

Parent Handbook
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Welcome to The Sycamore Tree!

We believe that every family helps to make The Sycamore Tree successful. We hope that you will be proud to belong to The Sycamore Tree family.

This handbook describes many of our policies; however it cannot be possible to cover every situation which can arise. You are encouraged to speak to any staff member or call a member of the Administration Team if you have any questions or concerns. We are always looking for ways to improve our service, and we need your feedback to do so!

We hope that your experience here will be enjoyable and rewarding for you and your child. Again, welcome!

The Sycamore Tree is a non-profit, faith based child care center located in Hartford, WI. As a non-profit center, we are run by a board of directors which is primarily made up of parents of children of the center as well as other community members.

The day to day operations of the center is overseen by our administrative team. If you have a concern or issue, you are encouraged to call either the Director or Program Coordinators of the center for help in resolving your concern.

Organization Description

Responding to the need for quality child care which integrates Christian values, The Sycamore Tree - A Christian Child Care Center, Inc. opened its doors to the Hartford community in 1991. The Sycamore Tree is a non-stock, not for profit organization operating under the licensure of the Department of Health and Family Services and the State of Wisconsin. While the center began at Redeemer Lutheran Church, it is non-denominational and a separate entity operating with a Board of Directors.

The Sycamore Tree serves children 6 weeks through 12 years old; it is a home away from home for your children. Each classroom is equipped with age appropriate equipment and staffed with professionals trained to care for your child's physical, social and cognitive development. Our current license capacity is 190 children.

In June of 2011, Sycamore Tree combined all of our sites into one building.
Our address is:

Sycamore Tree
310 N Wilson Ave.
Hartford WI, 53027

Sycamore Tree hours of operation are from 6:00 a.m. to 6:00 p.m. Monday – Friday.

For your child's health and that of our staff, smoking is not permitted anywhere on the Sycamore Tree premises.

Sycamore Tree provides the best in early childhood care and education. The Sycamore Tree participates in the Young Star quality rating system and is proud to be recognized as providing high quality care. Sycamore Tree is Nationally Accredited through the National Accreditation Commission. The current rating will always be posted.

Philosophy

Sycamore Tree Christian Child Care Center is a program and service that offers developmentally appropriate curriculum and we strive to enhance social, emotional, physical and intellectual growth in young children. Our program fosters Christian values, curiosity, creativity and self-esteem by taking into account children's abilities and interests. Child initiated and teacher supported play is an essential component of our program.

Mission Statement

Sycamore Tree Christian Childcare Center believes that our program and services offer developmentally appropriate curriculum and we strive to enhance social, emotional, physical and intellectual growth in young children age 6 weeks to 12 years old.

Customer Parking

Please use the first row of parking spaces when dropping off or picking up your children. These are designated for parent parking. There is absolutely no parking right in front of the building as this is the emergency and bus lane. No parking in any part of the roundabout. **Under no circumstances are children allowed to enter or leave the building without an authorized adult!**

Please obey “No Parking” and “10 MPH” signs posted throughout the lot during business hours (6:00am-6:00pm). Violators may be ticketed.

Since Sycamore Tree is a smoke free zone, there is NO SMOKING anywhere on Sycamore Tree property including the parking lot.

IMPORTANT NOTE:

Children are not allowed to open the doors. This is an important safety concern, especially at pick up and drops off time when traffic is high. Please do not allow your child open the door!

101 Admission Policy

Effective Date: 1/1/2007

Revision Date: 7/12/17

New families will participate in Parent Orientation prior to your child's first day. Orientation includes: center tour, meeting with child's teacher, policy and handbook overview, and an enrollment packet. At the time of enrollment, a registration fee must be paid. Admission will be based on classroom availability, if there is no opening we will put the child on a waiting list. Families will select a program out of our enrollment options. Tuition is based on your selected program. Families receiving WI Shares Assistance will be required to pay a weekly co-pay. When your child is accepted, an enrollment packet will be given to the family. The following forms are required and must be completed at least 2 working days prior to your child's first day of attendance.

