

Policies 2024

Group Day Care License
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About us

Altoona Family Child Care Center is a state licensed daycare Center located in Altoona, WI.

Mission Statement

Our goal as a professional childcare provider is to provide your child with a clean, safe, comfortable environment where they can play and learn with guidance and loving care while you are at work or attending school. We strive to encourage creativity and social skills to create well-rounded individuals. All our staff are trained and determined to meet the needs of the children and families that we serve.

Purpose

To make our relationship as enjoyable as possible the following are some mutual beneficial requirements that are necessary to assure that there are no misunderstandings between either party, that each party is aware of the requirements, and that these requirements are carried out in a businesslike manner. These policies are enforced for the same reasons policies are enforced in any job situation - for fairness and respect. If we work together, we can achieve the goals of the children we care for. It is our purpose to maintain high-quality services and offer resources for our families. Our children are our utmost important factor at AFCCC. We strive to help build them into high quality members of society. We will continue to maintain our quality and ensure adequate funding for future needs.

Philosophy

At Altoona Family Child Care Center, it is our philosophy to provide a safe, comfortable, warm and caring environment for children to play and learn. We will allow the children to experiment through creative play, small and large motor exercises, art, music, math, and science. We will also do our best to assist the children in learning self-respect, self-esteem, as well as respect and compassion for others. Our vision at AFCCC is to help shape little minds to become responsible adults and beneficial members of society. We plan to reach these goals by maintaining high quality services and resources for families, self-assessments, communication with families, structured goals, implementing daily positivity, setting an example, and letting your children grow surrounded by happiness and appreciation.

Policies

Days of Operation

The Center is open to children 4 weeks to 13 years of age. Our licensed Capacity of Altoona Family Child Care Center is 99.

Childcare services will be provided all year long, Monday to Friday from 4:45am-10:00pm. No service will be provided on following Holidays:

1. New Year's Eve
2. New Year's Day
3. Memorial Day
4. July 4th
5. Labor Day
6. Thanksgiving Day
7. Black Friday
8. Christmas Eve Day
9. Christmas Day

AFCCC has the right to close the center any day of the year. Parents will be notified at least 30 days prior to closure.

Procedure for emergency closing- Parents will be notified as soon as possible of the closure with explanation for closing. AFCCC is not obligated to compensate for the emergency closure.

Open Door Policy

Parents are always welcome at Altoona Family Child Care Center. There is no limitation to visiting during normal business hours other than a court order that denies a parent access to their child. In such a case we require written permission from the court stating that the parent is allowed in the center. Parents are encouraged to participate in and help plan events and activities hosted by AFCCC.

24-7 Surveillance

To ensure safety, our center is equipped with a secure door code for entry and video monitoring systems in each classroom. Each family receives a door code and uses it to enter the facility during business hours. All other doors always stay locked from the outside so secure the building. Video monitoring is done 24 hours a day, 7 days a week. All parents have the option to view all video feeds online for free. If you are interested in viewing these cameras, please contact the administrator to set up a secure user ID and password. Please be notified that your child will be under surveillance 24-7 and this feed is available to other parents.

Pets

Altoona Family Child Care Center has fish, one rabbit, and two cats. Your child may meet all these animals. If you have any questions about these pets, please let us know. If we add any pets to our center, parents will be notified in writing, and it will be posted at the front desk.

Non-Discrimination Statement

Children with disabilities will be encouraged to attend, and reasonable accommodation will be provided. Issues of great difficulty (undue hardship) will be dealt with on a case-by-case basis. RE: Americans with Disabilities Act.

USDA Statement

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

AFCCC is an equal opportunity provider and employer.

Admission Policy

Prior to admission to the Center, parents and children should visit the Center to meet the Director and the staff and to observe the program. A tour will be conducted to obtain information to assist the staff in individualizing the child's care. Application materials will be provided at this time, which must be returned prior to actual enrollment in the Center. Children will be accepted into the program based on availability. A financial agreement along with the registration fee must be submitted before a spot is held for the child. To ensure your child's enrollment, we require a non-refundable enrollment fee of \$100.00. (Please see 7.2 Enrollment Fee and Deposit)

AFCCC is regulated and licensed by:

The Department of Children and Families
Division of Early Care and Education
610 Gibson St Suite 2
Altoona WI 54701
715-836-2187

Admission Paperwork

Before we will assume responsibility of caring for your child, we MUST have the following:

- Deposit \$100.00 per child- non-refundable
- Signed Policy Handbook Contract
- Signed Financial Agreement
- If Applicable- State Child Care Authorization
- Photo release forms
 - If you do not want your child's photo shared, please check "no" and we will do our best to make sure your child's photos are not posted onto our Facebook page or shared on any social media.
- Paperwork as required by licensing regulations.
 - Form CFS-62 "Child Care Enrollment"
 - Form CFS-2345, "Health History and Emergency Care Plan"
 - Form CFS-104, "School-Age Agreement-Child Care Centers" (if applicable)
 - Form CFS-56, "Transportation Permission- Child Care Centers" (if applicable)
 - Form CFS-61, "Intake for Child Under 2 Years-Child Care Centers" (if applicable)

If any updates are needed, we will give you 2 weeks to submit the updated form. **Failure to complete required paperwork in a specified time frame may result in your child's enrollment to be suspended if evidence of an appointment is not provided.**

The following items must be completed and returned within 4 weeks from the start date.

- Form CFS-60, "Child Health Report"
- Form DPH-4192, "Day Care Immunization Record" or other form of Immunization Records.

Other Health Care Records requested:

- Current Information about any health insurance coverage required for treatment in an emergency.
- Results of health examinations, showing up-to-date immunizations and screening tests with an indication of normal or abnormal results and any follow-up required for abnormal results.
- Current emergency contact information which is updated bi-annually during parent teacher conferences.
- Names of individuals authorized by the family to have access to health information about the child.
- Instructions for any of the child's special needs such as allergies or chronic illness.
- Supporting evidence for cases in which a child is under-immunized because of a medical condition or family's beliefs. (In the event that a vaccine-preventable disease occurs in the program all parents will be notified by telephone and children that are not immunized will be removed from the area until parents are able to pick them up.)

PLEASE NOTE: Health Reports and Immunizations must be updated every six months for children under the age of 2 and every two years for children over 2. School-agers do not need Health Reports or Immunizations records on file at AFCCC. Health records must be updated and reflect the recommended schedule, published in print, and posted on the Websites of the American Academy of Pediatrics, the Centers for Disease Control of the United States Public Health Service (CDC-USPHS) and the Academy of Family Practice. Religious exemption can be provided by parents.

All the required forms are kept in the Administrator/ Director's office in a locking file cabinet. Each teacher is given a copy of the enrollment form to keep in their classroom to use as needed for communications and teaching purposes. Each member of our staff understands that the information provided is extremely confidential and is never discussed with anyone that is not directly involved with that child.

Confidentiality

All Staff at Altoona Family Child Care Center and state officials who have access to children's records or personal information about children or their families shall not discuss or disclose this information except with other staff members who need to know to perform their duties. Reports will be made to the local department when notification is given. If information is requested by an outside agency written consent from the family must be given for them to obtain any information.

Confidential information includes, but is not limited to:

- enrollment status,
- observed behavior,
- health issues,
- safety guidelines
- verbal exchanges,
- marital status of parents,
- custody arrangements,
- etc.

This does not apply to and is immediately available upon request to:

- The parent or a person authorized in writing by the parent to receive the information.
- Administrators and Teaching staff who have consent from a parent or legal guardian.

- Any agency assisting in planning for the child when informed with written parental consent has been given.
- Regulatory agencies authorized under s. 48.78 Statutes of Wisconsin.
- A parent, upon request, has the right to access all records and reports maintained on his or her child.
- All records required by the department of Health and Family Services for licensing purposes will be made available to the licensing representative as required by law.

Supplies

Parents are responsible for supplying:

- Bottles, Special Formula, Special Baby Food
- Diapers & and special wipes
- A full change of clothing in a plastic bag **with name** and birthday written on it.
- Toothbrush (teeth are brushed after breakfast and after dinner)
- Inside Shoes
- Sleeping Bag- children 1 and up that are here for nap.

All personal belongings should be marked with the child's name. We are not responsible for lost or stolen items. Please leave any personal toys at home as they may be lost or broken.

