

## Family Policy Book Giggly Hugs Child Care, Inc, 1103 S. East Ave, Waukesha WI 53186

### CHILD ADMISSION POLICY

Giggly Hugs Child Care Inc is licensed by the State of Wisconsin, Department of Children and Families. It is owned and operated by Sarah Kirschling and run as a corporation. An on-site Director will manage the day-to-day operations. Giggly Hugs Child Care will care for no more children than licensed for at any point in time. We will serve children ages 4 years to 12 years old. We are open Monday through Friday, from 7:00AM-8:15AM and 3:30pm (1:30 on early release days)- 6:00 PM on school days during the school year. The “year” runs with the school district’s calendar.

We are inspected regularly to ensure that we meet licensing standards. **Smoking is not permitted anywhere on the premises of the center, indoors or outside. Cars may NOT be unoccupied and running and children may NOT be left in cars without adults.**

We will post the following items for parents’ review in the main gathering room: license certificate, the results of our most recent licensing monitoring visit and a copy of the licensing regulations and the daily snack menu. A policy book is available in the main room and via email.

Giggly Hugs Child Care Inc is covered by liability insurance in the amounts required by DCF.

To protect each family’s confidentiality, Giggly Hugs Child Care Inc will not share information about a child or a child’s family with anyone who is not authorized to receive this information.

As a childcare center, all staff is required to report any suspected abuse or neglect to the county’s Child Protective Services (CPS) office (262-548-7212 or 262-547-3388 after hours). We must notify the proper authorities if we suspect that any child is being improperly treated. All staff will receive training every two years in child abuse and neglect recognition and reporting procedures and document in file.

Our administrative structure is as follows:

1. Owner-Administrator
2. Director
3. Site Supervisor
4. Teacher
5. Assistant Teacher

Parents are welcome to visit at any time during the hours of operation unless prohibited by a court order. If so, a copy of the court order must be on file at the center.

It is important that we communicate daily concerning the needs and interests of each child. If there are issues or concerns that need to be discussed, parents should arrange with us a convenient time to talk on the phone. To foster communication on a regular basis, Giggly Hugs provides parent bulletin board and daily conversations.

Giggly Hugs Child Care does not discriminate on the basis of age, race, color, sex, creed, handicap, political persuasion, national origin, or ancestry toward any enrolled child and family. All children will be enrolled for a trial period of 1 month. During the trial period either the center or parents may terminate the childcare without advance notice.

### **Other Important Information for Admission:**

- Every child will be adapted to, to the best of our ability, and no child will be discriminated against because of their developmental level regardless of age.
- Children’s records will be in a locked file cabinet in the office and medical logs will be in every classroom.
- Parents will provide the following, but not limited to:
  - set of extra clothes if needed
  - water bottle
  - breakfast in the morning if desired (must be easy for child to eat, no refrigeration or microwave available)

## **Immunization Updates**

The state of Wisconsin requires all children attending childcare to abide by the following:

Evidence of immunizations within 6 weeks of admission to childcare, and updated records once the child reaches a new age level. You will receive notification on immunization and health form deadlines in the following order:

1. Paper
2. Email
3. Phone call

If form deadlines are missed, a charge of \$5.00 per day may be added to your account.

**Updated 7/2019**

## **Attendance, Pick-up and Drop Off**

**Children MUST be picked up by 6:00pm each day. If a child is picked up late the parent will be charged a \$50 late pick up fee that is to be paid before care can continue. If a parent is late to pick up a second time, they will pay a \$100 late pick up fee that is to be paid before care can continue. If a parent is late a 3<sup>rd</sup> time care will be immediately terminated.**

Parents or authorized adults are required to sign the children out at the end of the day for after school care. Parents or staff may sign the children in in the morning depending on whether the children walk to school or are brought by an adult. Staff will also take attendance after coming in from outside time and transitioning to another room. Parents who want for their children to walk home after care need to contact the director and set up those agreements. Forms need to be signed and a plan in place.

Attendance will be kept in the main program room and tracking sheets will be with each teacher. Teachers will know the names of each child and their whereabouts at all times.

