



1911 S Washburn St
Oshkosh, WI 54904
920-456-0440

POLICY EFFECTIVE DATE: 11/01/2024

Current Licensed Capacity: 74 children
Facility Maximum Capacity: 114 children
Ages Served: 6 weeks - 5 years 11 months
Hours of Operation: 6AM-6PM
Days of Operation: M-F
Months of Operation: Year Round

OUR MISSION, VISION AND VALUES

MISSION: Kids HQ licensed child care centers are welcoming, safe spaces where creativity, fun and kindness create immense learning opportunities for children ages 0 to 5 years old. We provide the children instructed with us a level of care that empowers their guardians to focus without distraction, without making sacrifices and without guilt on personal goals.

VISION: Kids HQ exists to empower our early learners and their families to chase their dreams fearlessly.

VALUES: Courage - Acceptance - Innovation - Partnership - Inspiration

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ADMISSION

Capacity: Kids HQ is licensed by the State of Wisconsin, Department of Children and Families (www.dcf.wisconsin.gov). We are licensed to care for no more than 74 children at any one time. We're inspected regularly to ensure that our center meets licensing standards.

Non-Discrimination: Child care services are available without discrimination based on sex, race, color, creed, political persuasion, disability, sexual orientation, national origin or ancestry.

HOURS OF OPERATION

Kids HQ will provide care for children ages 6 weeks to 5 years 11 months of age. Child care services will be provided between the hours of 6 A.M. and 6 P.M., Monday through Friday, year round.

DROP OFF & PICK UP MID-DAY

We do ask parents to refrain from dropping off or picking up their children between the hours of after 11 A.M. and 1:30 P.M. This is our nap time in the center and it makes it very difficult to either begin or end a child's day during those hours. If appointments or special circumstances arise that require this, please let us know so we can coordinate with the child's teacher to make the transition easier for everyone.

HOLIDAYS AND CLOSINGS

No service will be provided on New Year's Eve & New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Friday After Thanksgiving, Christmas Eve and Christmas Day. All regular fees will be charged for these holidays. If a holiday falls on a Saturday, we will be closed on the previous Friday. If a holiday falls on a Sunday, we will be closed the Monday following.

No credits, refunds, or make-up days shall be made for holiday closings. Tuition must still be paid in full.

Emergency Closings – There may be times when an emergency arises which requires the child care center to close. We follow the decision made by the Oshkosh School District regarding closures due to weather. If the Oshkosh Area School District closes school for weather, Kids HQ will also be closed. Not only is it to protect the safety of our staff, their children and yours against having to travel in inclement weather, many of our staff members have children in the district that would require them to stay home on such days. In these situations, you can find school closings on the television or radio stations but we will also send an email to all families notifying you of the closure.

In the event that **Kids HQ** is unable to open or must close early for any reason, you are responsible for tuition payments for those days.

PARENT BULLETIN BOARD

The center will have the following items posted for the public's review, located on the Parent Bulletin Board in the entry-way of the center:

- Licensing rules
- License certificate

- Results of the most recent licensing inspection
- Notice of any enforcement action, stipulations, conditions, exceptions or exemption

The center will also post the following items for the parent's review on the Parent Bulletin Board or will provide them in an alternative format (i.e. email) to parents:

- Center policies
- Parental notices
- Misc. Important announcements (i.e. programmatic changes, policy updates, center event announcements)

ABSENCE AND ATTENDANCE POLICIES

Absent Child without prior notification - Parents are responsible for the schedules with which they provide us. We expect children to be in attendance on those days and at those times. If a child who is scheduled to arrive at the center does not arrive within 30 minutes of the specified time on the written agreement signed by the parent and we have not been informed of the child's absence, we will attempt to contact the parent or guardian to determine the child's whereabouts. If a child is transported to the center and does not arrive and we have not been informed they will not be attending that day we will attempt to contact the facility from which they were transported from to determine their whereabouts.

Attendance methods - Children may be enrolled on a full-time basis for up to 12 hours per day, or on a part-time basis for up to 4 hours per day. No child may be enrolled for less than 4 hours per week.

CONFIDENTIALITY

To protect each family's confidentiality, Kids HQ will not share information about a child or a child's family with anyone who is not authorized to receive this information. Only those persons or agencies that have been given permission in writing by a parent/guardian will be allowed to receive information on a child and/or her/his family. At the families' request and with written consent from the family we will transfer any child's record to the new setting whether it be a new child care facility, Head Start, public, private or parochial school, etc.

The Department of Children and Families licensing representative may visit and inspect any group child care center at any time during licensed hours of operation. A department licensing representative shall have unrestricted access to the premises identified in the license, including access to children served and staff records and any other materials or other individuals having information on the group child care center's compliance with the DCF 251 rules.

Access to children's records - Parents have full access to review their child's records. Please call the main number to make a request to review the records so that they can be prepared for you. Parents will have access to entries regarding their child.

Use of children's photos - Kids HQ may take photos or videos of children from time to time. These may be used in children's portfolios, for hanging on walls within the center, in the centers newsletter, etc. As the saying goes "A picture is worth a thousand words". The center may also use the photos and/or videos in our marketing materials. We will never take or use photos of

you or your child/children without a signed and dated photo permission form. The permission form will be updated on an annual basis.

MANDATED REPORTING

All child care providers are mandated reporters of suspected child abuse and neglect. If a child care provider suspects a child has been abused or neglected, that provider is required to report the abuse or neglect to the county's Child Protective Services (CPS) office or law enforcement. Each child care provider and substitute will receive training at least every 2 years in child abuse and neglect laws; how to identify children who have been abused or neglected; and the procedure for ensuring that all known or suspected cases of child abuse or neglect are immediately reported to the proper authorities. If an employee or volunteer is suspected of having mistreated a child that person will be subject to immediate suspension pending the outcome of the CPS investigation. The incident will be reported to the Department of Children and Families within 24 hours of occurrence.