Center is responsible for supplying:

- Crib or playpen for children under 1 year of age/ Light Blankets
- 2-inch-thick mats for children 1-2 years' old
- Breakfast, Lunch, Dinner, and Snacks (if child attends during scheduled times)

Donations help us keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Any kind of toys!!
- Dress up clothing, costumes, jewelry, hats etc.
- Magazines for cutting, especially ones like National Geographic that depict other cultures, or any that have lots of pictures of people, children, or animals. We are looking for pictures that would appeal to children.
- Paper of any kind, brown, white, colored, waxed, foil etc.
- Crayons, watercolor paints, or any misc. art supplies such as fabric scraps, glitter, pipe cleaners, paper plates, etc.
- IDEAS! We welcome any ideas that you may have for fun activities or crafts!!!

Parent Information Board

The following items can be found on the wall near the front door:

- The License issued to Altoona Family Child Care Center by the State of Wisconsin
- Any copies of non-compliance issues as they relate to our license.

- Emergency closing information

These items are available to parents near the parent area:

- Any health/illness notices
- Parental Notices
- Calendars
- Newsletters

These items are available to parents in a binder in the front seating area:

- Policy Books
- State Licensing book

Parent-Teacher Communication

Communication between parents and staff is something we are constantly striving to improve. We hope if you have any questions, comments, or concerns you will voice them with teachers or the administrator /directors. We communicate with you in the following ways:

- **Procare-** Procare messaging and daily updating is available for all children. Teachers and parents can message back and forth throughout the day.
- **Daily Sheets-** These communicate what the children did during the day, their times of diaper changes, food they ate, naps they took and any other information we would like to share. These are shown to parents daily at pick-up time.
- **Website-** Our website contains information such as our monthly calendars, staff biographies and pictures, rates, and general information about the center.
- **Calendar/Newsletter-** Our calendar and newsletter go out monthly and contain information about center activities, birthdays and events happening.
- **Parent's Night-** We have a quarterly "parent's night" in which we discuss any goals, operations, questions, or concerns parents may have. We work collaboratively to create our program planning. We encourage all parents and staff to attend.
- **Formal/ Informal Conversations-** All staff and administration work together with parents to ensure their child/ children are getting the services they need by having conversations about concerns or improvements. Staff and administration can provide information and connections to services outside of the daycare.
- **Conflict Resolution-** If there is ever a need to resolve a difficult situation between parents and staff, administration becomes directly involved to help resolve the issue.
 - Parents and staff can file a complaint directly to the director if they feel comfortable.
 - Parents and staff can also leave an anonymous message in our drop box with the information available to help resolve the issue.
 - Meetings can be scheduled with the parties, so they are able to voice their concern and collaborate with staff and administration to create a plan for improvement.
 - Materials and resources that are not readily available for families that speak other languages will be made available from Child Care Partnership when requested.
 - If none of the steps above are successful in reaching resolution additional support will be given on an as-needed basis.

Signing In & Out

The State of Wisconsin requires that each child is signed in and out of the center daily. Each classroom will have attendance sheets which are the responsibility of the teacher to sign children in and out each day. For the safety of your children, parents are required to contact staff and make them aware that their child is entering or leaving our premises. These attendance sheets always remain with the teacher and children and provide us with a method of tracking attendance and daily teacher to child ratios. Parents are required to view and sign these forms at the end of each week.

Absent Child w/o Notification

If a child who is scheduled to arrive at the center does not arrive within 30 minutes after the specified time and the center has not been notified in advance the teacher will attempt to contact the parent or guardian to determine the child's whereabouts. Parents will be charged regardless of the pick-up and drop off time. Late arrival does not allow late pick-up. If we are unable to contact you within 1 hour of your scheduled time, care for that day will be forfeited. Days missed due to vacation, illness, or emergency may not be traded for other days. This ensures that staff, ratios, and room occupancies are maintained and meet state requirements. Any changes to the schedule must be approved by the administrator or director.

Please be on time daily.

Pick-Up Procedures

If you, the parents, are unable to pick up your child, we will only be able to allow them to be picked up by someone listed on the enrollment form. If someone should arrive to pick up your child, we have not personally met that person; we will require that they identify themselves with a picture ID, even if they are listed on the enrollment form. We have this policy not only to familiarize us with the person but to afford the highest level of security for your child(ren). Please make sure to call the center if someone other than a parent is picking up your child.

We strongly discourage leaving your vehicle idling in the parking lot except for extreme heat or cold.

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 we cannot legally withhold a child from the legal guardian, we will not hesitate to call the local authorities if we feel the child is in danger.

If a parent does not pick up their child on time. We will call all individuals listed on the enrollment form. If after 30 minutes we are unable to contact someone to pick up this child, the local authorities will be contacted, and the children will be placed into their custody.

Inclement Weather & Emergency Closing Procedures

Should Altoona Family Child Care Center be unable to open on a given day due to an emergency (inclement weather, electricity failure, etc.) the following procedures will be followed:

- The Administrator or Director will post on our business Facebook page.
- If public or private schools close, and we remain open, we ask that you call the center no later than 7:00 a.m. and inform us if you plan to bring your school age child to the center for the day. We reserve the right to deny their attendance if it creates a teacher/child ratio problem.
- If we need to close midday due to an emergency, the Administrator, Director, or a staff member appointed will message parents in ProCare and/or call parents individually. We will also post this on our Business Facebook page. We certify that staff will maintain all state regulated ratios and group sizes until all the children in our care have been safely picked up from the center.
 - Reasons for closure:
 - Loss of power- If we experience a loss of power the facility will remain open for three hours.
 - Loss of water- If we have a loss of water the facility will close immediately until the problem is fixed.
 - Snow or weather-related closure- If the facility has to close due to weather related issues all families will be contacted immediately.

Mildly Ill Children

Altoona Family Child Care Center does not provide care for mildly ill children. In the event that your child becomes ill and needs to be picked up as explained in our Health Policy, we will remove the child from their classroom, and have them rest in the Administrator or Director's Office. Items are provided in the office for your child during this period.

Emergency Medical Source

In the case of a medical emergency 911 will be contacted immediately. Luther Midelfort Clinic-Altoona is the closest medical facilities to Altoona Family Child Care Center.

Child Abuse/Neglect

As required by state law, any employee of Altoona Family Child Care Center that knows or has reason to believe that a child in their care has been or is being abused or neglected either physically or mentally is responsible to report it to the County Department of Social Services, or the Altoona County Sheriff's Department. Observations will be recorded in the medical logbook. Any staff member who is accused of physically or verbally abuses another staff member or child will be put on leave until a full-scale investigation has been completed. DHS as well as other authorities will be contacted to conduct this investigation.

Grievance Policy

Any grievance or concerns should be addressed first to the involved parties. If this effort is unsatisfactory, please bring the concern to the Center Director. If the result is still unsatisfactory, the concern may be brought to the attention of the Administrator. If these efforts are still not resolved, please contact WI State licensing officials at 715-836-2187.

Structure of Administration

The structure of administration at Altoona Family Child Care Center will be as shown below (with number one being the highest in rank).

1. Owner(s)/Administrator
2. Director
3. Lead Teachers
4. Assistant Teachers
5. Volunteers

Each member of the staff knows their rank and will provide this information to you at your request at any time.

Discharge Policy

If a family should decide that they no longer require care for their child at Altoona Family Child Care Center we require that a 2 weeks' written notice, prior to your child's last day, is given to the Administrator or the Director. If payments were made in advance to cover a time frame that would go beyond their last day, a refund will be given on the child's last day at Altoona Family Child Care Center.

A copy of this policy is located by the front door and a copy is provided to all parents upon enrollment.

Should Altoona Family Child Care Center Management decide to discharge a child for behavioral issues or non-compliance of any of the policies as set forth in this manual, a refund will not be given to parents.

Discharge

The center reserves the right to terminate a child's enrollment for any of the following instances:

- Failure to pay by Friday of that week. If balance isn't paid, care will be immediately suspended.
- Failure to submit required paperwork in a timely manner.
- Failure to observe policies set forth in this manual.
- AFCCC holds the right to discharge a family at any time.
- Parent's disruptive behavior regardless of attempts to solve issues.
 - Physically or emotionally causing harm to a child
 - Improper language or slander
 - Threatening emails or phone calls
- Child behavior
 - Excessive biting
 - Behavior that is hazardous to self or others- can be discharged with no notice.
 - Stealing
 - Damage to property
 - Rude or demeaning acts towards other children or staff
 - Swearing or aggressive behavior

Steps to Behavioral Issues and Discharges

1. Documentation by teachers/management of behavior
2. Documentation is shared with parents in a sensitive, supportive, and confidential manner in a meeting with teachers, management, and other specialists where a plan will be created based on the function of the behavior. Outside involvement by other agencies is recommended.
3. Plan is put into action utilizing positive reinforcement strategies and observations will be documented (changes may occur).
4. If improvement is not seen, enrollment will be terminated after a 2-week' notice.
5. If you feel that this decision is unfair this decision can be appealed if a written statement is submitted to the director within 10 business days. If you feel you have been discriminated against, please see the Non-Discrimination Policy.