If a child does not come to the center at their contracted start time and we have not been informed they will not be attending on that day, we will call the parent by 7:30 to ascertain the whereabouts of the child. All children must arrive by 8:00am each day.

Children will only be released to a person whom the parent has previously authorized in writing or by telephone call. The person will be required to show picture identification and must be over the age of 18, before the child will be released into their care.

In a situation where there is a custody dispute, center will need to see the court ordered documents, have a copy for the child's file and the parent will need to include the specific information on the child's pick up/release form.

If a parent or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While staff cannot legally withhold a child from the legal guardian we will not hesitate to call the local authorities if we feel the child is in danger.

If a child needs to leave the center due to illness or behavior, parents need to come pick up within an hour of being contacted. If a parent does not pick up the child within that time frame, then The Department of Children and Families may be contacted, and a \$50 individual care fee will be assessed.

**Update 7/2019**

## **CHILD EDUCATION POLICY**

**The most important part of our curriculum is that all teachers will be actively interacting with the children throughout the day. They are there to interact and teach through play and social interactions. The classroom curriculums will be based on social interaction among children and teachers and children and their peers.**

Learning through play and relationships is the **major** component of our program. Enough time, materials and space will be provided for children to actively explore the world around them. Children will have an opportunity to use a variety of art materials, manipulative and sensory equipment. Our curriculum will provide exposure to a variety of cultures through music, stories, games and art, and we will celebrate how we are all the same and how we are all different from one another.

A schedule of daily activities is posted in each classroom. A program of activities is planned a week in advance. Staff uses a variety of resources in their planning. We will also use the services of the Wisconsin Child Care Information Center (800-362-7353) and access their resources to plan activities.

We believe its best for children to remain with the same group leaders throughout the year, so the teachers will remain consistent on a weekly basis.

There will not be many religious components to our curriculum. The exception to this is during the months of November and December the teachers will be teaching and discussing Christmas, Chanukah and Kwanzaa. All will be discussed equally and none will be celebrated exclusively. If there is a celebration, it will be a "Holiday Celebration". This will support our year round teachings of differences in families and cultures.

Holidays that may be used in the curriculum:

Martian Luther King Jr. Day, President's Day, Valentine's Day, Groundhog's Day , St Patrick's Day, Memorial Day, Independence Day (4<sup>th</sup> of July), Labor Day, Veteran's Day, Halloween, Thanksgiving, Christmas, Chanukah, Kwanzaa

Updated 7/2019

## **CHILD GUIDANCE POLICY**

### **Behavior guidelines (as given to staff):**

1. Yelling-in severe cases a teacher might need to yell to get a child's attention, but this shouldn't happen often. If they are far away from a child they need to get close to them and then intervene with a kind, but firm voice. Their voice should ALWAYS sound calm while working with kids.
2. Withholding a personal item from a child if it is an item that the child needs (sensory, anxiety, food etc).
3. No negative comments out loud
4. Time outs- We instead use the term "taking a break" where the child might not be able to return to a space and is supported in a different activity while they reregulate.
5. When a consequence is used it should be done discreetly, so the child is not "on display" or embarrassed. If you are doing a "123 Magic" countdown, it should be close to the child and be done in a calm soft voice. If the child does not correct the behavior the consequence should be given with a calm, matter of fact voice. Children are going to misbehave and we need to be firm, but not upset about it.

6. We DO NOT pick battles that are not worth “picking”. If you are unsure if a behavior is severe or not then talk with a co-worker about the situation and see what their thoughts are. You can also talk with management and they will help you problem solve.
7. We do not report bad behaviors to parents at the end of the night if it is within that specific child’s normal range of behavior. If a child is struggling with a behavior after a few days, then it is time to set up a behavioral strategy. Once that is done we can inform the parent about the struggles we are seeing and what we are doing to help their child. This process should involve either an assistant director, director or a staff behavioral support person.

Children's behavior will be guided by setting clear limits or rules for children. We will talk with children about expected behaviors and model those behaviors consistently for them. We will state positively what children can do, using specific terms; e.g. "you need to walk" rather than "don't run"). Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age-appropriate activities to choose from and will be given the attention they need before they demand it. Behavior management will be for the purpose of helping children develop self-control, self-esteem and respect for the rights of others.

