document (e.g., current restraining order, sole custody decree, or divorce decree stating sole custody). Without that document, the Center may release the child to either parent, provided the parent documents his paternity/her maternity of the child.

## **KEEPING EMERGENCY CONTACT INFORMATION CURRENT**

It is important that parents keep the office apprised of changes in contact numbers-home, work, and cell- as well as changes of address or email addresses. We will also need updated emergency contact numbers, changes in designated pick-up people, or pertinent medical or educational information. Please give these changes to the office in writing or by email. Change of information forms may be found outside the center office.

Because of our need to contact you immediately concerning the well-being of your child it is essential all information be kept current.

Continued failure to update information may result in termination

## **EARLY DROP OFF**

Parents arriving before their child's scheduled drop off time must remain in the classroom with their child. If you need to bring your child earlier than scheduled, contact the office. A \$1.00 per minute early drop off fee will be charged to your account if arrangements have not been made.

## **LATE PICK UP POLICY**

If you will arrive later than your scheduled pick up time, you must do the following:

- Notify the office by telephone. If you do not speak to an administrator, leave a clear voice message.
- Failure to notify the office will result in a \$1.00 per minute late fee, **charged directly to your account.**

**PER OUR STATE LICENSING REGULATIONS, WE CEASE OPERATION AT 5:30.**

**Failure to pick up your child by 5:30 will result in the following:**

- Your account will be charged \$10.00 for each five minute period, or portion of a five minute period that you are late.
- Late fees will be doubled after two incidences.
- Parents who repeatedly violate the late pick up policy will face termination of their child's enrollment.

**THE ABOVE POLICIES WILL BE STRICTLY ENFORCED. PLEASE SHOW RESPECT FOR OUR STAFF AND OUR POLICIES BY ADHERING TO THIS REGULATION**

## **SEPARATION:**

It is hard to say goodbye

- Mastering separation is a life-long process.
- Separation can be sad and painful and cause anger and fear for both parent and child.
- Any change in experience (new baby, bedtime, moving, illness or starting childcare) awakens separation feelings.

**What you can do:**

- Get acquainted visits are essential.
- Assure your child you will return... "I will be back after lunch/nap."
- Avoid telling the child, "Don't cry." or "Be good!"
- Encourage your child to put feelings into words. Say things like "I know this is a hard time." "I'll miss you too."
- Though you may be anxious, your positive attitude will give your child a feeling of confidence.

**Please Note:** If you want the staff's involvement when dropping off your child; please let them know how they can assist you.

## CONFIDENTIALITY

All information regarding children and families of Alverno Early Learning Center is regarded as confidential and the property of the Center and family involved. Requests for release of information to other agencies will be honored only if made in writing and with the permission of the parent. Students who conduct studies at the Center are not provided with personal information about the children's families. Our policy is to share information about the child with both parents unless there is a legal document limiting contact with one individual. A legal document showing the restriction must be provided. Alverno staff sign a confidentiality agreement upon hire.

## PARENTAL WITHDRAWAL PROCEDURE

One week's written notice is required for enrollment withdrawal. If a student stops using the service during the semester or reduces the number of hours the service is used, refunds will be calculated on the same basis as the college's tuition refund formula. **A signed and dated note must be given to the Center Manager one week in advance of cancelling any service.** The date on which you contact the Manager or stop using the service, whichever is later, will determine the amount of refund you will receive. Refunds will be paid within 30 days through the Business Office.

## DEALING WITH CHALLENGING BEHAVIOR

As a childcare program, we value ongoing communication and building strong relationships with families. Parents are encouraged to initiate conversations with staff about their child's experiences and to consult with staff about their child's needs. Also, staff will communicate with families if the program is having challenges meeting their child's needs. Some of the behaviors that might cause staff concern are:

- The child repeatedly displays hurtful or unsafe behavior
- The child's behavior is disruptive
- The child's needs exceed the program's resources

If teachers determine that behavior is not developmentally appropriate for the child or they often behave in an above mentioned manner the following will occur:

1. Staff observations of the child's behavior will be documented with the areas of concern identified.
2. Teachers and administrators will meet with the parent/s to discuss concerns and observations.
3. A plan will be written with family input.
4. A follow up meeting will be scheduled to review progress:
  - If the plan is not working, it may be revised.
  - If, after a determined amount of time, the plan continues to be ineffective, community support services will be contacted (Birth to Three, school district personnel. Etc.)
  - If after evaluation by the above parties, it is determined a more suitable environment is needed, a plan to transition the child out of our program will be implemented.