- Child Enrollment Form
- Health History and Emergency Care Plan
- Health Report (must be completed by a physician)
- Immunization Record
- Emergency Information
- *Under 2 years old:* Intake form for children under the age of 2, Swaddle Form, Infant Meal Notification Form, Infant Daily Schedule
- Signed parent handbook acknowledgment form
- Schedule
- Questionnaire for preschool children
- Emergency Card
- Asthma Action Card / Authorized pick up list
- Signed Contract for Services
- Financial Policies Agreement / Fee Payment Information (ACH forms)
- *School Age:* Alternate Release Form (Bussing Agreement)
- Media Release Form
- Sunscreen Permission Form
- New Family Orientation sign off / Check List
- HSIS- Food Program Sheets
- Parent Communication

Also included in your enrollment packet, is an income verification form (HSIS) from the USDA food program. The use of this form is voluntary; however it will help the center to defray the cost of the nutritious meals and snacks served to your children.

102 Financial Policies

Effective Date: 1/1/2007

Revision Date: 7/12/17

Registration Fee: There is a \$75 fee per family (non-refundable) payable upon registration. Annual registration fee must be paid by the first of March. New families that enrolled after September will not be billed the registration fee the following new year. Registration fees are applied toward the annual licensing fees and insurance costs.

New Child: All enrollment papers and registration fee must be filled out and paid for before the child starts.

Attendance: Guardians are responsible for escorting their child into and out of the building on days of attendance. If your child will not be attending on a regularly scheduled day, the center must be notified as soon as possible.

Family Discount: A discount is provided to families with multiple full-time children in the 4K program and under. (\$10 for a 4-Day program and \$20 off for 5-Day program)

Payments: Upon enrollment, the parent will sign a contracted weekly schedule. Payment is due each week, regardless if a child attends or not. Tuition payments are due on Friday the week in advance of care. Payments not received by 9:00 a.m. on Monday of that week will be assessed a late fee of \$25. If payment is not received by the following Friday, your child will be denied care until all outstanding tuition is paid.

Late Pick-up: The center close at 6 p.m. The parents of any child/ren not picked up by closing time will be charged \$25 for each child.

Holidays: The center is closed for the following legal holidays. **NO** credit is given for center holidays; they are paid days and calculated into your weekly fee.

New Year's Day, Memorial Day,
Independence Day, Labor Day
Thanksgiving Day, Christmas Day

Due to low enrollment, days surrounding the holidays may be closed earlier.

Teacher Training: Two training/in-service days are held each year at full tuition rate.

The first Friday in August and December.

FMLA/ Long

Term- Leave/Holding Fee: When a child is temporarily on leave for situations that are covered under FMLA, a weekly rate of 25% of the normal tuition will be required to reserve that spot, called a holding fee. The spot will be reserved for a minimum of 4 weeks and a maximum of 12 weeks. To qualify for FMLA leave, medical or legal verification may be requested. A holding fee can only be used 1 time per year.

Change of Schedule: Change of Schedule form must be submitted the office one week prior to the child's change in schedule.

NSF Checks: Accounts that have a check or ACH that is returned for non-sufficient funds will be assessed a \$50 fee. If an account has more than one NSF check, we may be required that account be paid with a money order or cash.

Suspensions: If a child has been suspended from the center, tuition will not be reimbursed for the days the child is out on suspension. If a child has been expelled from the center, no credit will be issued for remainder of the week. The Sycamore Tree retains the right to suspend or expel

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any child/ren that it is felt may pose a danger to themselves or others at the center, including staff. In addition, the Sycamore Tree retains the right to deny care to any family whom it is felt that a member of the family may pose a danger to others at the center, including staff. This will be at the discretion of the Administrator and/or Director.

Vouchers: Vouchers are given to the children enrolled in the infant-4K program. Amount of vouchers are prorated based off the child's enrollment date. The vouchers expire each year, on December 31st. Vouchers may be used for tuition credit for center closings, child's absence, or holidays.

Refunds are available for families that leave the center (with a two week written notice) and have a credit on their account.

NOTE: Financial policies are subject to change without notice.

103 Holidays and In-service Days

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Holidays

The Sycamore Tree is closed six holidays each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Should the traditional holiday occur on a Saturday, The Sycamore Tree will be closed on the Friday preceding the holiday. If the holiday occurs on a Sunday, The Sycamore Tree will be closed on the Monday after the holiday. Full tuition is charged for holiday weeks.

We *may* be open limited hours on the following days if enrollment warrants:

- Christmas Eve
- New Year's Eve
- Good Friday
- Friday after Thanksgiving

In-service Days

We are closed for teacher in-service and training days. Specific days will appear on your financial contract each year. Full tuition is charged for those days.