When a child is crying, sad or distraught, staff will work to calm and comfort the child, in ways that are appropriate for the child’s age and personal disposition. This may include offering a drink; acknowledging the child’s fear, or sadness, or conflict; distracting or redirecting to another activity; talking calmly with the child about how s/he is feeling or what has happened. If the unhappiness persists, we may contact a parent to share what is occurring (after talking with supervisors), and inquire if this might be the onset of an illness.

“Time Outs” are not used at Giggly Hugs Child Care. Instead staff will be expected to learn and appropriately use the technique of giving “Regulation Breaks”.

A "Regulation Break" is a guidance technique that can be effective in reducing challenging behaviors of young children. The strategy is similar to an extended form of selectively ignoring disruptive behavior. Children are removed for a brief time from all sources of reinforcement (current activity, teacher and peer attention) following serious challenging behavior. Usually this strategy requires that a child be removed from an ongoing activity for a brief time, typically by having a child sit on the outside of the activity within the classroom until the child calms down and is ready to rejoin the activity and try again. Regulation breaks can involve an activity that might help that child calm and refocus. Activities might be books, coloring, using a sensory toy, puzzles or manipulative toy. Breaks are intended to be a non-violent response to conflict that stops the conflict, protects the victim, and provides a “cooling off period” for the child. Most important; the child decides when they are ready to rejoin. The only time they would be stopped is if they are still visibly upset and might potentially hurt other children.

Regulation breaks are only effective when used in the context of a comprehensive approach to behavior support that is designed to teach, nurture and encourage positive social behaviors. Regulation breaks should be used only by well-trained teachers and caregivers when less intrusive discipline procedures have been tried and deemed unsuccessful and only in combination with positive procedures designed to teach new skills and prevent challenging behaviors from occurring. Effective management of behavior should always start with praise and encouragement for pro-social behavior and self-regulation and be accompanied by distraction, redirection, withdrawal of attention, and logical and natural consequences. The child will be praised after completing the break, and will be helped to rejoin the group.

We recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with parents to consider how to deal with the behavior. If the behavior continues, the next steps may include referrals to appropriate community resources, and/or discharge of the child from care.

In accordance with "Wisconsin Rules for Group Child Care Centers," actions that are aversive, cruel, humiliating, and actions that may be psychologically, emotionally or physically painful, discomfoting, dangerous or potentially injurious are prohibited. Prohibited actions include spanking, hitting, pinching, shaking, slapping, twisting, or inflicting any other form of corporal punishment on the child; verbal abuse threats or derogatory remarks about the child or the child's family; physical restraint, binding or tying the child to restrict the child's movement or enclosing the child in a confined space such as a closet, locked room, box or similar cubicle; withholding or forcing meals, snacks or naps; punishing a child for lapses in toilet training. These forms of punishment will never be used, even at a parent's request.

**Updated 7/2019**

## **CONTINGENCY PLANS FOR EMERGENCIES POLICY- Parent**

### **Lost Child**

In the event of a lost child, staff will check all areas of the center. If the child cannot be found, the child's parents and/or emergency contact and the police will be immediately notified.

### **Fire, Tornado and Loss of Heat/Water/Electric**

Fire and Tornado evacuation plans will be practiced monthly. The Director or Administrator will document dates of fire and tornado drill and checking the smoke detectors (weekly) on a form provided by the state.

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit. The attendance form and list of phone numbers for parents and emergency contacts will be taken out by the staff member designated to be "in charge" to assure that all children are accounted for and all families can be notified. Children will be assembled in the far playground with gate lock, so children with disabilities will be safe. The Director or Administrator will call the fire department at that time and parents will be notified. If we are unable to return to the building following an evacuation, the children will be taken to the YMCA until parents or other authorized adult can be reached and come for them.

In the event of a tornado warning, the children will be taken to the interior rooms and bathrooms by all available staff members. A portable radio and flashlight, with extra batteries for both, are kept in the main room at all times. The attendance form and emergency contact information will be brought along by the staff member designated to be "in charge". Staff will engage the children in activities until we are assured by the authorities that the danger has passed.

