

COMMUNITY LEARNING CENTER

Parent Hand Book

CLC's Mission, Beliefs and Philosophy

PROGRAM MISSION AND BELIEFS

Our mission is to meet the diverse childcare needs of families within a healthy, safe and nurturing environment.

Our belief is that children need opportunities to explore within a developmentally appropriate environment with adult guidance. This is accomplished through planning a nurturing, healthy and safe environment.

We believe parents, children, teachers and other child care professionals need to work together to provide a positive experience by communicating ideas, problems and working on solutions.

Community Learning Center (CLC) is a not-for-profit child care center that opened in the summer of 1980. Our teachers encourage curiosity and excitement by providing materials to expand each child's critical thinking. We offer a structured program with a caring and loving approach while focusing on a positive delivery.

PHILOSOPHY

The philosophy of guidance is to help children develop safe and appropriate ways of interacting with other children, the staff and their environment. One of the goals of guidance is to help children develop internal control. Staff will realize that children learn their behavior and will assist the children in developing self-control and respect for others as well as the individual feelings.

Buildings and Classrooms

We have 10 classrooms designated for full day childcare, morning preschool and school age care. Children are placed in groups based on age and developmental level. The approximate ages in these rooms are:

West Building 2-- Infant Toddler

- **White Room** 6 weeks to 12 months of age
- **Yellow Room** 6 to 18 months
- **Purple Room** 12 to 24 months
- **Orange Room** 12 to 36 months

South Building 3-- Preschool

- **Blue Room** 2- year-old children
- **Green Room** 2 & 3-year-old children
- **Red Room** 3 & 4-year-old children
- **CLC's office**

East Building 1-SAFFE- School Age childcare

- **SAFFE** Lunch Room
- **Fish Room** 4 & 5 year-olds
- **Suns Room** Kindergarten, 1st, and 2nd grade
- **Castles Room** Kindergarten, 1st, 2nd, 3rd, 4th & 5th grade

About Community Learning Center

TERMS OF LICENSE

Community Learning Center is licensed by the State of Wisconsin to care up to 216 children ages 6 weeks through 11 years.

We have announced and unannounced visits by a state child care licensing inspector to review the program. A copy of the latest report is posted next to the license in the hallway entrance in each building.

LOCKED FACILITY

CLC has a locked child care facility where all staff and parents are required to have an assigned key fob for entry. This key fob is not transferable and may not be used by anyone other than the person listed. If you make a temporary change to your schedule, your access will not be adjusted. You will need to utilize the doorbell for access to the building.

PARENTS AS VISITORS WITHIN THE CLASSROOM

Parents are welcomed and encouraged to visit CLC after their child is enrolled. Conferences can be scheduled with staff during times they are not responsible for the care of children. Parents are welcomed to participate in fieldtrips and special events. If a court order restricts visits by parents or others, a copy of the court will be kept in the child's file in the office.

SMOKING, NICOTINE AND SUBSTANCE USE

The following is prohibited by any individual while on CLC's premises:

- Smoking, this includes the use of vapes, electronic nicotine delivery systems and chewing tobacco.
- Substance use of illegal drugs
- Consumption of any alcoholic beverages.

Days of Operation & Closed Days

CLC is open 12 months a year, Monday through Friday from 6:30am – 6:00pm except for the following dates:

- New Years Day (January 1st)
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Friday following Thanksgiving Day
- Christmas Eve (December 24th)
- Christmas Day (December 25th)

- New Years Eve (December 31st)

CLC will look through past enrollment and may choose to have limited hours or close before or after certain holidays such as the 4th of July and the weeks between Christmas and New Years due to low enrollment.

CLC will evaluate the weather and will make decisions no later than 6:00am if the center decides to close for the safety of our staff and families due to extreme weather conditions.

CLC will be closed for up to 2 days a year for staff in service days that will be decided by the beginning of each calendar year.

Emergency Closing Notification

CLC will close classrooms or a building if there is not enough staff to meet staff to child ratios.

In the event of mechanical failure of water, heat, light, air conditioning, flood, or other disaster, parents will be notified ASAP by:

- TV Channel 12
- Email
- Private Facebook Page
- Child Care App

If children are already at CLC:

- Staff will call parents to notify them of the buildings closing
- If children are not able to use one of CLC's other buildings, the following locations are designated as emergency shelters:
 - Lincoln Village Apartments (next to CLC) Community Room
 - Dunwiddie Elementary School (across the street from CLC)
- Port Washington Police will know the whereabouts of children if they are transported to another emergency shelter.
- Staff will use their personal cell phones or the emergency building phone to notify parents.

Parent Communication

We realize how important your relationship is to your child. We are here as a supplement to your family, not as a replacement. We want to involve you in our program as much as possible. We will try to see that your values, culture, and goals are respected and that your family sees life at Community Learning Center as an extension of life at home.

When you enroll in at CLC, we will ask that you complete enrollment information. This information helps us plan for your family's schedule, your child's needs and a guide for caring and educating your child.

Center Policies

Center policies are discussed with parents at the initial parent meeting. Copies of these policies are also posted near the license in each building hall for parents to review. The signed financial contract states that you have received this information at your enrollment appointment. Updates or changes in policies will be put in the policy book in the hallway of each building. Parents will be notified by including the change in the monthly newsletter and a notice on the parent board.

Required Forms for Enrollment & Registration Fee

Enrollment forms need to be completed and returned to the Center Director at least two weeks prior to your child's start date. A \$60.00 per child registration fee will be added to your first weeks ACH withdrawal.