ADMINISTRATIVE STRUCTURE:

Our Administrative Structure is as follows:

1. CENTER DIRECTOR
2. OPERATIONS MANAGER
3. ASSISTANT DIRECTOR
4. ADMINISTRATOR
5. LEAD TEACHERS
6. ASSISTANT TEACHERS
7. COOK (IF APPLICABLE)

PRELIMINARY ENROLLMENT AND ENROLLMENT

Parents interested in enrolling their children at Kids HQ must meet with the Center Director and/or Operations Manager to discuss their child's specific needs and to review program policies. We appreciate and respect each family's culture and values. We strongly believe that you as a parent have the right to make decisions for your child and we want to encourage you to give us as much information about your child as possible at enrollment. You're more than welcome to offer this information at parent-teacher conferences, via phone call, text or any other method or time you feel comfortable doing so. We want to work with you and your family to make the transition into our center as comfortable as possible. We encourage you, the child being enrolled and any other family members to come and visit the center before the child's first day of attendance. The center does have a designated dual-purpose space where staff and families can meet within the center for conferences or private conversations. This space is the Center Director's and the Operations Manager's offices at the front of the building and you can schedule an appointment with either of them to ensure it is available.

Preliminary Enrollment Procedure is as follows:

- After the center tour, the family will be asked to pay the **non-refundable** deposit that is equal to the enrollment fee plus one week of tuition. This is due at the time of the tour or within three (3) business days to reserve their spot.
- The family will then have until the day before the child is scheduled to start to complete the enrollment forms.

- A reminder will be sent at 3 to 5 business days prior to confirm the due date of completed forms.
- If the enrollment forms and payment are not submitted in a timely fashion, the spot will be released to the next interested family.
- **If a family has completed payment, but later decides care is not needed, the deposit that is equal to the first weeks' tuition and the enrollment fee will be non-refundable.**

The following items must be completed and returned to the center by the first day of attendance.

- Form DCF-62, "Child Care Enrollment"
- Form DCF-44, "Health History and Emergency Care Plan"
- Form DCF-104, "Alternate Arrival/Release Agreement" (if applicable)
- Form DCF-56, "Child Care Center Transportation Permission" (if applicable)
- Form DCF-61, "Child Care Intake for Child Under 2 Years" (if applicable)
- Photo Release Form

The Director will inform parents when updates are needed, giving 30 days' notice to submit updated forms.

Due, completed, within 30 days after child starts attending:

- Form DPH-4192, "Day Care Immunization Record" or an electronic record of your child's immunizations

Due, signed by medical professional, within 90 days after child begins attending:

- Form DCF-60, "Child Health Report"

OPEN DOOR POLICY

Kids HQ has an open-door policy. Parents are welcome to visit the child care program at any time during the hours of operation unless parental access is prohibited or restricted by a court order. If so, we will need a copy of the order. Please understand that we cannot legally limit access to a parent if there is not a copy of a court order on file at the center.

PETS

Kids HQ does not have pets on the premises. Pets will not be allowed in areas accessible to children during the hours of operation. However, if your child has pet allergies, please include this in writing on the Health History and Emergency Care Plan under the non-food allergies section in the event that any authorized activity or field trip should create exposure to animals.

MEDICATIONS

Medication log procedures are as follows: 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 in the center's medical logbook. The director will review the medical log book every six months and document this procedure.

NON-DISCRIMINATION AND DISABILITIES

Non-discrimination - We will never refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, handicap, ancestry or sexual orientation. Parents must meet with me to discuss their child's specific needs and to review program policies. Materials

and resources for families are provided in their native language and are made available in a way that they can be understood whenever possible. If materials are not available in a family's native language, the materials will be provided in English and efforts to arrange for translation will be made.

Americans with Disabilities Act - Kids HQ will make a reasonable accommodation for a child with disabilities as specified under the Americans with Disabilities Act. For more information on the ADA go to: <https://www.ada.gov/chcinfo.pdf>

DISCHARGE OF ENROLLED CHILDREN

Child's progress communication between center and parents: It's important 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 or schedule a conference. To foster communication on a regular basis, Kids HQ provides a written email newsletter, the use of the smart phone app, all teachers have work email addresses and we daily in person conversations with teachers.

Circumstances and procedures for termination of enrollment

Child related: Kids HQ will regularly advise parents on their child's progress through the centers smart phone app, emails or in-person conversations and/or scheduled conferences. When children have problems adjusting to the center's daily schedule and classroom rules, parents will be contacted for a virtual or face to face conference. At this meeting, the teacher will state their concerns and discuss observations made of the child's behavior, and an action plan will be developed. If after two weeks the behaviors have not improved, another conference will be scheduled to either revise the action plan or to terminate placement and refer the child to other services.

Parent related:

If the problem leading up to termination is due to non-compliance to the center's policy by the parents, the teacher will contact the parents for a virtual or face to face meeting. At this meeting, the teacher will state her concerns and review and clarify agency policy with the parents. Input from parents will be encouraged so that common understanding can be reached. If after 2 weeks the problem is still present, parents will be advised in writing that their child's enrollment will be terminated. Parents will be given a 2 weeks' written whenever the safety or well being of other children is not at risk and verbal notice regarding the termination of their child's enrollment. The parent will be responsible for child care fees for the final 2 weeks even if the child does not attend.

Parent initiated mutual decision, center initiated, and involuntary discharge:

A child may be discharged from the center for many reasons. Often parents initiate the termination. Occasionally, after an action plan has been tried without positive results, the center and the parents come to a **mutual decision** to end the child's enrollment. In some circumstances the termination may be **center initiated (Involuntary)**.