### **Extreme Heat or Cold**

If the school should lose the use of heat, water or electricity before the school opens; parents will be notified by 6:00 am and will be asked to not bring their child that day.

If the center should lose the use of heat, water or electricity while children are in attendance, the Director will call the parents of all children and ask them to pick them up within one hour.

In cold temperatures, children will be condensed in an interior room with doors closed. Blankets and outdoor gear will be worn until parents come to pick up. 911 will be called if it is a life-threatening situation.

In warm temperatures, children will be given liquids to keep hydrated. If it is cooler outside, all children and staff will go outdoors on the playground until parents come to pick up. Hose and sprinklers will be utilized to keep children cool. 911 will be called if it is a life-threatening situation.

#### **Flash Flood**

If water is coming into the building, 911 will be called. Children will be taken to the driest (safest) room available. Doors will be closed, and staff will block under doorways to prevent water from coming in. Staff emergency packs and attendance/emergency cards will be brought with.

#### **Miscellaneous**

When there is only one staff person on site, we will ensure that an emergency provider is available within 5 minutes. That person will be trained on Shaken Baby Syndrome (SBS) and will sign a document agreeing to serve as an emergency back-up.

Emergency numbers will be posted by each phone.

Any minor injuries will be handled with first aid. If an injury requires medical treatment the parent will be contacted. If it is an emergency the ambulance will be called, and child/staff member will be taken to Waukesha Memorial Hospital. The ambulance and all medical bills will be the responsibility of the parent of the child or staff member needing treatment.

**Updated: 7/2019**

## **ENROLLMENT POLICY**

Enrollment may be completed by:

- 1.) Contacting the Director or Administrator.
- 2.) Scheduling a time to come in and visit the program prior to registration
- 3.) Submitting Registration Form along with the first month's payment
- 4.) Submitting paperwork (**MUST** submit prior to start date): Child Enrollment form, Health History and Emergency Care Plan, Immunization form and Schedule Request/Payment agreement.

Children enroll for a full school year and can cancel care anytime with a written notice before the tuition is paid on the 20<sup>th</sup> of each month. Auto pay must be turned on each online payment account or care will be discontinued.

## **DISCHARGE POLICY**

Voluntary termination requires written notice before the 20<sup>th</sup> of the month. Tuition is withdrawn on the 20<sup>th</sup> and will not be refunded.

Center initiated termination may occur due to:

1. Non-payment or excessive late payments. If your account has any balance due for over two days you will receive 2 reminder notices and then care will be immediately terminated.
2. Incomplete file, missing any of the required state forms, not turning in the updates promptly. Parents will receive 2 reminder notices before care is terminated.
3. Inability of the center to meet the needs of the child. Steps to be taken by center:
  - Staff will consult with the parent concerning how any problems might be solved. Staff and parents will come up with a plan together (if parent does not participate it will be grounds for termination).
  - As long as the behavior is not threatening or harmful to the staff, children or other parents, the parent will receive a 2 week notice of discharge if Giggly Hugs Child Care is not able to meet the needs of the child.
  - If the reason is threatening or harmful to the staff, children or other parents it will be grounds for immediate termination of care.
4. Non-compliance of center policy
  - If it is not threatening or harmful to the staff, children or other parents, the parents will receive 1 written notice and one phone call before care is terminated.

Documentation will be on file in all situations regarding discharge initiated by the center.

**Updated 7/2019**

## **HEALTH AND SAFETY POLICY**

Each child deserves to be cared for in a healthy and safe environment. Giggly Hugs Child Care Center teachers receive First Aid, CPR, Child Abuse, SIDS and Shaken Baby Syndrome training.

Parents are required to check the parent board in room and their online account every day. The two locations will be where management and teachers put incident reports and other important information about the child.

### **Clothing**

Your child **WILL** get messy at school. Please do not send your child in clothing that can't get dirty. Our staff's priorities are for your child's safety and happiness....not keeping them out of paint, food, sand, dirt etc. We suggest using second hand clothing for "school clothes". We also strongly recommend not wearing flip-flops or high heels and recommend closed toe shoes. Children will be going outside most days so parents will be responsible for providing weather appropriate clothing on a daily basis (including, if needed, mittens, warm coat, boots & snow pants).