*Checklist of required forms along with due dates can be found at the back of the Parent Handbook

Financial Agreement

Upon enrollment, all parents sign a financial contract. It states the following:

1. You will give a written schedule change by the Monday prior to the schedule change or vacation request.
2. Payments are withdrawn via ACH on Wednesday, of each week. Insufficient funds will be charged a \$25 fee that is added to your next ACH withdrawal. Any unpaid funds could result in termination from the program until payment has been received.
3. Absences will be paid unless you bring a doctor's excuse.
4. There are no refunds for snow days, utility failures or other problems beyond our control.
5. There are no refunds for celebrated holidays on which your child is scheduled. A vacation day will automatically be posted to your account if your child is normally scheduled on a holiday.
6. There are no substitute or make-up days allowed.
7. If CLC finds that the program does not meet the family or child's needs, a one-week notice of termination will be given if possible.
8. Parents shall give at least one-week written notice of termination. Failure to do so will result in your account being charged for one additional week of attendance. (Signed contract to be returned upon enrollment)

Allotted Vacation Time & Re-Registration Fee

You are allotted two enrolled weeks of vacation upon registration. Enrolled weeks are the scheduled number of days your child attends per week. If your child is scheduled on Tuesday and Thursday, you have four days of vacation per year. Vacation time can be used 1 day at a time. Once your allotted vacation time is used, you will be charged a re-registration fee of \$50/\$40 and your allotted vacation days will start over.

Weekly Tuition

Weekly tuition for each child is based on your child's scheduled attendance. CLC uses ACH withdrawal for tuition payments. Withdrawals occur the Wednesday of each week. Insufficient funds will result in a \$25.00 charge and could result in termination if not resolved. Financial assistance is available (WI Shares) for parents who meet the criteria set by the Department of Workforce Development. Talk to the Administrator for more information about tuition assistance.

Children's Records Review

Children's records are kept in the office.

Parents can view their child's cumulative file and or entries made in the medical log book during office hours, upon reasonable request.

Attendance Requirements

CLC enrolls children a minimum of 2 half-days per week. CLC does accept rotating schedules as long as it is a written schedule. Schedules must be completed by the *Monday prior* to the week of attendance to allow for proper staffing in the classroom.

- A half day consists of 5 hours between the hours of 6:30 am and 1:00 pm or 5 hours between the hours of 11:00 am and 6:00 pm.
- A full day consists of any hours between the hours of 6:30 am and 6:00 pm.

School age children who attend before or after school:

- Before school consists of any hours between 6:30 am and 8:30 am.
- After school consists of any hours between 3:15 pm and 6:00 pm.
- On no school days the half or full day hours and tuition apply to school age children.

CLC Preschool Program

CLC offers a preschool program for children within the Preschool Building. This program is at a discounted rate for 2 ½ hours between the hours of 8:45am – 11:15am. Children are able to attend 2-5 days per week. This program is included in the full day rate.

Late Pick-Up Fee

Any time a child remains in care after 6:00 PM a late fee of \$1.00 per minute, per child, will be charged. Payment should be paid in CASH directly to the teacher(s) caring for each child. Chronically late parents will be warned and terminated if violations continue. A late fee notice will be delivered to the parent with the payment instructions.

Schedule Changes

You will be charged a standard weekly fee based upon your child's schedule. If for any reason your schedule changes, a schedule change form must be completed and submitted to the classroom or in the office by noon on Monday, the week prior to the change. If the form is not completed you will be charged your regular fee plus any additional time attended. Schedule change forms are located on the parent board in each classroom as well as in the office.

Parental Access to Buildings & Key Fob Assignment(s)

Community Learning Center's doors are electronically controlled with key fob access. Parents will sign a contract and pay a \$10 deposit for their individual key fob. Lost or misplaced fobs will be replaced at a fee of \$25. Lost or misplaced fobs will be deactivated. If they are found, your deposit will be refunded. Parents/authorized fob holders must notify CLC immediately of a lost or misplaced fob so it can be deactivated to prevent unauthorized entrance to the building. Parents/authorized fob holders who forget fobs will be allowed an occasional doorbell ring for access. Remember that each time the doorbell rings, one of the staff must leave the classroom to answer the door. Chronic "I forgot" my fob to enter the building will be issued a new fob at \$25. You will not have access to the building until the new fob is paid for.

Key fobs cannot be used by anyone except the original person it was issued to at enrollment. Additional fobs are available for authorized family members (Grandparents, babysitter, etc.)

Parents are welcome visitors in the classrooms. Access to the buildings is limited by electronic key fobs that are programmed for your child's scheduled attendance. If you need access to a building and your fob does not work, ring the door bell, and a staff person will meet you at the door. Example: Need to come to the office, and your child is not in that building.

Arrivals & Departures

Mornings can be busy times and often set the tone of our day. Help your child have a successful start by doing the following when you arrive:

- Children must be brought into the classroom by the parent and the parent must verbally check-in with a classroom teacher
- You must connect with the teacher upon arrival. This is a wonderful opportunity to share any specific instructions for the day with your child's teacher

CHECK IN AND OUT

Parents and caregivers are required to make visual contact with staff members at the time of drop off and pick up. You also must verbally check in with a staff member within the classroom to ensure they see you at both drop off and pick up so they can record the times on their daily attendance sheets.

Confidentiality

As parents, you need to be aware of the needs of your child and discuss with staff any changes that may affect the child's disposition. Confidentiality and privacy is of utmost importance to a quality childcare program. Please refrain from asking questions regarding other children and/or their families.

If you have an issue with another child or staff person, please discuss the problems with the staff person and then with the Administrator. Also provide a short letter describing the problem and listing possible solutions.