For children who become repeat offenders or are facing a suspension, expulsion and any other exclusionary measures the following policy guidelines will be followed:

1. A meeting will be held with parents, teachers, and any other professionals to discuss our policy.

2. Our goal is to limit or eliminate the use of suspension, expulsion, or any other exclusionary measures.
3. Exclusion will occur if a child is endangering the safety of his peers or himself.
4. A plan will be put in place to help lessen or eliminate the behaviors from happening.
5. Professionals may be called to help assess the behaviors and help.
6. Exclusionary measures are not considered until all other possible interventions have been exhausted, and there is agreement that exclusion is in the best interest of the child.
7. If the behaviors are not eliminated within a determined timeline another meeting will be held to discuss additional resources available, suspension, expulsion, and any other exclusionary measures.
8. If exclusionary measures are taken, the center will offer the family assistance programs, community support, alternative placement options and will make an agreement with the family that this step is in the best interest of the child.
9. This policy complies with all federal and state civil rights laws.

*If behavior creates an unsafe environment or staff or children, the child will be sent home immediately. If behavior continues, care will be terminated immediately.

Fees, Payments and Refund Policy

This policy is made available to parents upon enrollment. It can also be found in our policy handbook located by the front door.

Fees Deposit

PLEASE NOTE: AFCCC will not start providing childcare nor will your opening with us be considered saved until a deposit of \$100 is paid.

Payment

Rates at Altoona Family Child Care effective 04/01/2024 are as follows:

	1 Day/Week	2 Days/Week	3 Days/Week	4 Days/Week	5 Days/Week
Under 2 \$13hr	\$160	\$220	\$260	\$280	\$300
2-3 Years \$12hr	\$140	\$210	\$240	\$260	\$280
6-12 Years \$10hr	\$120	\$170	\$200	\$220	\$240

Hourly rates are available for children who attend the center 5 or less hours/ day. Rates are based on full hours of care. (ex 6:30am-9am = 3 hours)

Hourly rate for *unscheduled drop-in care \$20.00 per hour

*Unscheduled drop-in care is defined as care given without 24-hour notice.

*There is no Minimum between 1 day/ week and 5 days/ week. When referencing vacation time, we will base your ½ pay on your previous 8 weeks attended to hold your spot.

Altoona Family Child Care Center holds the right to raise or lower the cost of childcare at any given time. Parents will be notified in writing.

If a field trip is planned there may be other expenses. No more than \$8.00.

Enrollment Fee and Deposit

Altoona Family Child Care Center will require a non-refundable enrollment/ material fee of \$100.00 per family.

Payment and Late Fees

You can choose to bring your child 0-5 days each week. You are billed based on the schedule that you provide, two weeks in advance. Changes may be made to add days if space is available, but deductions will not be accepted. We do not offer any sick time since we offer two-week schedules. If schedules are turned in late you run the risk of having to take care for that time period.

Invoicing and Billing- All invoicing is done through www.myprocare.com. We require an email address on file so that you can have access to this information.

Payment- We require each family to have an automatic debt form on file. This account will be deducted on a weekly basis unless other arrangements are made. All checks should be made payable to Altoona Family Child Care Center. If you choose to pay with cash or check, we ask that you put it in a labeled envelope. All payments are to be placed in the payment box. If you receive assistance from an outside agency, all time frames still need to be followed and due dates remain the same. All tuition that is not received by the due date will be automatically deducted from your bank account or credit card. Any unpaid balances will be given a \$25 late fee weekly. If fees are not paid you will run the risk of your childcare spot being filled by another family. Your child will not be allowed to attend the facility the following week if payments are not made when due.

Schoolage Care- If you have a school age child and need care for periods such as summer break, winter break, spring break, or any other non-school days you will need to submit these schedules in advance as well. These children will be taken in on a 1st come 1st serve basis because of limited room. Because of limited space you will run the risk of not being able to have your child at the center if prior arrangements are not completed

There are no refunds in fees for absences due to a child's illness or any other reason. Full fees are required regardless of whether your child attends.

Families that are experiencing special circumstances should discuss the situation with the Administrator. Exceptions to policies (layoffs, severe illness, late pick up due to weather) will be considered on an individual basis.

Checks: There will be a \$25.00 charge for all Checks returned NSF plus any additional charges incurred to Altoona Family Child Care Center and/or by the bank. Parents who have two or more NSF Checks will be required to pay by cash or money order.

Though we try to keep costs as low as possible due to cost of living increases, monthly childcare fees may increase at any given time. A yearly fee of \$50 will be charged to each family on January 1st of each year. This helps to cover materials and other miscellaneous supplies at the center.

Referral Discount

AFCCC also will give you a one-time \$20.00 discount each time you refer a customer, and they are at our facility for more than 2 weeks.

Extended Absences and Vacations

Notification of any extended absences and vacations must be given at least two weeks in advance. If the correct notification is not given regular payment will be due. In cases of your potential absence due to maternity leave, vacation, summer, or extended leave from your job, AFCCC will require ½ of your weekly fees for the entire time of your absence to hold your child's position. This amount will be calculated based on your prior 8 weeks of attendance. If you choose not to make payments your spot will not be held. Notify us if your leave is longer than one month, we will work to fill your spot for that time and if we are successful, you will not be charged.

Education Policy

Altoona Family Child Care Center will provide an education program that is developmentally appropriate for children of all ages. Each member of the staff will be responsible for providing a variety of developmentally appropriate activities for their class based on age and ability. The learning materials strive to be multiracial, multicultural, non-sexist, and non-stereotypical. Each teacher is also responsible for their own weekly lesson plans, daily communication to parents, bulletin boards, art projects and curriculum planning. All school age children are offered homework time as well as free time to help balance their schedule. AFCCC also has a website (www.Altoonafamilyccc.com) where parents can also be updated on events.

Some of the activities at AFCCC will include:

- Language development: Books, music, story time, finger plays, flannel board stories
- Large muscle skills: Balls, hula hoops, bean bags, swinging, outdoor play.
- Small muscle skills: Arts / crafts, stringing beads, pegboards, blocks
- Creative expression: Dramatic play, puppets, music / instruments, flannel board
- Self-help skills: Assist with mealtime preparation, dress self for outdoors.
- Social Development- Encourage children to develop social skills.

AFCCC does celebrate most holidays with the children. If you prefer to have your child not to take place in such activities, please let the Administrator or Teacher know. If you have any requests for a celebration, please inform us as well. In addition, we believe that cultural diversity and cultural competence within our staff and members are strengths that protect children, empower individuals to grow, and help AFCCC achieve excellence.

All staff will work cooperatively to implement daily teaching and learning activities to facilitate optimal development for each child. If necessary, Individualized Family Service Plans and Individualized Education Programs as well as individual special plans will be incorporated into the children's daily activities. All program staff will work to put these plans into place and assist teachers and families in coordination of goals to support and strengthen families.

Televisions are available in each classroom. Televisions are limited to 30 minutes per day and must be used for educational purposes. No child is forced to participate in screen time.

Curriculum Development

All teaching staff is given at least 2 hours weekly to plan/ collaborate lesson plans while free of child supervision. Written Curriculum plans are made weekly by the teachers based upon knowledge of child development and assessment of children's individual needs and interests. Creative Curriculum Framework is followed at AFCCC. Teachers use a variety of resources including information about the child and their families, connections with the community, as well as utilizing a library of resources kept on site. The learning environment and the activities for the children reflect the philosophy and goals of Altoona Family Child Care Center and the creative curriculum aligned by WMEELS.