**It is very rare that a child is transitioned out of our program. This will occur only if all other options are exhausted.**

## ENROLLMENT DISMISSAL PROCEDURE

Failure of parents to abide by Center policies and procedures may result in termination of your child's enrollment. Disregard of Center policies and procedures may include, but is not limited to, the following circumstances:

- Not paying bills on time.
- Repeatedly leaving a child past closing time.
- Refusing to accompany child into the Center.
- Failure to return requested forms by due date.
- Endangering the well-being and safety of children (e.g. leaving medicine in child's locker).
- Continually bringing child in early or picking up late.
- Failure to submit or update medical forms by due date.
- Arriving or departing with a child while under the influence of substances/leaving apparently incapable of safely caring for a child.
- Failure to update Enrollment/ Health History and Emergency Care Plan form.
- Hostile disrespect to a Center employee (which could include sexual harassment).

## PHYSICAL EXAM AND IMMUNIZATIONS (DCF 251)

For your child's protection, the Department of Children and Families requires your child's Health Report and Immunization Record be on file in our center.. **Child Enrollment, Health History, and Immunization Forms are due on the day your child begins.**

- **Children under two must have a physical exam every 6 months.**
- **Children two and over must have a physical exam every 2 years.**
- **Immunization records must be kept current**

## GUIDELINES FOR EXCLUSION OF SICK CHILDREN (ILLNESS-DCF 251)

Our teachers are alert to any sign of illness in your child. Should your child become ill while in our care we will:

- Isolate the child from the rest of the children, but within sight and sound of a staff member.
- Notify the parent immediately of the child's condition. If unreachable, the designated emergency contact will be called.
- Children must be picked up immediately if their temperature is 100 degrees or higher, if vomiting or diarrhea occur more than twice in an hour, if there is evidence of lice or any communicable disease or if a child exhibits behavior that indicates they are unable to function within the program.

We understand it is difficult to balance school, work and family. We are here to help in every way we can; but we do not have the facilities to care for ill children. Please keep your child home if you observe any of these symptoms:

Fever	Diarrhea	Face/Body Rash	Abdominal Pain
Upset Stomach	Vomiting	Heavy Nasal Discharge	Severe Congestion
Sore Throat	Constant Cough	Reddened Eyes	Difficult or Rapid Breathing

**The child may return after he or she has been free of fever (without the use of fever reducing medication), vomiting, or diarrhea for 24 hours or until he or she has been on antibiotics for 24 hours. A certificate of health signed by a health care professional may be required if under 24 hours. Such a certificate should address the child's ability to infect other children as well as his or her capacity to tolerate the day's activities.**

## **MEDICATION POLICY (DCF 251)**

Center staff has been trained in the administration of medication to children. All medications must be clearly labeled and in their original containers. You must provide your own medicine dispenser utensil. Before we can administer any medication, which also includes ointment and sunscreen, parents must complete a "Permission to Dispense Medication" form for each prescriptive or non-prescriptive medication. Forms are available in each classroom. Homeopathic medications will only be given with a written order from an authorized health care professional. We will not apply insect repellent. We will not administer cough or cold medication to any child. We will not exceed recommended dosages (per label) of any medications. **MEDICATION MAY NOT BE STORED IN YOUR CHILD'S LOCKER.** This includes but is not limited to:

Sunscreen  
Hand sanitizer

Lip balm  
Cough drops

Creams/lotions  
Hair care products

**ANY OF THESE ITEMS FOUND IN LOCKERS WILL BE DISCARDED**

## **SUNSCREEN POLICY**

With signed parental authorization, all children six months of age or older will have center provided sunscreen applied when dictated by weather.

## **HANDWASHING POLICY**

Unwashed hands are the primary carriers of bacteria and germs that cause illness. It is our policy that the children and staff wash their hands upon arrival, after using the toilet, before eating and when soiled. We ask that parents assist their child (ren) in hand washing after signing their child in.

## **REST AND NAPTIME (DCF 251)**

A child under five years of age in care for more than four hours will have a nap or rest period. A child who does not sleep after 30 minutes or awakens will be permitted to get up and have quiet time through the use of equipment or activities which will not disrupt other children.

Children under age 1 will have a designated crib. The Center will provide a fitted sheet. For children in classrooms without cribs, parents must provide a sleeping bag that is capable of being closed on 3 sides. A stuffed animal, doll, or other security items is permitted as long as it is clearly labeled.

**Sleeping bags must be taken home weekly by parents to be washed.**

## PERSONAL BELONGINGS

ALL clothing and personal items belonging to your child must be clearly labeled with your child's name. If items are not labeled, the staff will do so.