Whereabouts of Children

Parents provide a written schedule change upon enrollment. If that schedule changes, the parent must request a schedule change, in writing, by noon on the Monday, 1 week prior to the change. If a child will not be attending for their regularly scheduled hours, by late arrival, or absence, parents must call the center within an hour of their scheduled start time.

If there is a failure to notify staff of an absence, staff are required to call you to verify the "whereabouts of your child". If there is no answer at the number listed on the enrollment form a message will be left, and documented on the bottom/back of the daily attendance. Parents who consistently fail to call the center to report a child absent may be subject to termination of the program.

Authorized & Unauthorized Individuals for Pick-Up

Children will only be released to the person(s) designated on their enrollment form. When staff are unfamiliar with the person arriving to pick-up a child, they will ask for a picture ID. The child will not be released to anyone if they do not have proper identification or if they are not listed on the enrollment form. If a person arrives to pick-up a child and they are not listed on the enrollment form, the child will not be released until authorization is given by the parent/guardian.

If the person is not listed, staff will call a parent to get an OK, and the child will not leave until the parent gives the OK. Please notify spouse/friends/family of this procedure if you authorize them to pick up your child. We request that you notify us in writing if someone other than a parent will be picking up your child.

Children must remain within sight and sound of parents at pick up and drop off times. A child may not be sent into the building or another classroom by themselves. A parent must accompany the child to the classroom and notify the staff of the child's arrival or departure.

Suspicion of Adults Under the Influence of Drugs and/or Alcohol

Any adult that arrives to pick up a child that appears to be under the influence of alcohol or other drugs will be offered the opportunity to call a taxi or another responsible adult to come and pick-up them both at the center. Staff cannot force parents to leave a child at CLC, however the staff person will notify the parent/adult that they are calling 911 to report that they, the adult, are driving under the influence with a child.

Another person, if possible, will get the following information and give it to the police when they arrive/call:

- Description of the vehicle
- License plate Number
- Direction that the vehicle was heading
- Number of people in the vehicle

Parent Parking

Parents are allowed to park in any of the parking stalls throughout the parking lot. While families park in front of the buildings, we ask that you do not park in front of the buildings between the hours of 7:00am and 8:30am, 11:00am-12:30pm and 3:15pm – 4:30pm as we need to have enough space for the busses that come and go for drop off and pick up.

Parent Participation

Parents are an important part of our program. In order for the program to meet parents and children's needs the lines of communication must remain open. Parent's cooperation and talents through improvement projects, show and tell, open house, potluck dinners, picnics, classroom events, program evaluations and formal/informal recommendations, help us to keep meeting the needs of the families enrolled at Community Learning Center. Any parent who has a concern or suggestion should feel free to talk to staff and bring it to the attention of the Administrator.

Changes and improvements only happen when everyone is open, honest and we work toward the common goal of meeting the diverse child care needs of families within a healthy, safe and nurturing environment.

Parent Mailboxes

Parents have a mailbox, cubbie or drawer in your child's classroom. Please check it every day for information from the staff or classroom (calendars, newsletters, permission slips, billing, etc.)

Possession or Use of Weapons

Each child and adult on the premises of Community Learning Center has the right to feel secure and not be threatened by any type of violence. Children and adults are encouraged to solve problems by expressing their feelings with words.

In order to assure the safety of children and staff at Community Learning Center there is a zero tolerance for violence. Weapons of any type are strictly prohibited. The types of weapons include but are not limited to: guns, swords, knives (other than eating utensils used properly) ninja stars, mutant plastic animals that turn into human figures or weapons and similar items.

Young children learn what they live. When a child is accustomed to seeing violence, they learn to accept it as a part of society. It is our responsibility as teachers, caregivers, parents and adults to teach children that weapons of any type are not allowed in play.

Children who choose violent play will be asked to stop immediately. Any weapons brought to CLC will be set aside and returned to parents. Weapons made with materials at CLC will be dismantled or discarded immediately. Staff will redirect children to activities that do not include violence. Children who refuse to change violent play will be given an activity that promotes thinking or communication with words. An example would be: "I will take the lego gun and you may now choose a puzzle and sit at the puzzle table." If children continue to focus on violent play, Community Learning Center staff will meet with parents to discuss the problems and work out a solution to change the behavior.

Policy Exception: Weapons under the control of law enforcement personnel.

Positive Guidance

All classrooms have their classroom expectations posted in the classroom. Staff talk about safe and courteous behaviors during the day and as reminders when the children are not being safe or courteous.

Teachers and other childcare professionals will discuss positive guidance of children with parents upon enrollment. Children who exhibit unacceptable social or aggressive behavior will be directed to an activity where they can take time to relax before rejoining the group. A child who loses self-control will be asked to take a break from the activity and calm down. Staff will briefly hold or comfort and calm the child if possible. If the child is unable to calm down and rejoin the group, or if the child is in danger of hurting themselves or another person, (staff or child) a staff person will position themselves between the child and the other children. Parents will be notified and the child could potentially be removed from the center for 3 business days. Prior to the child returning, the parents, and the director/administrator will discuss the conditions of the child returning to care in our facility.

Children under 3 years of age may not have "time outs".

Child Health Report & Immunizations

A current physical exam for each child must be completed and returned no later than 30 days after enrollment. A reminder will be sent if a physical or immunization record is not on file and noncompliance will result in the child being terminated from the program until the current information is returned.

The information that is required on the physical record includes health problems, allergies, medications that are prescribed on an ongoing basis, physical limitations and special education or care needs. This form needs to be signed by a licensed physician and dated with the date of the examination, not the date that the form was signed.