Qualified teachers plan the activities for the week ahead according to the age-appropriate themes, which are chosen based on children's interests as observed by the teachers. These qualified teachers have taken classes and attended training based on curriculum development and assessments. The teachers collaborate and create these lesson plans based on assessments and individual child needs. They submit the lesson plans to the program coordinator two weeks in advance. The coordinator then surveys them for developmental appropriateness, variety, and offers suggestions based upon

knowledge and expertise. A written lesson plan is posted for parents to view in each classroom. These plans are designed to provide experiences, which enhance all areas of development, such as:

- Large Motor Skills: Outdoor play, obstacle courses, parachute play, climbers, or walks.
- Small Motor Skills: Puzzles, lacing cards or building blocks.
- Group Time: Reading books, calendar and show-n-tell.
- Art Activities: Theme related and Open ended.
- Music: Theme related, old and new songs.
- Transition Times: Bathroom, hand washing, drinks or preparing for meals/snacks.

Keep in mind that the items listed are only examples of what will be included as there are a wide range of themed activities that the children will engage in. Each classroom will develop and post its own time frame for these activities, making sure to keep all time frames age appropriate.

We ask all parents to keep children on a daily schedule when they are at home (nap time, lunch time). Keeping a schedule that is equal to that of the center will help the child adjust to the center. We will also do our best to make the child's time with us a relaxing, stimulating, and safe one. Each classroom at AFCCC has a schedule that includes all activities throughout the day. Routines are an important part of the learning circle. These schedules are posted inside and outside of each classroom. Copies are available upon request.

The Center staff plans outings and excursions as part of the regular program. Many opportunities for walking are offered.

We also have a mixed age classroom which includes preschoolers, kindergarteners, and school agers. The school agers (5+), when they attend full days, will have opportunities to work with and without the younger children throughout the day. We offer before and after school programs that are developed to meet the children's academic, social as well as emotional needs.

Assessments

We will be doing on-going assessments on each child throughout the year. We gather information about your child and his/her progress in various aspects of our curriculum. Teachers keep notes, artwork, projects, conversations, pictures, etc. in your child's portfolio. The portfolio will be shared during our bi-annual parent/teacher conferences in March and October. Parents will be provided with a paper copy of all assessments completed. All these records will be kept confidential and shared only with teachers working with your child. We would like your input whenever possible about your child's development. We appreciate all your help!

Our assessments are conducted using a variety of methods. Children are assessed by their teachers in both groups and individually. These methods include, but are not limited to, observations, checklists, rating scales, and individually administered tests. Observations are done monthly by your child's teacher. All other assessment tools will be implemented at least every 6 months if not needed sooner for other educational or developmental concerns. The purpose of these assessments is to plan and implement goals that are developmentally appropriate for your child as well as distinguish any interests or needs that your child has. Assessments are also used to track developmental progress, adapt classroom settings and curriculum for your child, as well as improve the program, target professional development for teaching staff and adjust distribution of program resources. If you have any questions or concerns about your child's progress, please communicate these with your child's teacher so we can provide you with the correct resources that best fit your child. If further screening or diagnostic assessments are indicated referrals will be made.

Staffing and Grouping

- The maximum number of children in a group may not exceed the number specified in the table below.
- The ratio of childcare workers to children may not be less than the minimum number of childcare workers to children specified in the table below.
- Our mixed-age classroom will have appropriate staffing to meet the developmental needs of the children attending.

**Maximum Group Size and Minimum Number of
Child Care Workers in Group Child Care Centers
Including NAEYC requirements**

Age of Children Minimum Number of Child	Minimum Number of Child Care Workers to Children	Maximum Number of Children in a Group
0-2	1:4	8
2-2 ½	1:6	12
2 ½-3	1:6	16
3-4	1:10	20
3-4	1:10	24
5-6	1:10	34
6-12	1:10	36

Programming by Age

Infants and toddlers (children under two years of age) will have a flexible schedule which reflects the child's individual needs. All children receive assessments within three months of program entry and then every March and October. 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. All infants will be provided with a minimum of 10 minutes daily of outdoor play.

Toddler/Preschool/Kindergarten age children will have a flexible schedule of activities that meet their age requirements and individual needs. These schedules may be modified by the teacher to scaffold children's learning and development of skills, social relationships as well as interests and ideas. They will have access to multiple play and learn activities. They will also be provided with a quiet place, as well as access to appropriate materials. They will have ample time for large muscle activities. We will provide an indoor and outdoor area for all children to play.

Teachers will create opportunities for the children individually and in groups by acknowledging their interests, ideas, and skills.

School age children will have a flexible schedule that reflects their individual needs and is developmentally appropriate. They will also be provided with a quiet place to study or relax, as well as access to appropriate materials and activities and will have ample time for large muscle activities. We will provide an indoor and outdoor area for all children to play.

Toys in every classroom are rotated monthly to keep the interest of the children and to provide them with new learning opportunities.

Mixed Age Group Programming/ Mentoring

When these two groups of children are combined, they will have activities to participate in that are developed to meet all their academic, social and emotional needs. Two separate schedules have been developed for our Rainforest room, which houses children 3-13. These separate schedules make it able for the two separate age groups to work together and apart. We believe that children develop socially when they have opportunities to observe and play with older and younger children. They are then more likely to be flexible, cooperative, focused and socially competent members of a community when introduced to different age groups. We also provide a mentoring program for school age children. During this time, they join the smaller children in their classrooms (not to exceed max group size or ratios) to implement positive behavior skills and create connections for advancement. This program has been very beneficial to behavior modifications, and we will continue to grow this program as necessary.

Early Morning and Late Afternoon Programming

Early morning and late afternoon activities are planned to allow children time to adjust to the transitions of arrival and departure. Early morning arrivals are given the opportunity for quiet play in the classroom. Various toys and activities other than those used during most of the day will be available for free selection. Children may rest or request special activities from the early morning staff person. During arrival and departure times, groups may be combined into mixed age groupings.

Late afternoon programming includes quiet play, individual choice activities or outdoor play. End of the day activities are self-selected by the child based on their interest and materials available to them for play. End of day clean-up is also an important responsibility for children as they depart.

Transitions

When children move from one activity to another, staff members provide a smooth and unregimented transition. Younger children are not required to move from one activity to another as a group or wait in line for a turn. Transitions between activities are integrated into the program as learning opportunities. The Teacher carefully plans transitions. Children are given advanced notice to prepare for all changes. Transitions are gradual rather than abrupt and waiting time is minimized. Examples of transitions are guessing games, songs, finger plays, number, or color games, etc.

When children are developmentally ready to make a classroom change it will be made gradually. The parent and teachers consult about whether the child is ready to move up, and then the following plan is instituted. During the transition period, the child will visit the next room on a schedule that is made between parents and staff. If any difficulties are seen during this time, teachers and parents may decide to take another week of transitions before moving the child up into the new classroom.

Naps

Infants will be provided opportunities to sleep on an individual basis. The schedule for naps (quiet time) will be developed in consultation with parents.

All children will be supervised during nap times and periods of rest. If a child is asleep in a classroom while the other children are awake staff will be positioned to be able to supervise all the children at one time.

Parents are asked to bring individual sleeping bags for each child 1 and up. Parents are asked to take sleeping bags home at the end of every week for cleaning and return them the following week. For all one-year-old children, mats will be provided by the center. For children younger than one individual Pac n plays will be provided by the Center. Sheets for cribs will also be provided by Center. Washing of the sheets; is the responsibility of the Center and will be done after every 5 uses.

All children under the age of 5 are offered a rest period. If they are not asleep within 30 minutes, quiet activities will be supplied to keep the children engaged yet not interrupt the sleeping children. During periods of time when school is not in session and school age children are at the center the older children will have developmentally appropriate activities that they can be engaged in while the younger children nap.

Staff must place infants younger than 12 months on their backs to sleep, without the use of infant sleep positioners, unless ordered by a physician. If infants arrive at the program asleep, or fall asleep, in equipment not specifically designed for infant sleep, the infant is removed and placed in appropriate infant sleep equipment. Soft toys and other items are not to be placed in the crib while the child is in it except for a pacifier and blanket.

Outdoor Play

An opportunity for outdoor play is provided daily. It is assumed that every child at the Center is well enough to go out for fresh air. A daily schedule is posted outside each classroom stating outdoor times. Exceptions to this are as follows:

- The Center has a written statement from the Child's doctor requesting that the child remain in.
- If the outdoor temperature is extreme, which include:
 - Heavy rain, lightening
 - Temperatures above 90 degrees F.
 - Wind chills of 0 degrees F. or below for children aged 2 and above.
 - Wind chills of 20 degrees F. or below for children under age 2
 - Air quality conditions are over 100.