It is the Center's policy to discourage children from bringing toys from home. We have an economically diverse population of children who attend, and we believe that the child's time at school should reflect an even playing field for all children. Toys from home present problems in a number of ways. For some families, it's an expense they can't afford. For some it's a matter of a consumer culture. Teachers have observed that toys such as Barbie dolls, Disney toys, electronic games and action figures divert children's attention from enriching classroom activities, such as creative arts, science projects and reading stories. Having a toy from home in the classroom also creates problems for the child who must decide whether or not to share; as well as finding it when it's time to go home.

The Center is fully equipped with age-appropriate toys and materials. Teachers strive to create a sense of community in each classroom by sharing and caring for the Center's materials.

- Children are NOT to bring money, food, candy or gum to the Center. Food or juices are not to be kept in lockers. Food products found in your child's locker will be discarded.
- You are responsible for supplying all diapers, wipes, and ointments for your child.
- All children must have at least one change of clothing (seasonally appropriate) at the Center.
- A hat, mittens, snowpants and boots must be provided for use during cold weather outdoor activities.
- For safety reasons, the wearing of jewelry is strongly discouraged.

## CLOTHING

Please think of the comfort of your child and dress them in washable comfortable clothing and sturdy shoes. For the safety of the children, we ask that **open-toed shoes, sandals, flip-flops, and crocs NOT be worn.**

In the winter months, please send hats, mittens, boots and snow pants with your child. **PLEASE LABEL ITEMS OF CLOTHING WITH YOUR CHILD'S NAME.**

Our curriculum involves messy activities, which develop physical, social, cognitive and creative skills. Please keep this in mind when dressing your child for school. If there is an item of clothing you do not want to get soiled, please do not have your child wear it to school.

**INFANTS** are allowed to wear socks when non mobile. Once the child is crawling or walking some type of shoe must be worn to protect the child's feet.

## **DISCIPLINE and POSITIVE REDIRECTION (DCF 251)**

Center staff will attempt to avoid discipline problems by:

- Making rules clear and simple
- Being consistent when dealing with children

The staff is trained in the emotional make-up of young children and will be flexible in their approach to discouraging a potential problem. Specific techniques used by all staff for discipline will be to:

- Speak to the child at his/her level while maintaining eye contact and using a calm voice;
- Listen to the child's explanation of his/her behavior;
- Remind the child of rules at school;
- Speak to the child in positive, not negative terms;
- Remove the child from the group for a short time.

Aggressive behavior will be handled immediately, and in the manners described above. The state of Wisconsin prohibits time-out periods for children under the age of three years.

**No verbal abuse, shame or physical punishment shall be used.**

### **BITING**

Biting is a very common problem with younger children. Toddlers often bite out of frustration. Although biting is a natural behavior for young children, we do everything possible to prevent it. When a biting incident occurs, we calm the child who has been bitten, clean the area thoroughly with soap and water and apply a cold compress to the area. The parents of the bitten child are informed of the bite via the accident report; the parents of the child who bit are also informed.

We talk to the child who did the biting and calmly but firmly explain that biting hurts and that biting is not allowed. We then explain that when we touch someone it must be a gentle touch. When biting continues, we plan a more concentrated program of intervention:

- Meet with the parents of the child who is biting to discuss possible reasons and plan together to change the biting behavior.
- The child will be closely monitored in order to carry out the plan determined by the parents and staff with the aim of intervening before a biting incident. Staff will give positive attention for acceptable behavior.
- When the child bites, staff will use the techniques listed above and remove the child from the area where the biting took place. Staff will tell the child he or she cannot play in that area when he or she bites. Staff will redirect the child's activities to another area. When it is time to allow the child into the area where the biting occurred, they will say "You may try again to play in the block area. You may not bite our friends."

Older preschoolers who continue to bite will be referred for more assessment and help.

## **CHILDREN'S ASSESSMENT**

If your child consistently attends more than 12 hours per week you will receive a written assessment in May and December.

Assessment is the process of observing, recording and otherwise documenting what children do and how they do it. It is the basis for a variety of educational decisions that affect the child. Assessment is integral to curriculum and instruction. In early childhood education programs, the various assessment procedures that are used serve several purposes:

- To plan instruction for individuals and groups.
- To communicate with families.
- To identify children who may be in need of specialized services or intervention.
- To improve program development.

Please remember assessments are based on a developmental scale. All children develop at their own rate; it is not expected or necessary for all children to master all skills at a specific age. If we believe there is a developmental delay we will contact you regarding concerns.