An immunization record is also required. The Immunization record form indicates what immunizations are required by law with a suggested immunization schedule. Your doctor or nurse will be able to help you complete this form or a print out of their current immunizations will be sufficient. As immunizations are updated, please provide the center with an updated form or printout to keep the child's immunization records current.

A new physical exam is required every 6 months for children under 2 years of age. Children over 2 years of age are required to update their physical each year. If you have a visit scheduled to your doctor prior to that time and want to update the form earlier, you may go online to clcport.com then select Child Enrollment, then Child Health report form and/or Immunization form.

Illness in Children

Teachers and other childcare professionals will observe children for signs of illness, unusual marks or bruises, upon arrival each day.

- Any child showing signs of illness and or fever cannot be left in a group childcare setting. If a child becomes ill, his/her parents or emergency contact person will be notified and asked to remove the child immediately from the center.
- A child who is on antibiotics cannot return to the center until after being on antibiotics for 24 hours, and free of all symptoms without the use of fever reducing drugs such as Tylenol.
- When a child has a temperature over 100.4 degrees, they must be excluded from group care.
- When a child has a rash, they must be seen by a doctor to determine if it is contagious before returning to the center. Children must be free of the rash for 24hrs before returning to the center if contagious.
- When a child has runny BM's of 3 or more in a 3 hour time frame, regardless of the reason, they must be excluded from care to prevent the contamination of the flooring and equipment in the classroom
- If a child has a positive diagnosis of a communicable disease, (pink-eye, strep, pneumonia, etc) the child shall remain out of the center until the symptoms are gone or treated by a physician and symptom free for at least 24 hours.
- The families of other exposed children shall be notified. A notice will be posted on the door of the building to make other parents aware of the symptoms and watch their child.
- A Dr. excuse does not override CLC's policies for return to childcare.
- CLC will follow the suggestions given by DCF, the Ozaukee Health Department or CDC Guidelines as it pertains to communicable diseases.
- In order for a child to return to care, a child must be at a normal activity level and appetite should be back to normal as well.

Medication(s)

Children may receive medications while at CLC. A medication form with all pertinent information must be signed prior to Teachers administering the medication. Parents must bring medication in

the properly labeled, original bottle with the child's full name, the name of the medication, the amount and time the medication must be administered and directions for storage. If a child needs to have the medication several times a day, we suggest that parents have the pharmacist print another label and keep one at home and the other at the center. This will ensure that the medication will be available at home and at the center without undue hassle for parents to remember to take it home at night. If medications are not prescription, a permanent marker must be used to label the container with the child's name. The dosing schedule must be consistent with the label. The Medication form can also be found on CLC's website and/or on the parent board in all classrooms.

All medications administered will be logged on the medication sheet, the child care app and the logbook. All medications will be kept in a locked medication box in the classroom or refrigerated as needed. No medication of any kind should be placed in a child's drawer, cubbie or backpack. Always hand medications to the teacher in the classroom at drop off.

First Aid, CPR & AED Training

The child's enrollment form will identify the child's physician or medical facility. Staff are trained in 1st Aid, CPR and how to use an AED and will use standard first aid practices for minor injuries.

Parents will be notified if a child's injuries require more attention. Emergency situations will be dealt with in a manner that the child receives the medical attention necessary while parents are notified.

If a child would be seriously injured, they would be transported by ambulance to Advocate Aurora Medical Center in Grafton, or Ascension/Columbia-St. Mary's Hospital in Mequon or a facility designated by the EMS system. A staff person will accompany the injured child. The child's enrollment file will be made available to emergency staff at the hospital. Concerns for confidentiality will be maintained; however, the health and treatment of the child will determine the need for information.

Educational Programming & Individual Growth and Development

Parents are asked to complete a family intake questionnaire at enrollment to help staff understand each family's cultural values and to provide meaningful experiences for the child. Staff will ask you to update the information at least annually.

Community Learning Center bases their classroom educational program on the Wisconsin Model Early Learning Standards. (WMELS) and the Creative Curriculum continuum. This means that children's learning is based on scaffolding, --starting with basic skills and using that knowledge to apply to the next learning step. You can get more information at <https://dpi.wi.gov/early-childhood> and go to Wisconsin Model Learning Standards to view/download the document. Staff will plan, observe and document your child's progress and discuss their progress or concerns with you on an ongoing basis. When children are experiencing delays, their teacher will bring those concerns to your attention and ask for a time to meet with you, away from their responsibilities of a classroom, and discuss your child's progress.

Infant/Toddler Classrooms

Our goals in the infant/toddler center is to provide care to your infant that includes an individualized approach to health, safety, nutrition and nurturance and offer the kind of experiences that include opportunities for free choices, exploration, individual attention, group experience, and a variety and balance in his or her daily schedule.

Our curriculum will focus on building trust and the interaction between the infant/toddler, teacher and other childcare professionals, and the interaction between the infant/toddler and the environment. Care giving (feeding, diapering, etc.) and play are equally important aspects of the curriculum. Feeding for instance, not only meets the child's physical needs, but it provides a variety of sensory experiences, pleasure and satisfaction, and is an opportunity to learn social and self-help skills.

The purpose of the toddler program is to provide a safe, nurturing environment for the toddler to explore.

The goals of the toddler program are to stimulate and encourage each toddler to develop on a continuum, building upon emerging skills.

This will be accomplished by assisting parents to understand their toddlers' changing and demanding needs through daily communication with parents and caregivers, monthly goals for each child, parenting newsletters and parenting materials, working with parents to help improve their parenting skills, observing and documenting each child's developmental progress, assisting each child by encouraging self-help skills and promoting positive self-esteem.