*When outdoor opportunities are not possible because of conditions, similar activities will be conducted outdoors. Large motor indoor equipment meets national safety standards and is supervised at the same level as outdoor equipment.

Children should have appropriate clothing in the center each day so that they can actively participate in outdoor play activities. Children must wear clothing that is dry and layered for warmth in cold weather, when in the sun they wear sun-protective clothing and apply skin protection. Skin protection must have an SPF of 15 or higher and will be applied to exposed sun (only with written parental permission to do so). Bug spray will be used when public health authorities recommend use. Staff will apply insect repellent no more than once a day and only with written parental permission. Appropriate clothing for winter includes hats, mittens, coats, snow pants and boots. Please label all winter clothing with your child's name. Parents must use common sense when figuring out appropriate clothing for outdoors.

RULES FOR PLAYGROUND

- Before going outside, each child will be required to go to the bathroom and get a drink of water.
- Children will not be allowed to come inside alone; this is a safety concern.
- Water may be taken out to the play area.
- Children will always keep sand and sandbox toys in the sandbox.
- Staff members should not group together on a playground but should move around to provide adequate supervision. Further rules and instructions will be given during orientation.
- Swimming and wading pools will never be available at the center.

Night Care

Altoona Family Child Care Center will offer care from 9:00pm-10:00pm Mon-Fri. All staff at AFCCC will coordinate schedules with parents on how the child will spend their time during night care at the center. For children over two, mats and blankets will be provided for children to sleep in until parents arrive to pick them up. For children under two cribs & Pac n' plays are available for sleep. We recommend that parents bring pajamas and toothbrushes, but extra sleeping garments & toothbrushes are available for children upon parental request and/or need. AFCCC will also offer dinner at 5:30pm and two pm snacks at 7:00 and 9:00. Children who are awake will be offered an area away from sleeping children where they can engage in activities. In case of an emergency the center is equipped with an emergency lighting system.

Child Guidance Policy

Each classroom at Altoona Family Child Care Center will be arranged to allow for the children to safely learn through play. Our program will involve different techniques that allow for the children to learn responsibility, autonomy, empathy, self-esteem, self-respect, sharing, caring as well as teaching boundaries and how unacceptable behavior will be handled. All teaching staff are responsible for the care of the children enrolled in their group. Staff that are counted in staff to child ratios are required to be always within sight or sound of all children (including when they are sleeping). Staff are required to position themselves so someone can always hear and see any sleeping infants, toddlers, or twos, including when staff are engaged with other children who are awake.

Altoona Family Child Care Center is equipped with 9 classrooms. We strive to keep infants and toddlers together with their teaching staff for five months or longer in their classrooms.

Guidelines, Limitations & Discipline

All the staff at Altoona Family Child Care Center is responsible for setting guidelines and limitations for their individual classroom based on the age of the children they are caring for. Along with these guidelines and limitations will be some logical consequences that will be strictly enforced. Some examples of these things would be:

- While waiting in line to get a drink, if a child tries to push or shove another child, the child that did the pushing would be moved to the end of the line while those that were waiting in line nicely go before him or her.
- If a child refuses to clean up some toys after being asked repeatedly, the child may be told that those toys will be off limits for them until the next day.

We understand that there will be times when a child will become distraught, fussy or won't quit crying. Our first action in these situations will be an attempt to determine the cause of the distress. It may be related to a basic need such as hunger or discomfort, or it may be that the child just needs some extra time and attention. We understand that crying is normal, and that all babies will have times when they cannot stop crying. At these times, we will stay calm and will do whatever we can to soothe your child. Sometimes this may mean just allowing the child to cry for a few minutes and then trying again. However, there also may be times when we need your advice or assistance, and we won't hesitate to call you if we feel that it is necessary.

Child guidance will be handled in a caring manner and will emphasize redirection and positive behavior alternatives. Children will be encouraged to solve problems for themselves as teachers model positive behavior. All children ages 2 and above will have behavior charts in their classroom that recognize positive behaviors and reward the children for these behaviors. A ticket system will be utilized to reward these behaviors.

If a child's behavior becomes unsafe for the child or others, that child may be removed from the classroom away from others (office, hallway, or another area of the classroom) until the child calms down and is ready to talk about his/her behavior. The child will then be walked back to the classroom to try again. If biting becomes an issue a child will follow the additional protocol. If skin is broken in a biting incident the child will be sent home and may return the next day. If excessive biting occurs our discharge policy will be followed. For the child that was bit, the wound will be washed with soap and water. If additional care is needed, families will be contacted.

Timeouts

There will often be times when children make poor choices; it is part of being young. During these times, children may be given a time out period. These periods will never exceed three minutes. Time outs will not be given to a child under the age of three. Those children may be redirected, or their attention turned to another activity. A time out consists of having the children sit quietly near the teacher. No toys are to be given during this time, as this is time intended for the child to think about the situation and how they might behave later. Following the brief time out, the teacher and child will discuss how the situation disrupted the class, how it could have been handled differently, and if the time out was the result of child hurting someone else, an apology would then follow, and the child would return to the activity they were taken away from. Teachers will always let the children know that their future good behavior is appreciated by everyone.

In accordance with DCF 251 Licensing Rules for Group Child Care Centers, actions that are aversive, cruel, or humiliating and actions that may be psychologically, emotionally or physically painful, discomfoting, dangerous or potentially injurious are prohibited. Prohibited actions include spanking, hitting, pinching, shaking, slapping, twisting or inflicting any other form of corporal punishment on the child; verbal abuse, threats or derogatory remarks about the child or the child's family; physical restraint, binding or tying the child to restrict the child's movement; enclosing the child in a confined space such as a closet, locked room, box or similar cubicle; withholding or forcing meals, snacks or naps; or punishing a child for lapses in toilet training. These forms of punishment will never be used, even at a parent's request.

Toilet Training & Diapering

Altoona Family Child Care Center will work with parents to make toilet training as effortless as possible. We cannot begin toilet training for any child earlier than eighteen months of age. Experiences in toilet training have shown that children around two years of age are the most willing to learn and want to be doing whatever their peers are doing. We ask that once we begin the process of toilet training, parents provide the teacher with extra clothing in the event of accidents. We will send home any soiled or wet clothes in plastic bags as these accidents occur.

The use of cloth diapers while at daycare is not permitted. Any clothing that is soiled by urine or feces is immediately placed in a plastic bag (without rinsing or avoidable handling) and will be put onto the child's hook to be sent home that day for laundering. All diapers will be checked and changed at least every two hours by staff when children are awake or upon waking. All children's diapers will be checked once they awake from nap times. Diapers are changed when wet or soiled. All soiled clothing and diapers will be changed in designated changing areas that is separated by a partial wall or at least three feet from other areas that children use and is exclusively for one designated group of children. Changing areas will not be used to set temporary objects and especially not for any object involved with food or feeding. Children will be supervised, and caregivers will have one hand on the child while they are on an elevated changing table. Policies and procedures for changing diapers and sanitary precautions will be posted near the changing area and followed by all staff. Changing procedures are used to evaluate staff who change diapers. All containers that hold soiled diapers and diapering materials have a lid that opens and closes tightly by using a hand's free device. These containers are kept closed and are not accessible to children. Staff that change diapers and prepare food do not change diapers until their food preparation duties are completed for the day.

Health Care Policy

Health Exam

Once enrolled, each child that attends Altoona Family Child Care Center must have a completed Health Form signed by a licensed physician, stating that they are healthy and able to attend day care. Each child is also required to have a physical examination not more than six months prior to, or within the first thirty days, of their first day of attendance. Children under the age of two are required to have an updated physical exam and health form signed every six months. Children over the age of two are required to have an updated physical exam and health form signed every two years.

Administer Medication

Medication will only be administered if the parents submit a signed consent form. Medication must be in its original container. Non-prescription medicine will not be given for a period of more than seven days. Once medication has been administered to a child it will be logged into the medical logbook. All entries into the medical logbook will include the child's name, medicine name and dosage, date and time administered, and the initials of the person that administered the medicine. All staff are trained specifically on how to administer medication during orientation by practicing the 5 rights of administering medication. Medicine will be stored in a covered, locked container that is labeled and out of the children's reach. Medication that must be readily available to children is stored in a covered container that is out of the reach of children but easily accessible to staff if needed. Medication that requires refrigeration will be kept in a covered container clearly labeled and kept in the refrigerator located in the kitchen. The medical logbook will be kept in each room to ensure that the person that administers the medication logs the information immediately following the procedure. If we miss a dosage the parent will be contacted and will decide whether to administer it or not. If a child has a specific medical procedure, then there will be at least one staff member at the center when the child is present that is specifically trained in the procedure.