Emergency Closings

Recognizing that our families have to work during inclement weather conditions, the administration and staff makes every effort to remain open during snow emergencies and other weather related issues. However, in the case of a blizzard, ice storm, or any other emergency such as tornado, our closing will be made via WTKM 104.9 FM., WTMJ 620 AM, and Channel 4 WTMJ TV. If possible, you will be notified by staff via calls or social media. This may or may not be possible.

The determination to close will be made as soon as reasonable so parents can make alternative child care arrangements if needed.

104 Non-discrimination and Special Needs

Effective Date: 1/1/2007

Revision Date: 10/22/2013

The Sycamore Tree is committed to complying fully with the American Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a non-discriminatory basis.

No person shall, on the basis of race, color, national or ethnic origin, sex, or disability, be excluded from participation from or denied the benefits of or be subjected to discrimination under any Sycamore Tree program or activity.

The Sycamore Tree is a faith-based center and Christian theology is part of our daily curriculum. The Sycamore Tree will not discriminate on the basis of religious beliefs; however parents should consider that our daily teachings incorporate prayers and Bible stories.

We will accept children with special needs or disabilities whose needs can be met in our setting, provided space is available. Although our program emphasizes a child-centered environment, we are not able to accommodate children who would require a teacher to work solely with them on a one-to-one basis. In all cases, the child must be able to participate and substantially benefit from our program without risk to themselves or other children.

105 Sign In / Sign Out Procedures

Effective Date: 1/1/2007

Revision Date: 7/12/17

Our center is secured by Pro Care Software. Sycamore Tree's sign in and out software, allows for a secure building throughout the day. Parents and other authorized pick up people will be required to sign in and out to gain access to the building. Upon enrollment, parents and other authorized pick up people will be programmed by a fingerprint or a code to sign the children in and out daily; this is a state regulation.

Drop off time is an important time of your child's day and can also be strenuous for your child. In order to help your child make the transition from home to school easier, your child must be accompanied to his/her classroom every day. This is an important safety practice and also gives you a chance to connect with your child's teacher and to exchange information about your child's day.

If someone other than the child's custodial parents or guardians will be picking up your child from the center, prior authorization must be made, in writing or verbally. The parent or guardian is the only person who can authorize the center to release the child to another individual. The Sycamore Tree staff will ask to see a driver's license or photo ID before releasing a child to someone other than his/her custodial parent or legal guardian. You should provide the names of at least two other adults who have permission to pick your child in case of an emergency, on your child's blue emergency card.

The enrolling parent or legal guardian will be required to certify that his/her instructions on releasing the child from the center are in accordance with the law and not in violation of any other parent's or legal guardian's rights. A court order is required to be part of the child's file if either parent is prohibited from picking up the child. The Sycamore Tree will abide by all legally served court orders and will communicate to the parent or legal guardian who enrolled the child that a court order has been served.

Please check your child's cubby or mailbox daily for any notes or other items that need to be taken home. Also please check the communication app daily to see how your child's day was.

Under no circumstances should any child be allowed to find his/her own way into the center or classroom.

106 Parent Notifications & Communication

Effective Date: 1/1/2007

Revision Date: 7/12/17

As a licensed facility, Sycamore Tree follows the **rules for license information**. Any exception rulings and violations are posted on the parent board in the main entrance. Important parent information is also posted by each classroom or communicated via the communication app. Additionally, a copy of the *Licensing Rules for Group Child Care Centers (DCF 251)* is available at the center for parental reference.

The Sycamore Tree **Newsletter** is published regularly to help keep parents informed of special activities, concerns, parenting information, and other news items pertaining to the center. The newsletter will be emailed out and available to print per request.

Sycamore Tree uses **electronic daily communication** that we share with parents about their child's day. This includes: Times in and out of the classroom, activities, behaviors/moods, accidents, injuries, incidents, pictures, reminders, feedings, naps, items needed, milestones your child is meeting, anecdotal notes, and more.

Information on the electronic daily communication is on the following page.

107 Daily Connect



Daily Connect

Effective Date: 7/12/17

Revision Date: 7/12/17

Daily Connect is the program Sycamore Tree uses for electronic daily communication for parents. This is how you will hear about your child's day, times in and out of the classroom, activities, behaviors/moods, accidents, injuries, incidents, pictures, classroom reminders, feedings, naps, items needed, milestones your child is meeting, anecdotal notes and more!

Daily Connect is a downloadable app (costs \$5 one time) for any device. If you do not want to download the app, you can log into: www.dailyconnect.com for free. You will also be automatically emailed a summary of your child's day each evening. We suggest all parents download the app so all of the features the program has to offer are available.