Kids HQ does reserve the right to immediately discharge children from care without notice if the circumstances prevent us from maintaining a quality relationship with the family, if the parents are being cooperative in the attempts to make improvements or if the safety or well being of staff or other children is being jeopardized.

Involuntary discharge of a child could result for the following reasons:

1. Failure to pay fees on time. (Grounds for immediate termination, without notice.)
2. Lack of parental cooperation. (Grounds for immediate termination, without notice)
3. Inability of child care program to meet the needs of the child. Staff will consult with the parent concerning how any problems might be solved before ending the care arrangement. These steps will be documented in the child's file. The parent will be referred to other community resources.
4. Repeated failure to pick up the child at scheduled time.
5. Failure to complete and return the required forms.
6. Child enrolled or family members are creating an unsafe, hostile or uncomfortable environment for staff, children or other families.

Behavior related discharges. Acting out, inability to follow classroom rules, inability to follow teacher's directions are all examples of reasons why a child could be discharged due to behavior.

Steps taken prior to the child's discharge. All efforts will be made to work out a plan for behavior management between staff and the parents to see if problematic behaviors can be managed and/or corrected. The teacher and/or management will ask for a parent/teacher conference to discuss the behaviors in detail. Input from parents on behavior management is vital. If after two weeks the behaviors have not improved, another conference will be scheduled to either revise the action plan or to terminate placement and refer the child to other services. All meetings, behavior plans, and outcomes will be documented and placed in the child's file.

Outside agency involvement:

Prior to any child being terminated, efforts may be made to seek additional services from other care providers to address the problem. For example, children may be referred to a physician for a vision or hearing screening. Referrals to Birth to 3 for speech, language, occupational and physical therapy screenings are some of the outside resources that could be utilized. Should the child require additional services that are not available directly through the center, an outside agency may be contacted to meet those needs. Staff will consult with parents before contacting any outside agency.

Discrimination issues:

If you feel your child has been discharged due to discrimination, please bring these concerns to Management for a thorough review. It is our policy to never refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, handicap, ancestry or sexual orientation.

Appeal process:

Should you disagree with the termination of your child for **any reason**, please discuss your concerns with the Management of Kids HQ. An appeal decision will be made by the Center Director within 24 hours.

Decision making:

All decisions regarding the discharge of enrolled children are summarized in the section above, *Circumstances and procedures for termination of enrollment*.

Reasons: e.g. fee payment, policy compliance

Kids HQ will give 2 weeks written notice of our intent to discharge a child (and try to inform parents of local resources that may be of help to them), except when due to the parent's failure to keep current with fees owed. Parents are expected to comply with all the policies and procedures of the child care center; failure to comply could result in the termination of your child's enrollment.

FEE PAYMENT AND REFUNDS

For current fees, see the included Rate Table below.

- **Parents are expected to make payments each Friday for the following week so that care is prepaid. If the parent would prefer to make biweekly, semimonthly or monthly payments for their child care fees or copayments, they must prepay for the time period leading up to their next payment.** Kids HQ does not accept credit cards.
- Kids HQ DOES charge a registration fee. A registration fee of \$75.00 must be paid at the time of enrollment. **A discount of \$25.00 will be applied to the enrollment fee of \$75.00 for any parent that establishes an automatic payment arrangement via ACH payment.**
- If there will be a third- party payment, as from an employer, county, or state, a special payment schedule will be arranged and detailed in the contract. Parents will be responsible for any specified co-payments or unpaid amounts.
- There will be an extra fee assessed for late payments.
- You will be charged an additional fee of \$50 for an NSF FEE if your check does not clear the bank.
- **Refunds/absences** will not be given for days when children do not attend for illness or other reasons.
- There may be **additional fees for field trips and enrichment activities** from time to time. Parents will be advised of any additional fees in writing in advance.
- There will be no cost reduction for additional children from one family. **We do not offer a discount.**

Late payments

Late payments will result in a \$25 late fee for each day late.

Late Pick Up

Kids HQ is open from 6am to 6pm. Any children that are not picked up by 6pm will be charged a late fee in the amount of \$25. **Additionally, your contracted care indicates a specific schedule and number of hours that your children will be in attendance. If you are past your scheduled time for pick up, Kids HQ may charge a \$25 late fee.**

Child Absences, Vacations, Illnesses

Families are responsible for informing the Director/Office by **9:00am** or by the time your child is scheduled to arrive if they will be absent. This includes illness and vacation. As per Licensing, if you do not inform us of your child's absence we will contact you to check on your child. If your child is absent for an illness please notify the Director or office of the illness, particularly if it is contagious. **If you go away for vacation, please inform the office. You are required to pay for any days your child is absent to keep your spot.**

Fee determination methods (attendance, parent sign in) Kids HQ will charge a fee based on your child's hours of enrollment. These fees are outlined in the rate sheet. A contract will be drafted and signed by parents with an agreement on the rate per week/month for your child's care. Additional fees will be assessed for additional hours beyond those outlined in the parent contract.

Fee calculating methods: a full-time daily rate is offered for children who will be in care for five hours or more per day. A part time daily rate is charged for children in care for less than four hours per day.

Contracted Hours	1 to 3 Days Per Week	4 or 5 Days Per Week
All Ages - 4 hours or less	\$150 Weekly	\$200 Weekly
All Ages - 4 to 10 hours	\$250 Weekly	\$300 Weekly
All Ages - 10 to 12 hours	\$300 Weekly	\$350 Weekly

CHILD EDUCATION

There is a child care worker/teacher assigned to each classroom in the center and staff to child ratios are always maintained. Depending on the number of children present on any given day there may also be an assistant child care worker in the classroom as well. Each group/classroom of children is supervised by a teacher who is within sight and sound of the children to guide the children's behavior and activities, prevent harm and assure safety.