Preschool Classrooms:

Children in the Preschool building will be introduced to a preschool program each morning which includes lesson plans that are developed using Wisconsin Model Early Learning Standards and Creative Curriculum. This preschool program is included every morning from 8:45 to 11:15 am. Please ask the Center Director for more information about our Preschool only program.

The purpose of the preschool program is to offer theme-related holistic activities that help the child understand the world in which they live.

The goal of preschool program is to provide developmentally appropriate learning activities for children by challenging the mind and body to explore the world around them. Teachers observe and record the development of each child and communicate with parents on a daily basis about emerging needs and accomplishments of each child. Program directors, teachers and other childcare professionals will assist parents in seeking help for special needs or other concerns to coordinate resources that are available for parents and children.

School Age Classrooms:

When children move to our School Age Building, CLC offers before and after school care for children enrolled in a 4-k program outside of CLC as well as before and after school care for children enrolled in Kindergarten through age 11.

Kindergarten through 4th grade children use a planning board to choose their activities within a planned classroom. We believe that the planning board helps children develop appropriate social skills and decision-making skills. The planning board gives the child control of what they want to

do, and whom to play with. Staff in the Suns & Castles Room are available for individual help on projects or to guide school age children in good decision-making skills.

Parents, teachers, childcare professionals and children need to work together to provide a positive experience by communicating ideas, problems, solutions, and make any appropriate changes.

Monthly Newsletters, Calendars & Lesson Plans

You will receive curriculum updates in the monthly newsletter/calendar each month. This will help you discuss and understand the developmental goals for your child.

Lesson plans/goals are posted in each classroom for parents on the parent information board. This information can also be found on CLC's website at clcport.com.

Child Progress Reports

Child progress reports are sent home in fall and spring. Parents are offered a time to discuss their child's progress and review the progress report with staff, at a time they are not responsible for the classroom.

Screen Time within the Classrooms

The American Academy of Pediatrics states that children should not be exposed to "screen time" due to persuasive research indicating negative effects. Screen time includes any object that includes a screen displaying a visual picture that children are able to view.

CLC's "screen time" per age group is:

- **Under 24 months**- NO screen time.
- **2yrs .to 5 yrs.**-Screen time is limited to 15 minutes at a time up to 1 hour a week for educational purposes
- **School age 5-12yrs**-NO more than 1 hour per day. CLC will use screen time for educational purposes during child care hours.
- NO media screen time is allowed during meals/snacks at CLC



The childcare app, Lillio will be used by our educators to record activities and updates throughout the day. Everything from naps to snacks, it will provide you with a complete daily record of your child's experience in our program with photos stored safely and securely in a journal format.

Whether it be at work, home or on the go through Lillio's mobile apps, you'll receive real-time updates on your child's activities to your email and smartphone. Lillio will keep you in the loop with digital updates on your child to complement our important face-to-face interactions. It is also a great way to reinforce your child's in-program learning at home, as you'll have timely insight into what they've been working on throughout the day! What do you need to do? Parents are encouraged to message through the app indicating when their child woke and ate last, prior to their child's arrival at CLC. Relax and prepare for updates! Updates of your child will automatically

be sent to you via email. You may also elect to login to your special Parent Portal online or via the Lillio Parent app. You can expect to receive an invitation to log in to Lillio shortly before your enrollment start date! At that point you can create an account.

CLC Teachers & Training

Teachers and other childcare professionals meet or exceed the licensing standards. Their Registry certificates are posted in each building with a picture of them included with the certificate. We have a combination of staff in each classroom. We work to have a balance of teachers, whose primary responsibility is the educational program for the classroom, and child care professionals that have credentials in specific age development that assist the teacher with the planned curriculum. There are also aides that are new to the field and work under the supervision of a teacher while they continue their education and experience. By combining both staff, the educational needs and personal care needs of the children are met at the same time. Teachers and childcare professionals are an important part of your child's daily care and education.

Staff Training

We believe that our teaching team is the cornerstone for implementing our philosophy. Our staff are carefully selected, trained and evaluated. All teachers are qualified according to DCF Rules and Regulations.

Employees of Community Learning Center are required to obtain continuing education hours each year to maintain licensing requirements. Community Learning Center may close up to two days each year to provide specific training for our teachers on topics of relevance which are tailored to the specific needs of our staff.

Universal Precaution within the Classrooms

Staff will wear disposable vinyl gloves when caring for a child with a cut or abrasion, toileting accidents, and/or when applying gels, creams and similar medications. Staff wash their hands with soap and running water before and after each incident.

Children will be encouraged and guided how to wash their hands before and after eating, toileting and after coming inside from outside play.

Children that have toileting accidents will have their clothing placed in a plastic bag and sent home. We are not able to rinse out children's clothing or bedding. Soiled bedding will be sent home to be laundered and returned due to cross contamination.

Incident Reports & Medical Log Book

Parents will receive an incident report for any injuries that may happen at CLC. For injuries that occur above the shoulders, parents will have the choice to receive an email or a phone call. Staff will use their discretion if a head injury requires a phone call and the parents have selected to be

notified by email. Any and all injuries including that the child arrives with will be documented in the medical log book.

A staff person will accompany any injured child needing to be transported by ambulance to Advocate Aurora Medical Center in Grafton or Ascension/Columbia – St Mary’s Hospital in Mequon or a facility designated by the EMS system and remain with the child until the parents arrive.

Parents can review any entries of their child in the medical log book upon request.