## **OUTDOOR POLICY (DCF 251)**

Outdoor play is an integral part of the daily curriculum. The American Association of Pediatrics recommends and State Licensing requires that children play outside daily. Children who attend are expected to participate in all scheduled activities, unless a physician's medical instructions of limited duration indicates otherwise.

### **Age and weather guidelines:**

Children under two years of age will go outdoors if the temperature is above 20 degrees or below 90 degrees.

Children over two years of age will go outdoors in the temperature is above 0 degrees and below 90 degrees.

Air quality warnings and wind chill factors are taken into account.

## **CHILD ABUSE AND NEGLECT (DCF 251)**

Teachers are mandated by state law to report known or suspected cases of child abuse or neglect. We cannot use any corporal or demeaning punishment, we cannot allow any adult to use this type of punishment on our premises. We are required to report any such action. We are required to cooperate with any social service agency investigating suspected child abuse.

## **CONTINUING EDUCATION (DCF 251)**

All employees of the Center are required to complete 25 hours of continuing education per year. The education will take place in conjunction with the Education Department, college faculty and other resources on and off campus.

## **LOCKED LOBBY/ACCESS CARDS Security Measures**

Entry to the Center occurs via access card at the parking lot door. Only authorized persons will be issued a programmed card. **Please be prepared to use this card each time you enter the Center.** If you lose your card, please advise the office immediately for security reasons. The lobby of the Center is locked for the protection of your children.

Each family will be issued one access card at no cost. Additional cards are \$10.00 each. If the person dropping off your child is consistently different than the person picking up your child, they must have their own card. If you ring the bell frequently, it will be assumed your card is lost. **The fee per lost card is \$25.00.**

**Campus security patrols the building throughout the day.**

**If you are arriving or leaving the building, please do not let another person enter with you unless you know this person is a teacher or parent.**

## **PARENT/STAFF EMPLOYMENT ARRANGEMENTS**

Our teachers have chosen this field as their profession. Due to legal ramifications our teachers are strongly advised not to care for children who are enrolled at the Center outside of work hours.

## **FAMILY PRIVACY**

Family phone numbers and addresses will not be released to other families. In order to insure confidentiality for all families, please refrain from going into other children's lockers.

## **PARENT VOLUNTEER PROGRAM**

Parents have an opportunity to volunteer in their child's classroom. State requires all volunteers have:

- A Criminal Background Check
- Two hours of training in child care programming and procedures prior to working in a classroom.

We ask that parent volunteers commit to a minimum of 1 hour a week on a regularly scheduled basis.

## **FAMILY PARTICIPATION**

As your child's "home away from home," our Center will be a very special place both for you and your child. You are always welcome to visit your child. Get to know other families by participating in classroom activities and family events. Look for information about scheduled family events in the Center Newsletter or on the Community Event board near the Center entrance.

As parents you can enrich the program of the Center with your participation. If you can fit any of the below into your busy schedule the children and staff would be most appreciative. Please consider:

- Playing a musical instrument
- Doing a cooking experience
- Leading the children in an exercise or movement activity
- Reading a story to the children
- Assisting with a creative expression activity
- Doing a science experience
- Sharing information about a hobby or career

Please see your child's teacher or administration if you are interest in any of the above.

## **RECYCLED MATERIALS AND DONATIONS**

The Center staff welcomes the use of recycled materials for our art and group projects. Many of the materials are household and business discards. Below is a partial list of items we collect. When in doubt, save it, clean it and bring it to the Center!

Any kind of paper

Berry Baskets

Fabric

Scarves, Purses, Old Hats

Nuts and Bolts

Magazines

Envelopes

Foam Trays (Please Clean)

Thread Spools

Margarine Tubs with Lids

Plumbing Fittings

Flour/salt/cornstarch

Oatmeal Containers

Lace/Ribbon/Trim

Buttons

Wallpaper Scraps

Wood Scraps

Cooking oil

## **ACCIDENTS**

First aid supplies are available for the treatment of minor accidents. Superficial wounds shall be cleaned with soap and water only and protected with a band aid (DCF 251). Medical emergencies are very rare, but we ask that you keep emergency contact forms current.

If a child would be seriously injured they would be transported by ambulance to Children's Hospital or a hospital that would be able to care for the injuries. (This type of decision would be left to rescue personnel in the event we were unable to contact a parent or emergency contact person). If at all possible a staff person will accompany the child to the hospital.

## **EMERGENCY PREPAREDNESS PLAN**

In conjunction with Alverno College, the Center has in place a full Emergency Operations Plan. This written plan is available for viewing in its entirety in the Center office. In compliance with state regulations, fire and tornado drills are practiced monthly at the Center. Our staff is trained by campus security in the execution of shelter in place, lock down and utility emergencies. These plans are reviewed annually.