Allergies/Other Health Issues

Enrollment paperwork requires parents to document child allergies or food intolerances. This information will be shared with teachers working with that child as well as posted in a confidential place in your child's classroom and the kitchen. Weekly menus are posted on the kitchen door. If your child is allergic, that food item will not be served in the child's classroom. If there are foods you would like us to avoid, please document them on the menus. If a child has any special feeding needs all food consumed by the child will be documented and provided to the family in the Procure App directly after the meal.

If a child is bitten the wound will be washed with soap and water and an ice pack will be applied.

Definitions

To comply with state regulations and protect the health of other children and staff at Altoona Family Child Care Center, a parent must keep their child home, or return to the center to pick up their child, in any of the following symptoms are evident:

Rashes Children with contagious rashes will not be allowed to attend Altoona Family Child Care Center. Any rash that cannot be explained or is questionable, will need to be seen by the child's physician and a note will be required verifying that the rash is not contagious before the child may return to the center.

Diarrhea Children having diarrhea (including diarrhea associated with teething or diarrhea that is the result of certain medication) at a rate of three times within a two-hour period or a total of two "blow outs" (with or without other symptoms) of underpants or diapers in a one-day period will be sent home and unable to return to the center until they have gone twenty-four hours without these diarrhea symptoms.

Head Lice Children that have been diagnosed with head lice will be allowed back at the facility once all nits and bugs have been removed from their body.

Fever Children with a fever of 101 degrees or more (even if associated with teething), should refrain from attending day care. We will not administer medicine to hold down a fever. Children that are sent home with a temperature of 101 degrees or more are unable to return to childcare until they have been fever free for a period of at least twenty-four hours without the use of medication.

Pink Eye Children with pink eye or any eye inflammation will be sent home and unable to return until the inflammation has been diagnosed and/or treated. We ask that the child return only with a note of readmission from their physician.

Vomiting Children will be sent home and are unable to attend until the next day.

Chicken Pox Children that have been diagnosed with Chicken Pox will need to remain out of the center until all of the pox has scabbed over. This is usually a period of five to seven days.

Communicable Diseases Children with any communicable disease will be removed from the center and will only be readmitted after being absent for the number of days recommended by the Eau Claire County Health Department and/or the child's physician.

Miscellaneous Any child with a bacterial diarrhea infection, hepatitis, infectious mononucleosis, strep or staph infections or tuberculosis must have doctor's written permission to return to Altoona Family Child Care Center. The Doctors document must note that the child's condition is not contagious.

Ill Child

If a child develops any of the above illnesses while at Altoona Family Child Care Center, they will be kept in Administrator or Directors Office until their parents arrive to pick them up. The child will be given the opportunity to rest on their cot or play quietly with a separate collection of toys kept in a container for the sole purpose of being used by ill children waiting to be picked up. All toys will be sanitized after the child has finished playing with them and before any other child can play with them.

The Administrator or Director is responsible for posting the illness once a child is sent home ill, or the parents have notified us of the child's illness. Included in the posting will be the following information:

- The nature of the illness
- The classroom of the effected child
- Date of Diagnosis

If an illness is present in the center that is a vaccine-preventable disease, any under immunized children specific to that disease will be sent home immediately and will remain out of the center until further notice.

Confidentiality

Never will the name of the child with an illness be posted or given out to anyone other than the Altoona County Health Department and licensing department. We are responsible for contacting the health department in the event of a child being sent home or not attending due to a communicable illness such as chicken pox, head lice, hepatitis, mononucleosis, or tuberculosis.

We will do our best to substitute within our means for children limited to specialty menus- vegetarian, kosher, etc. If your child has an extreme substitution request, it will be the responsibility of the parents to provide their meals. It is the responsibility of the parents to inform the Director or Cook of any food their child cannot eat due to allergies or other needs. All food allergies will be posted in the kitchen and appropriate classrooms where all employees can easily find them yet will be kept confidential.

Sanitizing and Cleaning

All surfaces in the facility are cleaned and sanitized at least daily. Staff are supplied with gloves and trained to use proper procedures and standard precautions to help prevent the spread of bacteria that could potentially cause illness. Any materials that are contaminated with bodily fluids are placed in a plastic bag, sealed, and sent home or disposed of in a closed container. When bodily fluids are spilled onto the floor, they are wiped up immediately and then cleaned thoroughly using a carpet shampoo after the children have vacated the room for the day.

Every night from 5:30-7:30 and any time a child is sent home with any type of communicable illness, cleaners will come in and are responsible for sanitizing all toys and equipment in the room. As a part of their orientation, each employee of Altoona Family Child Care Center will be trained in the proper way to sanitize toys. We will use sanitizer that meets with the state requirements, and make sure that the toys are left to air dry for a period of no less than two minutes. Altoona Family Child Care Center will not sanitize the toys by dunking or soaking them. Each toy will be individually wiped with a towel dampened with sanitizer. The toys will then be placed on a clean surface and allowed to air dry. This procedure will not be done while the children are trying to play with the toys or equipment. All staff responsible for sanitizing the toys and equipment will be wearing gloves while doing this and any other cleaning. Toys in all rooms will be sanitized at least 3 times a week.

Employee Health Training

All new employees at Altoona Family Child Care Center will be trained the following procedure on hand washing, first aid and health precautions and how they apply to their daily activities:

Any employee of Altoona Family Child Care Center shall wash their hands with soap and warm running water before handling any food, after assisting with toileting, diapering, and after wiping any bodily secretions from a child with a disposable tissue. Single use disposable gloves should be worn if there is any contact with blood, bodily fluids that contain blood, bodily secretions, feces, urine, or any other body fluids.

Teachers are also responsible for teaching and implementing hand washing skills to the children in their care. Children are to wash their hands upon entering the center daily as well as before and after eating, after toileting, and after any other activity that includes foreign matter. (Dirt, paint, etc)

Wet or soiled clothing and diapers shall be changed promptly from an available supply of clean clothing.

Each person hired to work at Altoona Family Child Care Center must provide a negative TB test and physical exam report prior to assuming their position as a childcare worker.

Medical Emergency

Should Altoona Family Child Care Center need to remove a child due to a medical emergency, the child and one representative from the Altoona Family Child Care Center staff will be transported by ambulance provided by the Altoona Volunteer Fire Department to Luther Midelfort unless a different hospital is indicated in the child's file. The staff member will remain responsible for ensuring that the child's file (including the permission to transport form, immunization form, and all other medical information) goes to the hospital with the child. The child's parent(s) will be called, and it is expected that they will meet the Altoona Family Child Care Center employee at the hospital as soon as possible.

Right to Refusal

Altoona Family Child Care Center has the right to refuse to care for a sick child. If your child develops any of the above symptoms while in our care, you or your alternate will be required to pick up your child immediately. If the child is not picked up within an hour of AFCCC calling a \$5.00 for every 15 minutes or portion thereof charge may be assessed. If AFCCC must call a parent to pick up a child that has been dropped off for care too ill to participate in the day the child will also be required to stay at home the following day. Your child may return to care 24 hours AFTER symptoms of illness end. Which means if your child is sent home with a fever, diarrhea, or vomiting they cannot return until they have been symptom free for 24 hours without the aid of medications. AFCCC is responsible for the health and wellbeing of many children so we will closely follow health department regulations when it comes to illness. We understand and respect your need to be at work, but your cooperation is extremely important in this.

Universal Precautions

1. Center staff shall adopt universal precautions when exposed to blood and blood containing body fluids and injury discharges of all children.
2. All persons exposed to blood or blood containing body fluids and tissue discharges shall wash their hands immediately with soap and warm running water.

3. Single use disposable gloves shall be worn if there is contact with blood containing body fluids or tissue discharges. Hands shall be washed with soap and water after removal of gloves. Gloves shall be discarded in plastic bags.

4. For spills of vomitus, urine, feces, blood or other body fluids, center staff shall clean and disinfect the floors, walls, bathrooms, tabletops, toys, kitchen countertops and diaper changing tables.

Sudden Infant Death Syndrome (SIDS)

To reduce the risk of SIDS we will do the following:

- Children under one year of age:
 - Child will be placed to sleep on his or her back in a crib unless the child's physician authorizes another position in writing.
 - Child will not sleep in a crib or playpen that contains materials such as sheepskins, pillows, fluffy blankets, bumper pads, or stuffed animals.
- Children 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 a 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.