Groups of children may be combined at the beginning and at the end of any given day. Activities at the beginning and at the end of the day will be designed for a wide age range of children working and playing together. Our plan includes opportunities for children to rest and eat and to use materials and engage in activities which for the most part do not duplicate activities planned for the major part of our program.

Religious Training: The center will not be providing religious based education.

All children will go outdoors daily when weather permits, so dress your child appropriately for the weather. The children may be kept indoors during inclement weather such as any of the following:

- Heavy rain
- Temperatures above 90 degrees F.
- Wind chills of 0 degrees F. or below for children age 2 and above
- Wind chills of 20 degrees F. or below for children under age 2

Make sure your child/children wear sturdy shoes that will allow them to be active. Under the direct supervision of the teaching staff, the children will engage in gross motor play such as walking, running, jumping, and climbing. Best practices recommend at least 15 minutes of teacher-led physical activity each time children are outdoors. The outdoor play environment will include a variety of age-appropriate gross motor play equipment that fosters large muscle development and exploration. Best practices recommend that there is a variety of fixed and portable play equipment that allow for mastery of balance and coordination (tunnels, balance boards, safe climbers), traveling skills (tricycles, scooters, push/pull toys) and large manipulative skills (balls, hoops). It is recommended that there are multiple pieces of equipment so that multiple children can participate in an activity at a time and that there are spaces for children of all ages, including infants. When weather does not permit outdoor play, teachers will utilize the indoor environment to provide children with a safe, age-appropriate gross motor experience.

There is an outdoor play space on the premises of the center. Trampolines and inflatable bounce surfaces are not allowed. We DO NOT HAVE A SWIMMING POOL ON THE PREMISES. The center may use an off-premises pool, wading pool, water attraction or beach for the children as part of an authorized field trip. If we decide to utilize any of these off-premises, water-oriented facilities, staff will follow all safety and supervision requirements as specified by licensing rules.

We occasionally take field trips, including walks around the neighborhood. Emergency information for each child will be taken whenever the children leave the premises. You will be notified in advance of any field trip requiring transportation.

Infants and toddlers will have a flexible schedule, which reflects the child's individual needs. They will be given individual attention including lots of time for talking. The body position of non-mobile infants and their location in the center will be changed frequently. We will provide safe, open spaces for children who are creeping and crawling. Infants and toddlers will be encouraged to play with a wide variety of safe toys and objects. A written report will be maintained documenting what each child ate, when they slept and when they have a wet or soiled diaper. We will use this report to share information with parents about the child's activities and disposition for that specific day.

Preschool age children will have opportunities to play and explore their surroundings. They will be given many unique learning experiences in a variety of developmental areas that are age appropriate. Daily activities will include math, science, technology, engineering, reading, large and small muscle movement, art and music.

School age children will have a quiet place to study or relax, access to appropriate materials and activities, and will have ample time for large muscle activities and to participate in food preparation.

Night Care

We are not licensed to provide care between the hours of 9 P.M. and 5 A.M.

Parent Communication: It is important that we communicate daily concerning the needs and interests of each child. Kids HQ offers parent-staff conference opportunities at least 2 times per year to discuss the child's growth and development and adjustment to the program. 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, Kids HQ also provides written newsletters, a parent bulletin board and daily conversations through Life Cubbie for all children. To support healthy development, we intentionally include information about physical activity, gross motor development and nutrition in our communications with families.

Program Curriculum: Kids HQ has a written program of activities which are suitable for the developmental level of each child and each group of children. The program provides each child with experiences which will promote all the following: self-esteem and positive self-image, social interaction, self-expression and communication skills, creative expression, large and small muscle development, intellectual growth and literacy. All planned activities will be sensitive to the inclusivity of each individual child based upon their ability and interest.

Learning through play 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 housekeeping 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. Routines such as toileting and eating and intervals between activities are planned to avoid keeping children waiting in lines or assembled in large groups.

Staff will implement age-appropriate learning activities within transitions from one learning area to the next and from one activity to the next to avoid having children waiting, wandering, and wondering. Activity Transitions will be positive, educational, and promote awareness of the daily routine.

Kids HQ will use the guidance of The Wisconsin Model Early Learning Standards. These are voluntary standards that were designed to help centers develop programs and curriculum to help ensure that children are exposed to activities and opportunities that will prepare them for success in school and into the future. The Standards are primarily intended as guidance on developmentally appropriate expectations and are not intended to be used as a checklist to gauge a child's progress. The Standards are based on scientific research. Copies of the Wisconsin Model Early Learning Standards are available on the Wisconsin Early Childhood Collaborating

Partners website at <http://www.collaboratingpartners.com> or through the Child Care Information Center at 1-800-362-7353.

Daily Classroom Schedule: A schedule of daily routines and activities is posted in each classroom. A program of activities is planned a week in advance. Staff use 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. The activities focus on a monthly theme based on the interests of the children. All lesson plans and evidence of the implemented lesson plan activities will be available for parents to review.

Rest/Naptime: All children younger than five years of age who are in care for more than four consecutive hours will be required to rest. Children who do not sleep may get up after 30 minutes, and children who awaken early will be allowed to get up when they awake. Staff will help awake children find quiet activities. Kids HQ will launder the bedding after every five uses, or sooner if necessary. Anything belonging to the child that has been brought in for the child to use during rest will be sent home each Friday for laundering.

CHILD GUIDANCE POLICY

When a child is crying, fussy 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 stroking, cuddling, rocking; offering a drink; acknowledging the child's emotions; 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 and inquire if this might indicate onset of an illness.