Monthly Fire, Tornado & Shelter in Place Drills

All classrooms practice monthly drills.

In the event of an actual fire/tornado/power failure or other emergency staff will evacuate children and take attendance. In the event of a tornado warning or the need to shelter- in-place, children and staff will go to a designated location in the building. In the event of a disaster, staff will take children to a building designated as "emergency shelter". The Port Washington Police Department will be aware of the emergency shelter location in event of communication breakdown.

Outside Services- Birth-to-3, Social Services, ETC.

CLC works with the Ozaukee County Department of Health and Social Services. If you have any questions or concerns regarding a child's health or physical well-being, we can contact them for more information. Teachers and all childcare professionals are mandated reporters by the state of Wisconsin. If we have reason to believe a child has been abused or neglected, we will contact DCF.

Nap/Quiet Time

We are required to offer all children under the age of 5 years old and are in care for more than 4 hours a quiet rest time. Children are not required to sleep; however we have a very busy and stimulating morning so when preschoolers and toddlers are given a relaxing and quiet space, they often fall asleep. Infants and toddlers nap on their own schedule. Children who do not fall asleep after 30 minutes of rest time will be allowed to play with quiet activities that do not interfere with the children that are sleeping. School age children will have a 30-minute quiet time after lunch on no school days.

CLC supplies cribs, cots and cot/crib sheets for each child. Parents are asked to bring a small blanket to keep on their cots. Each classroom will launder the cot sheets and blankets once a week. Infant crib sheets will be washed more frequently as needed.

Daily Outside Time & Activities

Each room has outdoor time scheduled daily. State licensing requires that we include outdoor time each day when weather permits. Children who are well enough to attend our center must be well enough to participate in all activities, including outdoor play. The fresh air and the movement is something that each child needs daily for general well-being and healthy development. If children are dressed properly, weather conditions should not pose any health risks. Please supply appropriate clothing allowing for the weather extremes found in Wisconsin. In winter, children should have available to them: mittens, boots, shoes, hats, snow suit or snow pants and coats. In summer, they should have available cool tops, shorts and closed toed shoes. Children do not go out if the temperature with wind chill is less than 0 degrees or the heat index is higher than 90 degrees. Additionally, if Ozaukee County is experiencing an Ozone Action Day (air quality is not healthy), the children will remain indoors for large motor play

Toys from Home

We ask that children's toys stay at home, unless they are brought in for a pre-arranged sharing activity at Circle Time. Toys from home are difficult to share at other times and we cannot be responsible if they become lost or broken. We realize this can be very difficult leaving a toy in the car for the day and may be a tactic that sometimes works if you are struggling leaving your home without it, but at times it does pose a struggle with the children in the classrooms as well. A comfort item for nap time are the only exceptions and should be kept in the child's cubbie or backpack. This item can also be left on their cot in the classroom if it is something that stays at CLC.

Field Trips & Photos

For each trip, a permission slip is sent home stating the destination, date and cost. The slip must be signed by the parent and returned to the classroom with the FEE IN CASH. Please do not include the field trip fees with your weekly childcare tuition. If you do not want your child to participate, you will need to make arrangements for alternative care that day.

On occasion, pictures or videos of the children are taken at the center by staff or local papers for special events. If you have any objections, please contact the director and check NO on the back of the child enrollment form. Children's pictures will not be posted to social media by staff or parents.

We ask parents do not take pictures of children in classrooms, or fieldtrips and distribute them or post to social media. Doing so will result in termination of the staff or parent. NO EXCEPTIONS.

Child Religious Education

CLC does not offer religious education. Religious holidays or traditions may be discussed as they pertain to the children's culture.

Cultural Diversity

CLC incorporates diversity into the classrooms through projects, pictures, equipment and books. Different cultural events are discussed throughout the year as they revolve around the themes planned. Parents and or visitors that have non-traditional occupations are encouraged to share their knowledge and skills with the classroom through pictures, stories and visits.

Termination of Care

Staff and administration will work with parents and children to provide an appropriate environment for all children. A group setting is not appropriate for all children or parents. When children are experiencing difficulty adjusting to the normal routines established in classrooms, we will work with parents to resolve difficulties. If a mutual reasonable resolution to a problem is not possible the child will be terminated from the program. Children exhibiting behaviors that are a danger to themselves or others will be excluded from group care for 3 days. Before returning to care, parents and an administrator will discuss the expectations of the child/family to be safely readmitted to the program.

Potty Readiness & Training

Per DCF 251: Toilet training in cooperation with the parent so that a child's toilet routine is consistent between the center and the child's home, accept that no routine attempts may be made to toilet train a child under 18 months of age. When a child is showing the signs of readiness, the staff and families will discuss the toilet training contract.

Toilet training is a learning process, not a disciplinary process. It should not become a struggle of wills. The purpose of toilet training is to help the child acknowledge and get control over certain body functions in a way that is comfortable for and makes sense to the child.

There are three signs to watch for indications that a child is ready for toilet training:

Muscle Control

There are special muscles, like small valves, which control the opening and closing of the outlets of the bladder and bowel. Children must be able to work those muscles deliberately when they want to. This is a level of control, which most children do not develop until into their second year. Children need to be able to hold their urine for 2-3 hours at a time to demonstrate that the muscles have matured and that they have control of them.

Communication

Children must be able to tell you in some way or another that they want to go to the bathroom. If children are not able to undress themselves and/or get on the toilet themselves, they must be able to tell you so they can be assisted.

Desire

The child must want to become trained. Getting rid of messy diapers seems very desirable to parents, but not necessarily to the child. The natural desire of children is to please their parents therefore that

can be a powerful help in the training process. Imitating older children is also an incentive for the child to become trained.