Special Needs Children

Children with special needs will be properly cared for at Altoona Family Child Care Center. The child's personal information will be shared with the staff so that everyone is aware of his/her defined needs. We will partner with parents and other professions to develop and implement an individualized plan that supports the child's inclusion and success. If you or our staff believe that your child needs additional help, special needs resources will be made available to families based on an availability factor.

One-on-one care or specialized care will be an option for children that require it, if available. If you believe your child may need one-on- one care, please talk to a director to set up a payment contract. Payment will be more than regular tuition at the center. If you are on state assistance your co-payment may be higher. Payment will be determined at the time the contract is made or state authorization comes through if applicable.

Nutrition Policy

Altoona Family Child Care Center will serve breakfast, lunch, dinner and 3 additional snacks every day. All meals will be served to children family style in the children's classrooms. Children and staff will communicate during mealtimes in an appropriate manner. Socializing during meals is highly recommended. Staff will supervise all meals and snacks. Staff will properly guide meals and demonstrate appropriate eating time routines. AFCCC participates in the Child and Adult Care Food Program which regulates the amounts and portions of all components served to children in our care. We promote healthy eating and limits sugar, juice, sodium, and saturated fats in all our meals. Each child will be served the appropriate portions required by CACFP and USDA guidelines. If your child has a special diet, please communicate what your special circumstances are and how you would like your needs met. All meals and snacks that are served will be prepared at the center and according to the state guidelines as set forth in the Licensing Rules for Group Day Care Centers and USDA requirements. Staff will sit and eat with the children and engage the children in conversations during snacks and meals.

In accordance with Federal law and U.S. Dept. of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Ave, SW, Washington, D.C. 20250-9410 or call (800)793-3272 or (202)720-6382 (TTY). USDA is an equal opportunity provider and employer.

Food Service Personnel

1. Personnel who help prepare meals shall:
 - a. Be at least 18 years of age.
 - b. Wear clean clothing and effective hair restraints such as hair nets or caps.
 - c. Wash their hands with soap and warm running water before starting work, before and after handling food, and after using the toilet. Hand shall be dried with single use towels.
2. No one with an open infected wound or sore may work in the food preparation area unless the wound or sore is covered and, if it is on a hand, a nonporous glove is worn on that hand.
3. All Personnel will complete orientation and training provided by the center and will document annual training of at least 4 hours in kitchen sanitation, food handling and nutrition.
 - a. Dishwashing will be done in a commercial dishwasher. Once clean all dishes will then be air dried in the kitchen area.
 - b. The kitchen is always to be kept clean.

The only time that the employee hired to cook at Altoona Family Child Care Center can be included into the staff to child ratios, is when the employee is done with all of the duties that relate to cooking, and they can provide uninterrupted attention to the children. The employee must also have taken the necessary course that would qualify them as a childcare teacher or assistant teacher.

Food Handling Training for Staff

1. Raw fruits and vegetables shall be washed before being served or cooked.
2. Food returned from individual plates or from dining tables shall be discarded.
3. Leftover prepared food which has been served shall be dated, refrigerated promptly, and used within 36 hours, or frozen immediately for use later.

4. Potentially Hazardous frozen food shall be thawed in the refrigerator, under cold running water or on the defrost setting in a microwave oven. Not by leaving it at room temperature. Never use plastic or polystyrene (Styrofoam™) containers, plates, bags, or wraps when microwaving children's food or beverages.
5. All expired food will be disposed of immediately.
6. All food will be purchased from a licensed grocer and transported to the center by an AFCCC employee. Once at the center the food will be stored at the proper temperature.
7. Any non-frozen leftovers will be discarded after 72 hours.
8. Never is any food or drink heated up using Styrofoam utensils.
9. Never use plastic or polystyrene (Styrofoam™) containers, plates, bags, or wraps when microwaving children's food or beverages.

Menus

All menus prepared at Altoona Family Child Care Center will be posted on the kitchen door. The menus will be planned at least two weeks in advance and include a variety of foods that meet with the USDA daily requirements. Any changes made to the menu will be recorded and kept on file, and the change will also be posted in the main entrance hallway. Example: Mealtime routines will always be followed, for routines see "Daily Schedules." If parents would like to bring in "treats" for children's birthdays or other events, they may do so. AFCCC does require that they include a list of ingredients that the dish was made of, for allergy reasons.

If our menu items are not appropriate for infants and toddlers that are eating center food, a substitution will be made within that same food group. If the request is of substantial proportion, we may ask that the parents supply substitution or meals for that child. Infants or toddlers will be fed on demand in accordance with their own schedules. Infants will be held when bottle-fed, whenever possible. All new foods will be introduced according to their parents' wishes.

All children in the early morning and late afternoon will be offered snacks when dropped off before they are picked up. School age children will be given a snack when they arrive at the center after school. A pm snack will be offered at 7:00pm and small snacks will be offered throughout the night to children that are awake.

Infant Room Food Preparation Policy

All bottles are prepared according to the manufacturer's directions located on the label or according to parents and / or healthcare provider's instructions and warmed in a bottle warmer or sink (bottles are warmed to a temperature less than 120 degrees and no longer than 5 minutes.). Bottles will not contain any solid foods nor is solid food offered to infants younger than six months unless a healthcare provider supplies instructions otherwise. All breast milk must be labeled and dated with the child's name and date the milk was expressed. Staff discard any formula or breast milk that is not consumed after one hour. Altoona Family Child Care Center promotes breastfeeding and the use of breastmilk. We have an area set aside for mothers to breastfeed or pump. Freezer space available to accommodate storage for breastmilk. Educational materials are available at the front desk and more information upon request.

Any personal infant bottles must be clearly marked with the child's initials, including covers and collars. This will help avoid confusion in preparing bottles and food, returning used bottles. The staff of Altoona Family Child Care Center will take all used bottles to our kitchen after each use to be sanitized and washed. All bottles and meals will be documented daily with the type and quantity. This information will then be shared in the Procure App with families upon finishing the meal.

Fire, Tornado, Missing Child and Other Emergencies

Fire Evacuation Plan

In the event of a fire or other emergency that would lead to the evacuation of the building, all Altoona Family Child Care Center employees will have been successfully trained as to the correct procedure for evacuation. Each classroom will have an emergency exit plan posted on the wall nearest the door. Each plan will allow for two exit options, an original and an alternative, as well as a prearranged meeting location where the children and teachers will meet following the evacuation. This prearranged meeting location will be at the business next door. Both exit plans are handicap accessible and all teachers will be held accountable for the safe exit of all children in their care at that time, as well as attendance reports for tracking children.

Our evacuation plan will be practiced monthly as well as our Tornado Safety Plan. Upon completion of the drill, we will document the date, time, and actual amount of time that it took to successfully complete the fire or tornado drill. This documentation will be kept up to date, and posted in the Administrator or Directors office, and a copy of this documentation is forwarded to the State Licensing Department on a yearly basis once completed. This documentation also includes our weekly required checks that ensure that all smoke alarms and fire extinguishers are maintained and in good working order.

Employee Training

As a part of their orientation, all employees of Altoona Family Child Care Center will be trained in the correct use of a fire extinguisher and where each one of them is located within the center. They will be shown the exit plans for each classroom and reminded that they are responsible for ensuring the safety of the children should they need to evacuate the center. All Staff members have been educated in Adult & Pediatric First Aid and Pediatric and Adult CPR. All staff have been trained in how to handle allergic reactions. Epi-pens are on hand for children that have been prescribed them. Staff have been made aware and trained in using epi-pens. If a child has an allergic reaction staff will react immediately with the use of an epi-pen and 911 will be called. All emergency numbers are located near all telephone outlets.

Tornado

In the event of a tornado, it is the responsibility of the Teachers to take with them the daily attendance report and the Administrators responsibility to bring emergency files with parent names and phone numbers. Their first and most important priority is to make sure that all of the children and staff are safe. In the event of a tornado warning or severe weather, the children will be taken to the bathrooms. Blankets and a portable radio and flashlight, with extra batteries for both, are always kept in the tornado shelter area. Special evacuation considerations will be made for those with physical and mental disabilities.

Missing Child

In the event of a lost child, all areas of the center will be put locked down and checked. A head count will be done in each classroom. If the child cannot be found, the child's parents and / or emergency contact and the police will be notified immediately.