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 use an inside voice" rather than "don't yell"). Undesirable behavior will be redirected to another activity. The classroom arrangement, materials and programming are scaled to the developmental level, size and ability of children which will contribute to providing clear guidelines and promoting positive behavior. 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 helping children develop self-control, self-esteem and respect for the rights of others. Opportunities for physical activity are not withheld as a behavior management strategy. Children are redirected to safe physical activities and are involved in discussion about safety concerns, when necessary.

"Time-Away" is a guidance technique that can be effective when dealing with unacceptable behaviors of young children. Following serious challenging behavior, children are removed from the activity for a short time, not to exceed 3 minutes, while accompanied by a teacher, to calmly assess the problem at hand. The teacher will coach the child through the problem using positive guidance techniques that include Social-Emotional and wellness strategies. "Time Out" will not be used for children in the Center, including those under the age of 3.

Biting is a typical behavior often seen in infants, toddlers, and 2-year olds. As children mature, gain self-control, and develop problem-solving skills and language development, they usually outgrow this behavior. While not uncommon, biting can be an upsetting and potentially harmful behavior. To discourage it from occurring at the very first episode, teachers will continue to promote classroom expectations, use positive guidance techniques and language, and inform the parents and Center Director immediately. If the behavior continues to recur in the same child, the Center Director will conduct classroom observations to provide informed, adequate training for the teachers which will provide them the tools and techniques to best support the child.

Effective management of behavior should always start with praise and encouragement for positive behavior and self-regulation. It will be accompanied by redirection and logical, natural consequences. The teacher will work with the child from the start of the problem until the point that the child feels ready to rejoin the activity.

Parental Involvement in solving behavior: All efforts will be made to work out a plan for behavior management between staff and the parents to see if problematic behaviors can be managed and/or corrected. The teacher will ask for a parent/teacher conference to discuss the behaviors in detail. Input from parents on behavior management is vital to best support consistency between home and school.

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, discomforting, 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.

EMERGENCY PLANS

Fire and Tornado evacuation plans will be practiced monthly. The Director will document dates of fire and tornado drills and the weekly testing of smoke detectors 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. Infants will be evacuated four to a crib with emergency provisions and all children will be taken outdoors to a grassy area to the rear of the building. The director or person in charge will check classrooms,

bathrooms and staff areas to make sure all persons are evacuated. The Director or person in charge will call the all clear to re-enter the building once it is safe to do so. If we are unable to return to the building following an evacuation, the children will be taken to Animal Hospital of Oshkosh, 1961 South Washburn Street, Oshkosh until parents or another authorized adult can be reached and come for them.

In the event of a tornado warning, the children will be taken to the restrooms by all available staff members. Blankets, a portable radio and flashlight, with extra batteries for both, are kept in the tornado shelter area always. The attendance form and emergency contact information will be brought along by the staff member designated to be “in charge”. The director or person in charge will check classrooms, bathrooms and staff areas to make sure all persons are evacuated. Staff will engage the children in quiet activities until we are assured by the authorities that the danger has passed. Tornado drills will be conducted monthly from April to October.

In the event of a missing child, staff will check all areas of the center. If the child cannot be found in 5 minutes, the child's parents and/or emergency contact and the police will be notified immediately. The Director will notify the Department within 24 hours after the occurrence. If a staff member is alone on the premises they will contact the five-minute emergency person.

In the event of severe weather children will be kept indoors and if necessary tornado evacuation plans will be initiated.

Procedures for extreme heat or cold:

The children may be kept indoors during inclement weather such as any of the following:

- Heavy rain
- Temperatures above 90 degrees F.
- Wind chills of 0 degrees F. or below for children age 2 and above
- Wind chills of 20 degrees F. or below for children under age 2

If there is a threat to the building or occupants, we follow the American Red Cross Guidelines available at: <http://www.redcross.org/prepare/disaster> depending on what the emergency may be. If possible, evacuation of the building will be initiated using the fire evacuation procedure. If it is not possible to evacuate the building each classroom will take cover in a secure area. The main door will be closed and 911 will be called. The teacher will keep children calm and in one area of the room until the threat has passed or the police or fire department has arrived. Law enforcement will be immediately contacted to advise them of the threat and parents will be notified as soon as possible.

Loss of building services procedures are as follows, if the center should lose the use of heat, water or electricity; parents will be notified that the center is closed, and the parent will be responsible for finding alternate care for their child until the situation is resolved. If the outage occurs while children are present, parents will be contacted to pick up the child(ren) as soon as possible.

If there is a medical emergency with a child or adult staff, first aid will be performed, and the initial check, call, and care procedure will be implemented. Children who are present will be

taken from the area calmly by available staff for supervision and safety. 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:

Aurora Medical Center

855 North Westhaven Drive, Oshkosh, WI 54904

(920)456-6000

Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. All staff will have training in infant and child CPR, AED and first aid. First aid supplies will be stored in each classroom.

In the event of an allergic reaction, teachers will immediately review the child's emergency plan provided at the time enrollment by the parent and take immediate action as previously instructed by the parents. If such instructions are not available, proceed according to the medical emergency procedures as described including calling 911 if needed.

When children or staff are off-site for a walk or field trip, teachers will take along emergency contact information, attendance sheets and a first aid kit in case an injury occurs to children or staff. The injury will be recorded in the medical log book upon return to the center. A cell phone will be carried along, in case help is needed. If the injury is serious 911 will be called and taken to the nearest hospital.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about the minor injury when they pick their child up, asked to sign the Accident/Injury Form, and it will be noted in the classroom's medical log.

Attendance: Staff will be trained to manage the established system of always knowing the whereabouts of all children in their care. Parents are encouraged to call if their child will not be attending or will be arriving late. If a child is being transported by a transportation company and does not arrive at the scheduled time, staff will call the parent or authorized adult to check on the child within 30 minutes of the scheduled arrival time.