## **PET POLICY**

Due to strict regulations by the State of Wisconsin and children's allergies, no animals will be permitted in the Center. This also includes pets visiting.

## **FOOD PROGRAM (DCF 251)**

Our food program is for children 12 months and up. The program includes two snacks, lunch and milk. The food is prepared by Dining Services and meets the requirements set by the US Department of Agriculture Childcare Food Program.

For any child who has food allergies or religious convictions, special arrangements will be made on an individual basis. **Due to allergies No peanut products may be brought into the Center.** Any food items found containing peanuts or peanut butter will be disposed of by staff.

### **Children Two and Over:**

**Breakfast: 7:00-7:30** Food provided by parents will be served to your child in the opening classroom. Please do not bring foods containing peanut butter. If your child needs to eat breakfast between 7:30 and 8:30, feel free to feed them food you provide in the teacher's lounge before bringing them to the classroom.

**Morning Snack: 8:30 – 9:00**

**Afternoon Snack: 3:00- 3:30**

**(Provided by Center)**

Snacks consist of two components of the USDA food program. Monthly snack menus are posted in your child's classroom

**Lunch: 11:30 – 12:00**

Alverno's Dining Services prepares menus and food. These menus will include a diverse type of food with age appropriate selections. Meals and snacks served will meet the requirements set by the US Department of Agriculture Child Care Food Program.

**Do not** bring in supplementary food (such as fast food or food from home). We have enough food to provide your child with the necessary nutritional requirements. Food brought from home will be discarded.

#### **Food Allergies:**

On the Enrollment/Health History and Emergency Care Plan, there is a section for you to list all allergies. Staff in each classroom is aware of the children's food allergies. If your child has severe food allergies, please contact the office so that we can discuss arrangements.

**Note:** Due to the danger of peanut allergies **no peanut products** are served at the Center.

If your child is allergic to milk you must provide a statement from a medical professional indicating the acceptable alternative. Parents must provide the milk alternative.

**Infants and toddlers are fed according to their own schedules.**

## HOLIDAYS/BIRTHDAYS

### Approach to Holidays

In respectful, observance of our families' diverse cultural, ethnic and religious backgrounds, we refrain from celebrating holidays. We recognize the importance of holiday celebrations and encourage you to practice your family celebrations outside of the Center.

Passing seasons, changes in growth and development, and cycles of the weather are all part of our yearly celebrations. The Center celebrates the spirit of the season, family, friendship and goodwill rather than particular holidays.

Fall activities reflect harvest, sharing and giving.

Winter activities reflect snow, ice, hibernation and friendship.

Spring activities reflect new growth, life and family.

Summer activities reflect nature and outdoors.

### Birthdays

Parents who choose to acknowledge their child's birthday are welcome to bring a healthy snack. (See list below). We ask that you honor our request not to bring cakes, cupcakes or cookies. If you wish, donating a book in your child's name would be welcomed. Speak with the office for titles of books.

**All food that comes from home for sharing must be whole fruit, vegetables or commercially prepared packaged food in factory sealed containers.**

Bagels	100% juice	Fruit and dip
Cheese and crackers	Pudding	Waffles
Fish crackers	Vegetables and dip	Bread and jam
Chips and salsa grahams	Animal crackers	Animal shaped

Due to the number of children with food allergies, please check with the teacher if you are planning to bring a treat. **No peanut products may be brought into the center.**

If you have a celebration for your child outside of the center, please do not deliver invitations to the center. Birthday invitations and thank you cards are best sent to the child's home. In order to comply with our confidentiality policy we will happily address stamped invitations and mail them.

## Parent Orientation Agreement Form

- **I have read the Handbook and have been oriented to Alverno Early Learning Center policies and procedures. I agree to abide by them.**
- **I have read and understand the Late Pickup Policy on page 10.**
- **I have read and understand the Campus Weapons Policy on page 2.**

I agree to keep all information on the Enrollment/Health History and Emergency Care Plan current. Change of information forms can be found outside of office. (See page 9)

Yes \_\_\_\_\_ No \_\_\_\_\_

I give permission for my child to be observed by Alverno students, this may include videotaping or photographs.

Yes \_\_\_\_\_ No \_\_\_\_\_

I give permission for my child to be photographed by Center staff. The photographs will be used only within Alverno.

Yes \_\_\_\_\_ No \_\_\_\_\_

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Parent/Guardian Signature

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Print Name

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Date

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**(DCF 251) Licensing Rules for Group Day Care Centers**