### **Special Health Care Needs**

When a child is known to have any special health care needs, that information will be shared with those staff who are assigned to care for that child, but will otherwise be treated with confidentiality. Such special needs, including dietary requirements and allergies, will be posted in the classroom, where medication and medical log book are stored. When specialized equipment is needed, such as nebulizer or epi-pen, the child's parent or a medical professional will train staff in correct procedures.

### **Health Forms and Immunization Records**

School aged children will need only a health history on file.

Children will need to be properly immunized and an immunization record will need to be on file before the first day of attendance.

### **Child Illness**

Children who are ill are not to be brought to the center. Examples of children who are ill:

- A temperature of 101 degrees F. or higher. Vomiting or diarrhea has occurred more than once in the past 24 hours
- A contagious disease such as chicken pox, strep throat or pink eye
- An unidentified rash
- Have not been on a prescribed medication for 24 hours or continue to have symptoms of illness

Giggly Hugs reserves the right to send a child home if they are concerned about the child's health even if the above don't necessarily apply. We may require the child to be cleared by a doctor before they return.

Children may return to the center when they are symptom free, have been appropriately treated, or have been given medical approval to return to child care. We will follow procedures on personal cleanliness and communicable diseases stated in licensing rules and the guidelines for exclusion of children from child care as adapted from the Division of Public Health.

Parents will be informed (posting at the sign in desk) whenever their children have been exposed to a communicable disease. Certain diseases must also be reported to the public health department and to our licensing specialist.

If a child should become ill or seriously injured while at the center, parents will be contacted immediately. If necessary, sick children will be isolated within sight and hearing and made as comfortable as possible. Children should be picked up as soon as possible. If the child is not picked up within 30 minutes, the emergency contact person on the child's enrollment form will be called. If not picked up within 1 hour the family may be charged a \$50 individual care fee.

## **Medications**

Giggly Hugs Child Care will administer medications under the following conditions and only with approval from Giggly Hugs administrator Sarah Kirschling:

Prescriptive and non-prescriptive medication will only be given to children if parents have completed the authorization form provided and the medicine is used for life saving reasons (at the discretion of Giggly Hugs Child Care Inc). This might include an epi-pen for an allergic reaction, Benadryl for an allergic reaction, insulin or glucagon for diabetes, seizure meds or other meds that are necessary for the child's body to stay alive. All other meds must be administered at home or by the school during the school day.

All medicine must be in its original container, bearing the label with child's name, dosage and administration directions. It will be stored in a medication box that is inaccessible to children.

We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.

All medication administered, accidents or injuries occurring on-site, marked change in behavior or appearance, or any observation of injuries to a child's body received outside of center care will be entered into the center's medical logbook.

Missed medicine doses or errors in distribution will be notified to parents immediately.

## **Child Injury**

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Injury will be logged in the medical book and an incident report will be written and posted on the child's Brightwheel account. The written report will be placed in the child's backpack.

If there is a need for emergency medical treatment, 911 will be called. If it is a life-threatening situation, with no time to consult the child's file or parent, the child will be taken to Waukesha Memorial Hospital. Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911.

We will practice universal precautions when handling all blood injuries and bodily fluid. All staff will use disposable gloves when treating blood injuries. Surfaces touched by blood will be washed and disinfected, and all materials used to treat the injury will be wrapped in an airtight plastic bag and disposed of immediately.

## **Safety**

To prevent the spread of germs: Hand washing for children and teachers is required upon arrival for the day, before and after snacks and lunch, after toileting, before and after sensory play, and entering the classroom from another group or outdoors.

Staff will clean toys and equipment every 1-2 weeks with sanitizer and water solution.

## **No Babysitting Policy**

Current staff of Giggly Hugs Child Care is prohibited from babysitting for current families. If you choose to forgo this policy, you will need to inform management to receive and sign a release of liability. Any families found to be using any current staff to babysit without a signed release, may be subject to termination of care. Any staff found to be babysitting for a family without a signed release may face termination.