Daily arrival/departure times are recorded via accurate documentation for each group of children. During early AM arrival and late PM pick-up, teachers will be kept aware of children they're responsible for, as rooms are condensed, and staff leave the center. Teachers will always know the names of each child and their whereabouts at all times.

Parents or authorized adults are required to bring children into the building and to escort the children in at the beginning of the day and out at the end of the day. Staff will maintain classroom attendance records recording children's arrivals and departures as they occur to ensure an accurate, on-going accounting of the children's whereabouts always. Comparison of the attendance record to the actual children in care will occur at each transition and frequently throughout the day.

Kids HQ does not allow concealed weapons to be carried on persons (any person or employee entering the building), or on the premises. If a person is found to be in noncompliance with this regulation they will be asked to vacate the premises. If a person should refuse to vacate the premises the local authorities will be contacted.

Premises means the tract of land on which the center is located, including all buildings and structures on that land.

If parents wish to allow a school-age child to leave or arrive at the center unescorted, they must provide written authorization for this activity by completing DCF-104, "Alternate Arrival/Release Agreement." School-age children who leave the center unescorted must be traveling to home, school or another activity where adult supervision is present.

When there is only one staff person on site with eight or less children 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.

Children will only be released to persons listed on the Emergency Contact form. If anyone other than the child's parent or someone who is listed on the Emergency Contact form is to pick up a child, we need to be notified in writing or by a telephone call in advance. The person picking up the child must show a driver's license or other picture ID. If the person picking up the child is not authorized and unable to present a driver's license or picture I.D., the Center Director or designee will call the parent (first) and/or other contacts listed on the Emergency Contact Form to pick up the child. **A child will not leave the center with a person that is not authorized to pick-up the child.**

Children will only be released to the authorized persons on the enrollment form. In the event of a child custody disagreement, legal paperwork will need to be submitted by the parents and these documents will be followed regarding pick up and/or visitation.

If the 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.

Reports to the department, the center will report to the Department of Children and Families any situation as it pertains to statute 251.04(3) (a-n) DCF 251 *Licensing Rules for Group Child Care Centers*.

Emergency supplies such as a working radio and flashlight with extra batteries for both, first aid kit and blankets will be kept in the shelter area always. A working flashlight is also kept in each classroom always.

Emergency phone numbers will be posted in each room occupied by children as well as in the center's office and kitchen. The address and phone number of the facility will appear on the phone list as well.

Since Kids HQ does not provide transportation, the center does not own a motor vehicle. In the event of an emergency, 9-1-1 will be dialed and rescue or emergency vehicles will be summoned. These responders are able to respond within ten minutes of a phone call.

Special evacuation considerations Any child or staff member who has a limited ability to respond in an emergency will be identified at the time of admission. Staff will be aware of any **special evacuation needs** the child will have and accommodations will be made to ensure their safe removal from the building.

HEALTH CARE

Sudden Infant Death Syndrome (SIDS)

To reduce the risk of SIDS staff will do the following with any child under the age of ONE year.

- All infants will be placed to sleep on their backs, unless the **child's** physicians authorize another position in writing.
- Soft objects will be removed from the crib.
- Blankets will be tucked tightly around the child and away from his or her face.
- Sheets will be tight fitting.
- If a child falls asleep in a swing or car seat, we will move them to their crib.
- Staff will ensure that awake, non-mobile children have time each day to spend in a prone position ("tummy time").
- All staff members, substitutes, and volunteers will be trained on these procedures before they begin working with children.

To reduce the risk of SIDS, staff will do the following with any child under two years of age:

- Cribs and playpens shall contain a tight-fitting mattress and any mattress covering shall fit snugly over the mattress. Waterbeds may not be used.
- Sheets or blankets will be tucked tightly under the mattress and shall be kept away from the child's mouth and nose.
- If the child falls asleep in a swing or car seat, the child will be removed from the swing or car seat and placed to sleep on his or her back in a crib.

III Child: Children experiencing any of the following should not be brought to the center:

- A temperature of 100.5 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
- Has a constant, thick colored nasal discharge

If a child should become ill or seriously injured while at the center, parents will be contacted immediately. 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 the hour, the emergency contact person on the child's enrollment form will be called.

Children may return to the center when they are fever and symptom free for 24 hours, 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.

In the event of a communicable disease exposure at the center, parents will be informed. Certain diseases must also be reported to the public health department and to our licensing specialist.

All medication administered, accidents or injuries occurring during the time the child is in our care, marked changes in behavior or appearance and any observation of injuries to a child's body received outside of our center, will be entered in the center's medical logbook. All staff are required to report suspected child abuse or neglect to the local authorities.

All Kids HQ Staff Members are Mandated Reporters. First, the suspecting teacher will document the injury/marking observed in the medical log and will immediately call Winnebago County Human Services: Child Abuse and Neglect Reporting at (920)236-4615 to make the report. Next, the teacher will immediately contact the Center Director and share all steps completed. Finally, the Center Director will make the call to the licensing specialist. All Child Abuse and Neglect Reports will be documented and kept under lock and key in the Center Director's Office.

Medications

Kids HQ will administer medications under the following conditions:

Prescriptive and non-prescriptive medication will only be given to children if parents have completed the authorization form provided. Each dosage given will be recorded in the classroom medical log.

All medicine must be in its original container, bearing the label with the child's name, dosage and administration directions. Additionally, prescription medication will bear the name of the doctor and pharmacy. It will be stored in a medication box that is inaccessible to children. Any non-prescription medication requires a doctor's note. Medicine requiring refrigeration will be kept in a covered, labeled container in the refrigerator.

We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization. If a dose is missed, we will not double up. You will be notified and missed dosage will be documented in the medical log.