Children are individuals with the right to progress at their own rate. We will not push a child into toilet training. Starting too early is asking a child to do things they are incapable of and only leads to frustration for everyone involved. If your child is attending CLC on a regular basis we get to know your child's capabilities and can help you make the decision as to when the child can start the toilet training process.

Staff will discuss the timing with parents and help them assess the child's capabilities to meet the above criteria before attempting the training process. We reserve the right to refuse to train a child who does not express interest in toilet training.

For sanitary reasons Pull-ups or Diapers must be used until the child is completely trained. Underwear is usually put over the pull-up or diaper for incentive.

Children must not be in "underwear" alone until they can get to the toilet by themselves without prompting from adults. The reason for this is that in a group setting it is not always possible or practical to expect adults to ask children if they need to go to the bathroom every 15 minutes or half hour. Staff in the classroom are also responsible for the other 15 to 20 children and the activities that are planned for the day.

CLC's Toilet Readiness Process

- Staff and parents discuss the readiness to attempt toilet training.
- Parents will bring 2 sets of extra clothing including shoes to be kept at CLC for accidents.
- Clothing, bedding, etc. that is soiled will be sent home to be washed and returned. We CANNOT rinse-out or wash soiled clothing at CLC due to cross contamination of other items.
- Pull-ups or diapers must be worn while training to reduce the risk of feces or urine ending up on the carpets, toys and chairs. Underwear can be worn over the pull-ups as an incentive.
- Parents will dress children in clothing that will make it easy for children and adults to get clothing off and on easily. Sweat pants work best. Jeans with snaps and zippers and bib overalls, are not quickly or easily removed by children for the training process.
- If the criteria are met, the staff will assist the child for 2 weeks. If the process is unsuccessful, or the child does not cooperate or show interest without prompting on a regular time schedule, the process will be terminated until staff observe a new interest.
- Children who are in the training process will have a "Potty Chart" for each day. It will hang on the bathroom door and the child will put a sticker on the chart for "attempts" and "successful" experiences. Parents need to collect the chart from the bathroom door with the child and praise their success each day.

Nutrition Program – Meals, Snacks & Special Treats

Community Learning Center participates in the CACFP food program. CACFP sets meal guidelines for children and we provide foods that meet the guidelines. Children may not bring foods from home to supplement meals they do not like. Children with allergies or special diets, need a medical written exception from the doctor.

Meals are included in your child's tuition. We ask that you please complete the CACFP forms and return them to CLC. We receive partial reimbursement through the CACFP food and nutrition services for the meals that we serve.

- Infants eat on their own schedule.
- School age children eat breakfast from 6:30 – 7:30 am.
- Children over 1 year of age eat breakfast 8:30 pm.
- Lunch is served 11:30 am.
- Snack is served at 2:30 pm or upon waking from nap if after 2:30pm.
- A light snack will be offered at 5:30 pm.
- School age children eat snack upon arrival from school in the afternoon between 3:30-4:00
- A menu is posted in each classroom and the kitchen. All children are encouraged to try small portions of each food.
- * The school age building meal times and menus are subject to change on non-school days.

The CACFP is a federal program of the Food Nutrition Services, United States Department of Agriculture (USDA). This program gives financial assistance to licensed childcare institutions to provide nutritious meals. In Wisconsin, the Department of Public Instruction administers the CACFP. The primary goal of the CACFP is to improve the diet of children 12 years of age or younger. The CACFP reimbursement helps to offset food costs so programs are able to furnish high-quality, nutritious meals and snack to infants and children in their care.

Children ages 6 weeks through 1 year of age

The center will provide one iron-fortified infant formula. Parents of infants have the right to select the center provided iron-fortified formula or may choose to provide their own breast milk or formula. Infants are also slowly introduced to #1 baby foods and finger foods on a schedule discussed with parents and the infant teachers. At one year of age, children will follow the menu posted in the classrooms. There is a one-month transition period from formula to whole milk. Children may continue to receive breastmilk for the length of time it is provided by the parent.

Special Treats

A child's birthday and other classroom celebrations are very special to us and we enjoy celebrating them. However, CACFP only allows sealed, store-bought foods with the ingredient label visible to be brought into the classrooms. Pre-packaged, healthy snacks are suggested for birthdays and celebrations; cheese and crackers, yogurt, fresh fruit with dip, etc. Special, non-edible "treats" such as stickers, stamps or games may be shared on birthdays. You may contact your child's teacher for specific, age-appropriate ideas for your child's class.

Required Forms for Enrollment Checklist & Due Dates

2 WEEKS PRIOR TO THE FIRST DAY OF ATTENDANCE:

1. Completed enrollment forms with no omissions
2. Signed and dated financial contract
3. Registration fee
4. Complete change of clothes
5. CACFP enrollment form
6. CACFP Income Eligibility form
7. Weekly schedule form
8. Family intake questionnaire
9. ACH debit form with a VOID check
10. A bag or back pack to keep extra clothing in

Infant additional forms

1. Infant Intake
2. Signed SIDS information

School Age additional forms

1. Walking to/from school or bus permission form

30 days from start date:

1. Physical form SIGNED & DATED by your physician
2. Immunization record completed and signed by parent

Additional Supplies Needed

Infant supplies

1. Diapers
2. Wipes
3. Bottles (enough for the day)
4. Sleep sack (if used)
5. 2-3 sets of extra clothing
6. Nuk-pacifier, if used
7. Creams, powders and other diapering supplies, if used

** All items should be labeled.

**Bottles/Cups should be taken home daily to be washed and returned the following day.

Toddler supplies

1. Diapers
2. Wipes
3. 2-3 sets of extra clothing
4. Nuk –pacifier, if used
5. Small blanket for nap time
6. CLC uses “360” sippy cups, please feel free to bring your own sippy cup if preferred.