**Updated 7/2019**

## **Nutrition Policy**

**\*\*We strive (but not guarantee) to be a tree nut & peanut free program. Do not pack items that contain peanuts or tree nuts for your child.**

**Because families sometimes provide food, we cannot guarantee there will not be peanuts or tree nuts in the building. We will do our very best to inform parents and monitor what children have in their lunch. If an item is found, we will remove it from the child's lunch and supplement if necessary.**

We will provide an afternoon snack at 3:45 pm to all children in attendance. Families may provide a simple breakfast or snack in the morning if they wish. There is no access to refrigerators, microwaves or utensils, so please make sure to plan accordingly.

All families will need to follow the USDA guidelines for meals and snacks for children. A copy of this is available in the classroom.

Children who attend during the early morning may bring their own breakfast. Daily records of snacks are available for parents to review and will be posted on the parent board.

Birthday and holiday treats are not allowed.

If your child has special dietary needs or has food allergies parents must notify the center in writing. Food allergies will be posted for staff to view.

Food will be stored up off of the floor and once opened, in airtight containers.

Refrigerator (40 degrees or colder) and freezer temperatures (0 degrees or colder) will be properly maintained.

**Updated: 7/2019**

## Giggly Hugs Child Care Hadfield Tuition & Schedule Agreement

- Participants are required to register in our online payment and communication system, Brightwheel, and MUST have their account set up for auto pay monthly. Your first month's payment is due upon registration order to secure your spot and may be made in cash or check made out to Giggly Hugs Child Care. After that, payments will be charged on the 20<sup>th</sup> of each month to pay for the following month's tuition (example: on September 20<sup>th</sup> payment will process to cover tuition for the month of October). Participants register for the full school year and will be charged each month. If a participant, no longer needs care, they can send an email notification to [gigglyhugs@aol.com](mailto:gigglyhugs@aol.com) before the next month's tuition is to be removed.
- Care will be suspended if an autopayment is declined and a \$20 fee can be added for an account that is more than 1 day overdue. Families will be charged \$50 for the first after 6:00pm pick up, \$100 for the 2<sup>nd</sup> after 6:00pm pick up and if a late pick up happens 3 times care will be discontinued. Fee will be charged the next day to their Brightwheel payment account.
- Giggly Hugs Child Care will announce any tuition increases at least 2 weeks in advance.
- Parents are responsible for payment on sick days or weather-related closings that fall on a child's regularly scheduled day.
- Families who receive state subsidy are still responsible for the full tuition amount for each child. If your child is authorized for an amount of subsidy each month, those payments will be made from the parent to Giggly Hugs in the time format listed below. Any difference between Giggly Hugs tuition and what the state has allowed your child will be the responsibility of the parent. Both payments (parent copay and state payment) are to be paid by the parent on a monthly basis.
- Snacks will be provided by program.
- Parents are required to check their online Brightwheel account for communication from Giggly Hugs.

### Before School Program

**Location: Hadfield Elementary school**

**Days/Times: 7:00am-8:15am**

**Tuition: \$99/month**

**9 payments (September-May)**

### After School Program

**Location: Hadfield Elementary school**

**Days/Times: 3:40pm-6:00pm (1:40-6:00 on early release days)**

**Tuition: \$139/month**

**9 payments (September-May)**

**\*Tuition for before and after is listed separately. If your child needs care for both, you will need to add the before school tuition to the after-school tuition to get your monthly total.**

My payment will be in the form of:

\_\_\_\_\_ Private Pay (due on the 20<sup>th</sup> of the month prior to care via autopay online payment)

\_\_\_\_\_ State Subsidy (transferred by parent on the 1<sup>st</sup> of each month) & Parent copay (due by the 2<sup>nd</sup> of the current month via autopay). Parents are responsible for figuring out their copay each month. They can subtract their state payment minus the tuition for that month which is given above. Care will be suspended immediately if payments are not transferred by the 1<sup>st</sup> of the month or if autopayments are declined.

I understand the above policies and agree to the terms of payment and communication. I understand if my online payment is not set up immediately and payments are not made on time, my children will not receive care.

Parent Signature: \_\_\_\_\_ Today's Date \_\_\_\_\_

**Updated: 7/2019**