Non-medicinal products: Sun screen, insect repellent, lip balm, diaper creams and other non-medicinal products will only be used on a child when signed authorization is on file, and the specific products are supplied by the parent and labeled with the child's name.

The center will maintain confidentiality of children and family regarding health care needs. Information will only be shared with those staff that provide care to the child.

Cleanliness will be maintained always. Tables will be disinfected and sanitized before and after meals and snacks. Floors and bathrooms will be cleaned and disinfected daily.

Diapering: Before changing a diaper, the staff person involved will wash his/her hands. Following the diaper change, the soiled diaper will be bagged and disposed of in a plastic-lined,

foot-activated diaper pail. Any wet or soiled clothing will be put into a plastic bag and tied. Hands of both the child and the staff member will be washed. The changing pad will be cleaned and disinfected.

Toys: Toys used by infants and toddlers will primarily be ones that may be washed and sanitized. Any toy that has been in a child's mouth will be picked up as soon as the child lets go of it and placed into a basket to be washed, sanitized and air dried. Toys requiring laundering, such as stuffed dolls or animals, will be laundered weekly or sooner if needed. Toys in classrooms for older children will be cleaned and disinfected weekly.

We will practice **universal precautions** when handling all blood injuries and bodily fluids. 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.

Proper hand washing procedures will be followed to prevent the spread of disease. Hand washing procedures will be posted at all sinks.

Minor injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about the minor injury when they pick their child up.

Serious Injury: 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 Aurora Medical Center, 855 North Westhaven Drive, Oshkosh, WI 54904. Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. All staff will have training in infant and child CPR, AED and first aid. First aid supplies will be stored in each classroom.

Procedure for sharing information on a child's special health Care Needs with everyone responsible to care for the child. "Special health care needs" includes children with physical, emotional, social and cognitive disabilities.

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 the child and will otherwise be treated with confidentiality. Such special needs, including dietary requirements, will be posted on the inside of the staff cupboard door, where medication and medical log books are stored. When specialized equipment is needed, such as a nebulizer or epi-pen, the child's parent or a medical professional will train staff in correct procedures.

Health related forms:

All children will need to have a **Health History Form** on file. The examination for a child under age 2 needs to be dated not more than 6 months prior or 90 days after the first day of attendance at Kids HQ. The examination for a child age 2 and older must be dated no more than 12 months prior or 90 days after the first day of attendance. Physicals for children under 2 years of age will need to be updated every 6 months. Physical exams for children over 2 years of age will need to be updated every 2 years. 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 within 30 days of the first day of attendance.

Child biting health procedures: The area of the bite wound will be washed with soap and water and a bandage applied. If necessary, an ice pack for comfort. The incident will be documented in the medical log book and parents informed upon pick up.

MILDLY ILL CHILD CARE

We ARE NOT licensed to provide care of mildly ill children.

NUTRITION

Food service personnel orientation and training:

The cook and any kitchen staff shall receive the annual mandatory training of at least 4 hours in kitchen sanitation, food handling and nutrition.

Meal time routines: Kids HQ will provide morning and afternoon snack to all children in attendance at the times identified in the daily schedule.

Children will eat family style and will be allowed to serve themselves. As caregivers, we make sure the food we provide is healthy, nourishing meals and understand that it is a child's role to decide whether and how much to eat.

Child guidance and food:

Children will not be forced to eat; they will be encouraged to try new foods as appropriate. Meals will not be withheld as a form of punishment. To support development, we provide child-sized dishes and utensils.

Meal time socialization:

Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners and develop sound nutritional habits. Our staff model healthy eating behaviors in the presence of children, eating the same foods as children and refraining from eating or drinking unhealthy foods in front of children. Often, our staff spend time talking with children about healthy foods and nutrition. Children will be encouraged to clean up after themselves.

Menu requirements, preparation and changes, age appropriate menu, USDA guidelines

Kids HQ does NOT participate in The USDA Child and Adult Food Program. All food is prepared on the premises. We follow USDA guidelines when preparing and planning our menus. Serving sizes will match age appropriate amounts as outlined in the USDA guidelines. Any changes or substitutions in the menu will be posted with the original menu.

Early AM and late PM feeding:

Children who attend during the early morning or late afternoon hours will be offered a snack to ensure that they never go without food for more than 3 hours.

Infant and toddler feeding:

Children younger than 12 months must be served formula or breast milk, unless written direction is on file from the child's health care professional. All bottles and commercial baby food must be labeled with your child's name and dated. Babies will be held for bottle-feeding. Bottles will never be propped, and unused formula or breast milk will be disposed of immediately.

School age children and eating: School age children will be offered a snack upon arrival after school.

Specialty menus (vegetarian): Accommodations can, in most instances, be made when **specialty menus such as vegetarian** are requested by the parent.

Bringing food from home: If parents decide to bring their own food from home, please make sure to pack them in a thermal container in a lunch box. The center is not responsible for warming up food.

Food allergies: If your child has food allergies parents must notify the center in writing. Food allergies will be discreetly posted in the classroom and the kitchen.

Special diets: If your child has special dietary needs parents must notify the center in writing. Special dietary needs will be discreetly posted in the classroom and the kitchen.

Menu posting: Monthly records of meals and snacks are available for parents to review. If a menu must be changed for any reason, the food substituted will be noted on the posted menu.

Kitchen cleanliness, dishwashing: Eating surfaces will be sanitized before meals and snacks and everyone will wash their hands before and after eating. Dishes will be washed and sanitized in accordance with licensing regulations.

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

Special treats, holidays, etc. Birthday and holiday treats are allowed as long as they are peanut/tree nut free. Only treats that are store purchased and factory sealed will be allowed. We cannot accept anything homemade. Please try to provide nutritious choices low in fat and sugar. We encourage nutritious alternatives for special treats, as well as replacing food-based treats with creative activities.