Temperature

Each classroom at Altoona Family Child Care Center will maintain a temperature of at least 68 degrees and no more than 80 degrees at all times of center operation.

Contact Person

There will always be a second adult available within five minutes of the center. The name, address and phone number of this person shall be posted in the break room, along with their signature stating that they are available to come whenever needed. A motor vehicle will always be available at the center in case of emergencies.

A listing of all emergency telephone numbers-Fire Department, Police Department, Rescue Squad and Poison Control will be posted by each phone at Altoona Family Child Care Center.

Non-Life Threatening and Life-Threatening Injuries

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about minor injuries through Procure app and/or when they pick their child up. Parents will be called immediately for any head wounds or injuries needing additional consideration. AFCCC staff are not able to remove wood ticks or splinters. Parents will be notified immediately for removal assistance.

If there is a need for emergency medical treatment, 911 will be called and the child will be taken to Luther Midelfort. Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. If possible, we will ask that the ambulance take your child to the emergency medical facility that you designated on the child enrollment form.

Other Emergency

If there is a danger or potential risk to the public and/or the children in our care (air pollution notice, public health related issue, etc) parents will be notified via Procure App what our requirements are. ex. Air pollution notice- children will not be allowed outdoors.

Fieldtrip Injury

If there is a need for emergency medical treatment whether at the center or on a field trip, 911 will be called and the child will be taken to Luther Midelfort. Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. If possible, we will ask that the ambulance take your child to the emergency medical facility that you designated on the child enrollment form.

Transportation Policy

Altoona Family Child Care Center will be contracting transportation for field trips through Eau Claire Transit. They have the appropriate insurance coverage and alarm systems to meet state and local requirements for transporting children to and from a licensed childcare facility. Altoona Family Child Care Center will be responsible for each child during transportation and while the children are in our care. To ensure that no child is left behind attendance will be checked when boarding and exiting the vehicle. Each staff member is given a list of children that they are responsible for. Staff will periodically count their children to make sure that no child is left behind during transitions. Smoking is prohibited in all centers contracted vehicles while in use by the center. Each parent will have to sign a transportation authorization form for their child to be transported by the facility.

When a field trip is planned parents will be notified in writing and asked to sign a permission slip (field trip authorization form) to allow their child to attend. A fee may be put in place to pay for costs accrued from this event.

When on a field trip all emergency medical documentation (Transportation Permission, Parent Contacts, Emergency Contact, Physician Contact, Emergency Medical Consent) filled out by parents will accompany the children as well as first aid kits. Teachers will be responsible for these items. Teachers will also be responsible for daily attendance sheets and keeping an accurate record of who is in their care and their whereabouts. If a child is signed up for a field trip but does not show up on time a parent will be contacted within 15 minutes to see if they will be accompanying the rest of the class.

When 9 or more children are on a field trip there shall always be at least 2 childcare workers with the children and all staff to child ratios shall be implemented when on field trips.

When on a field trip all meals will still be at their scheduled times and center provided. In some cases, Altoona Family Child Care Center may ask parents for a small fee to implement meals from other sources. We do participate in walking field trips with the children around the center. During this time staff will take a cell phone in case of an emergency. If we attend a swimming field trip, all licensing ratios will be followed, and lifeguards will be present.

Pest Management

If pests are found on the premises, Altoona Family Child Care Center will take all precautions to eliminate or reduce any harmful chemical exposures within the center. An outside resource will be used to exterminate the pests that are found to be on the premise using non-toxic pest management techniques.

New Employee/Volunteer Orientation

Upon hire, each new employee/volunteer of Altoona Family Child Care Center will be given a copy of their own copy of the Policy & Procedure Manual and an Employee Handbook. They will be required to preview each and become familiar with all policies and procedures at Altoona Family Child Care Center. The final page of the Employee Handbook requires their signature verifying that they have read and understand the book and their responsibilities. They will also be required to review and understand the State Licensing Rules and how those rules apply to their position.

The first week of employment/volunteering at Altoona Family Child Care Center will be the new teacher's orientation period. During this week, the Director will ensure that the new staff person is oriented in the following areas:

- AFCCC Policies and Timeframes for completion
- Licensing Rules & Regulations
- Center Contingency Plans including fire and tornado evacuation plans and the operation of fire extinguishers.
- Prevention and response to emergencies due to food and allergic reactions
- First Aid Procedures
- Administration of Medications
- Job responsibilities as they relate to their job description.
- Training in the recognition of childhood illnesses and infectious disease control including hand washing procedures and universal precautions for handling body fluids.
- Schedule of activities of the AFCCC
- Review of child abuse and neglect laws and center reporting procedures
- The procedure for ensuring that all childcare workers know the children assigned to their care and their whereabouts at all time.
- Child Management techniques
- Procedure for sharing information related to a child's special health care needs including any physical, emotional, social, cognitive disabilities with any childcare worker who may be assigned to care for that child throughout the day and confidentiality.
- Review of procedures to reduce the risk of Sudden Infant Death Syndrome (SIDS) prior to employee's or volunteer's first day of work
- The procedure to contact a parent if a child is absent from the center without prior notification from the parent.
- Information on any special needs a child enrolled in the center may have and the plan for how those needs will be met and confidentiality.
- Building and physical premises safety, including identification of and protection from hazards, bodies of water, and vehicular traffic.
- The handling and storage of hazardous materials and the appropriate disposal of bio contaminants.
- Training in techniques of evacuating sleeping children in an emergency during night hours.
- Emergency training including first aid, CPR, AED
- Procedure for tracking transported children.

During their orientation every employee of Altoona Family Child Care Center will be taught the importance of sanitizing toys and equipment, wearing gloves, hand washing and administering first aid to an injured child (including proper training as it relates to a bleeding child). Orientation will be documented on a form provided by licensing.

Continuing Education for Employees

All employees of Altoona Family Child Care Center are required by the State of Wisconsin to participate in Continuing Education. AFCCC will document and track all Continuing Ed submitted by the employees. All employees that work more than twenty hours per week are required to provide themselves with twenty-five hours per year, and an employee that works less than twenty hours per week needs to have fifteen hours per year. Altoona Family Child Care Center will provide a few continuing education hours in service training for their employees, but the ultimate responsibility remains that of the employee. Continuing Education shall include, but is not limited to the following:

- Formal courses, resulting in credits or continuing education units
- Workshops or conferences concerning childhood education
- Training in emergency procedures including CPR and AED
- Training in identifying and handling childhood illness
- Child Abuse and Neglect- annual training and reporting process
- Fire extinguisher and training
- Private Reading. Documentation must be proven

Participation in any or all of these must be documented with a certificate of participation. This certificate will be posted in the employee's classroom, and a copy will be kept in their employee file in the Administrator or Directors Office. Altoona Family Child Care Center employees that are responsible for food preparation for the children will be required to take part in a training program that is at least four hours and covers sanitation, food handling and nutrition as it applies to childcare centers.

Any Continuing Education hours that are obtained through credit courses can be carried over for a period of two years from the date of completion of that course. Continuing Education payments will not be reimbursed by AFCCC.

It is required by the State of Wisconsin that licensed childcare centers hold meetings on a monthly basis. These meetings are to be used to discuss problems, issues or information pertaining to appropriate teaching methods, upcoming events, etc. There is written documentation of these meetings and attendance records from them kept in the Administrator or Directors Office. The State of Wisconsin also requires that any staff members working directly with children in licensed center must have current infant and child CPR certification.

Altoona Family Child Care Center employees that are responsible for food preparation for the children will be required to take part in a training program that is at least four hours and covers sanitation, food handling and nutrition as it applies to childcare center.

Policy Handbook Contract

The following contract pertains to the policies set forth in the Parent Policy Handbook governed by the Altoona Family Child Care Center. It is the Parent's responsibility to read the Policy Handbook completely before signing and it is the Parent's responsibility to abide by all the policies stipulated in the Policy Handbook. This is a legal and binding Contract and signing it obligates you to this Contract legally.

Parent Initial: _____

Contract

I hereby acknowledge that I am aware of the conditions stated in the Altoona Family Child Care Center's Policy Handbook and agree to abide by the above signed policies and requirements in conjunction with the financial agreement and the Agreement for Child Care Services. This Contract is in effect for the year of 20____.

Parent Signature _____ Date _____

Parent Name _____

Administrator/Director Signature _____

Child Name: _____

Address: _____

Date of Birth: _____

Start Date: _____