** All items should be labeled.

**Bottles/Cups should be taken home daily to be washed and returned the following day.

Pre-school supplies

1. 1-2 sets of clothing
 2. Small blanket for nap time
 3. Washable markers
 4. Small bottle of glue and glue sticks(4)
 5. Water colors
 6. Backpack to keep personal belongings in at school
- ** All items should be labeled.
**Cups should be taken home daily to be washed and returned the following day

School-Age Supplies

1. Backpack to keep personal belongings in.
 2. Change of clothing to be kept in backpack.
 3. Reusable water bottle.
- ** All items should be labeled.
**Cups should be taken home daily to be washed and returned the following day

Clothing

Each child needs a backpack every day where they can keep extra clothes (pants, shirts, underwear, socks). Extra clothing is required on the premises for personal hygiene. In winter children need winter outerwear for taking the bus or walking to and from school.

Children must wear closed toe shoes at CLC. **NO SANDALS.** We have too many injuries with children who wear flip flops and sandals when we go outside or on field trips.

A child may get wet or excessively dirty outside and need to change. We do go outside almost every day and as much as we try, we cannot always keep children, water, mud and sand separated.

Additional Information for School Age Children

Breakfast

SAFFE Building Children eat breakfast between 6:30 and 7:30 am.

Lunch

School age children that attend on no school days will eat lunch at 11:30 am
During Summer school children return between 12-1 pm and eat upon arrival.

Snack

School age children eat snack upon arrival afterschool before going to their classroom.
On no school days children eat about 2:30 pm.

Homework

Children will be offered a time after school to work individually on their homework. Staff will not require children to do homework, nor will they tutor children. Staff are available for questions when children are working independently on their schoolwork. Please do not send children to SAFFE in the AM and expect staff to sit with children and complete their homework before school starts and sign homework sheets for school.

Bus Transportation

Parents of children who attend SAFFE from a school other than Dunwiddie, must make arrangements with Johnson Bus 262-284-5330 to transport children to and from school. It is each parents' responsibility to contract individually with the bus company prior to the start of the school year. SAFFE teachers or other childcare professionals will get children on and off the bus as designated by the parent's bus transportation agreement and the child's weekly schedule.

Out of School Activities

We understand that school age children participate in activities before and after school. SAFFE will work with parents to get children to or from activities provided at Dunwiddie only. Parents must give SAFFE written authorization for any and all times that children are to leave the program and the anticipated time that they should return. SAFFE will monitor the coming and going but will not be responsible for arrival or departure. See the Administrator for more information.

School age Building – Home Toys

Children may bring home toys on NO school Days only. No electronics, No toys with weapons weapons/violence. Children are responsible for their own toys. Please label them.

Community Programs & Resources

The following programs and services are available in the Ozaukee County area for our families. We encourage families to utilize these resources as needed. If you require assistance, please contact a staff member or a member of the administration team for help.

- **HEALTH CARE:** Please contact the Ozaukee County Human Services Office at 262-238-8200 or call 1-800-722-2295. Many programs will look at your income to see if it is below a certain limit for a low cost/free health care plan.
- **IMMUNIZATIONS:** Community Health Department through the Washington Ozaukee Public Health Department at www.washozwi.gov/Community-Health/Immunizations, the Port Washington location at 121 W Main Street, Room 246 or call 262-284-8170.
- **FOOD/NUTRITION SERVICES:** Port Washington Food Pantry 262-284-1148 Tuesdays 9:30 a.m. - 12 p.m., 4-6pm and Saturdays 9am – 11am., Saukville Community Food Pantry 262-689-8591 open Tuesdays 1-5pm and Thursdays 5-8pm., Family Sharing of Ozaukee County 262-377-0634 open Tuesday – Saturday 10am – 4pm., and Ozaukee Food Alliance 262-689-8591 open Monday-Thursday 9am – 3pm. WIC (Women, Infants, and Children) 262-262-284-8172
- **CHILDREN'S ASSESSMENT/SPECIAL NEEDS** (Birth to Three Program) 262-284-8200 or www.ozaukeecounty.gov/284/Birth-to-Three-Program For children over three years of age contact PWSSD Early Childhood Program information at the District office 262-268-6000
- **MENTAL HEALTH/CRISIS SERVICES:** <https://www.ozaukeecounty.gov/265/Crisis-Intervention>
- **HOUSING:** Family Promise of Ozaukee County open Monday – Friday 8am – 2pm 262-268-2723
- **DISASTER ASSISTANCE:** American Red Cross 800-236-8680
- **GENERAL HELP SERVICES:** Ozaukee County Community Resource Center 262-284-8288 WI Dept. of Children and Families 262-544-5333 UNITED WAY OF NORTHERN OZAUKEE COUNTY 248-613-7855 www.unitedwayno.org

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may 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 complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, 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

This institution is an equal opportunity provider.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a civil rights law that protects people with disabilities from discrimination in many areas of public life: employment, state and local government services, public accommodations, transportation, and telecommunications.

The ADA provides similar protections to those in the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal. The ADA also:

- Requires covered employers to provide reasonable accommodations to employees with disabilities
- Imposes accessibility requirements on public accommodations

Requires businesses, state and local governments, and others to provide equal access and opportunities for people with disabilities.

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