Detailed kitchen instructions (equipment, requirements, food sources, cleanliness, food prep., hand washing, cleaning aids):

- Kids HQ does have a kitchen with a refrigerator and microwave. The kitchen has been inspected and meets all building code requirements.
- Refrigerator (40 degrees or colder) and freezer temperatures (0 degrees or colder) will be properly maintained. Proper hand washing procedures will be followed to prevent the spread of disease.
- Hand washing procedures will be posted at all the sinks.

- All cleaning products will be kept in a separate locked cabinet apart from all food and food items.

TRANSPORTATION

Procedure if authorized adult pick-up does not show up: Should the authorized adult not arrive at the scheduled pick-up time, the teacher will call the parent(s) directly first to inquire about the time of arrival. If the teacher is unable to reach contact with the parent(s), the next Emergency Contacts will be called immediately. This process will continue until the teacher is able to reach an authorized pick-up contact. All call attempts will be documented by the teacher and reviewed by the Center Director. Late Pick-Up fees will apply.

Procedure for notifying parents of the date, time, and destination of any field trip which requires the use of a vehicle: Parents will be notified in advance of any field trip requiring the use of a vehicle. A form outlining the date, time and destination of the field trip will be given to parents. No child may participate in a field trip without a signed permission form from parents. Children who are unable to attend a field trip will be given the option to stay home or remain at the center under staff supervision.

Center provided transportation: Kids HQ does not provide transportation for field trips and/or to and from school and/or to and from home.

Contracted transportation services: Kids HQ does not contract for transportation services.

Use of staff vehicles: Kids HQ does not transport children in staff vehicles.

Required forms: All children who are transported will have the following completed and signed forms on file:

- *Transportation Permission – Child Care Centers*
- *Field Trip or Other Activity Notification / Permission –Child Care Centers*

CONTINUING EDUCATION OF STAFF

Staff is required to continue their education on an annual basis and the Center Director will be responsible for making sure that all staff members meet the minimum standards set by the Department of Children and Families.

Additionally, staff shall:

- Be required to stay current on CPR/ AED training
- Receive biennial training regarding child abuse and neglect along with the associated reporting process.
- Receive training and retraining on fire extinguisher use.

PERSONNEL

Full job descriptions are provided to staff but the basic responsibilities for each position within our center is as follows:

The Center Director has no daily classroom responsibilities but is responsible for all business aspects of running the center. They are overseeing the financial performance of the center while making sure that compliance with both regulations and quality standards is maintained.

An Assistant Director may spend as much as 75% of their work hours in classrooms. This individual will be responsible for continuing to develop the staff into quality teachers and will support them in the implementation of curriculum, classroom management strategies, best practices, licensing requirements and continuous improvement initiatives.

Lead Teachers are responsible for establishing quality relationships with coworkers, students and students' families. This person will set the expectations for the class in a way that supports the center's goal of being a clean, clutter free and creative environment. The person will collaborate with Assistant or Co-Lead Teachers to develop classroom activities that encourage social emotional development, physical wellness and purposeful play.

The Assistant Teacher in a classroom, is tasked with learning the role of the Lead Teacher for eventual promotion while supporting the daily activities, classroom schedule and children's needs. It will be critical to establish a collaborative relationship with the classroom Lead, other coworkers, students and students' families. The Assistant Teacher will assist in setting the expectations for the class in a way that supports the center's goal of being a clean, clutter free and creative environment. The Assistant Teacher will collaborate with the classrooms Lead Teachers to develop classroom activities that encourage social emotional development, physical wellness and purposeful play.

Background Checks

All staff are required to undergo a background check upon hire and intermittently thereafter based on the requirements of the Department of Children and Families.

Registry Requirements

All staff are required to establish and maintain their registration with Wisconsin Registry. This needs to be kept current by the employee and membership fees may be submitted for reimbursement.

Staff Files

All employees will have a file that must contain the following:

- Current Registry Level certificate
- Proof of Shaken Baby Syndrome (SBS) and Abusive Head Trauma (AHT) training
- Staff health report and physical
- Proof of continuing education courses
- Legal and Tax Documents

- Any required forms or documentation as requested by management, government or regulatory agencies.

Drugs & Alcohol

Good performance on the part of our employees is crucial to Kids HQ success. For this reason, we strictly forbid employees to do the following while at work:

- Drinking alcohol and selling, purchasing or using illegal drugs at work. An "illegal drug" is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.
- Possession of any non-prescribed controlled substance, including alcohol and legal illegally obtained prescription drugs.
- Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action.
- Use of tobacco is prohibited within the center including the playground area.

Parent Communication

Communication with parents should be done during normal business hours either in person or via a company approved communication tool such as a company provided computer, tablet, or phone. Communication with parents from teachers will only be about that parent's child that is currently enrolled in the center. All communications about billing will be completed by the center director, assistant director and management.

Meals with Children

Meals in the center will be served in a family style setting. It is expected that all teachers will sit with their children at meal times and participate in the meal. This will promote social interaction and allow for another learning experience for the children.

Discrimination & Harassment

In keeping with our Equal Opportunity Employment clause, the Company will not tolerate on-site discrimination or harassment on any legally protected basis, including that of physical characteristics, mental characteristics, age, marital status, arrest or conviction record, military service, race, religious or political views, nationality, disability, medical condition, sex, sexual preference, or gender identification. Also, you cannot be discriminated against for declining to attend a meeting or participating in any communication about religious matters or political matters, and the use or nonuse of lawful products off duty and off site will not be held against you. Harassment and discriminatory behavior among employees or contractors will result in disciplinary action, with the possibility of termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which point the Company will investigate and take corrective action. You are welcome to seek legal relief if you find the Company's actions inadequate.