Daily Connect is set up through the email address parents give to the office. Please update the office if your email address changes. When you enroll your child, you will receive an email from Daily Connect on how to register and sign up. This will link your child to Sycamore Tree so you can receive the daily communication.

Children's information is saved in Sycamore Tree's Daily Connect account and is fully secured. Only parents signed up for the individual child and the teachers have access to the child's information.

If you have questions about how to register for the app, how to use the app, or want to know more details about it, please see the office or your child's teacher.

108 Open Door Policy

Effective Date: 1/1/2007

Revision Date: 7/12/17

The Sycamore Tree has an open door policy. We invite parents to special events and encourage them to share their talents, special skills, chaperone on field trips, and to describe occupational roles or cultural heritage to the children. Please let your child's teacher know of your willingness.

Parents are encouraged to eat lunch, breast feed, or simply spend time with their child at their convenience during the day. To develop communication with their child's teacher, parents are encouraged to talk to their child's teacher at drop off and pick up.

Parents are always welcome and encouraged to observe at The Sycamore Tree. In the event a parent has no legal rights to interact with their child or if there is a court order; the parent will be required to get proper clearance from the court before an on-site visit or observation can take place.

The Sycamore Tree is equipped with security cameras throughout the center. Security cameras are to be viewed by the administrative team only.

109 Parent Involvement

Effective Date: 1/1/2007

Revision Date: 7/12/17

The Sycamore Tree tries to be supportive of your parenting role and supplement the development of your child's future in a positive and professional manner. We realize that many parents feel some anxiety when leaving their child at a center. This is a normal part of the adjustment process. The Sycamore Tree Board of Directors mostly consist of parent volunteers who advise the best practices for the program.

Opportunities for parent involvement may include:

- Parent teacher conferences
- Fundraisers
- Parades
- Volunteering in the classroom
- Becoming a board member
- Helping with the Christmas Program
- Field Trip Chaperones
- Parent workshops
- And more

Twice a year, you are encouraged to meet with your child's teachers and review your child's assessment with them. Since each child develops a different rate, it is important to remember that these assessments are simply a tool to help parents and should not be taken as an indication of special need or medical condition. If you are concerned regarding your child's developmental milestones, please speak with your child's teacher, pediatrician or other health care professional. Conferences can be arranged more often if requested

110 Fundraising

Effective Date: 1/1/2007

Revision Date: 10/22/2013

There may be some fundraising opportunities during the year. The Sycamore Tree invites parents to assist in these efforts in order to make the fundraising effort successful.

Helping with these projects benefits the children in many ways. It allows for new equipment to be bought that will enhance the children's cognitive and motor skills as well as for major, non-budgeted renovation.

Examples of some purchases made from fundraising proceeds are:

- Playground renovation
- Classroom materials
- Building updates

111 Program Evaluation

Effective Date: 1/1/2007

Revision Date: 7/12/17

Sycamore Tree families have the opportunity to formally evaluate the program each year through a parent survey. Suggestions to improve the program are welcome at any time. The payment box in the entry way is also a suggestion box if you wish to remain anonymous.

If for any reason a parent feels that any Sycamore Tree program policy, procedure, and/or structure is not in compliance with state licensing rules and regulations, he/she may contact a member of the Administration team to resolve the differences or reach out to the Board of Directors.

112 Media Policy

Effective Date: 11/19/2013

Revised Date: 11/19/2013

The center requires a media release form for each child. This form allows or does not allow Sycamore Tree Staff to use the Sycamore Tree cameras to take pictures of the children on field trips, in the classroom, pictures for portfolios and other special events.

Parents and non-Sycamore Tree employees are prohibited to take pictures and videos of Sycamore Tree children.

113 What to Bring From Home / What Not to Bring

Effective Date: 1/1/2007

Revision Date: 7/12/17

You will need to bring different items from home at different stages in your child's development.

Children should come dressed and ready for action! We recommend washable, comfortable play clothes, tennis shoes or other soft-sole shoes are the safest. No open toed shoes for infants, toddlers and preschoolers as they tend to trip up children when running. All children are required to have a change of clothes: socks, shirt, pants, and underwear. These should be in a Ziploc bag labeled with your child's name. When these are soiled, they should be cleaned and returned. Please change seasonally or as your child outgrows the clothing.

Boots, coats, hats, snow pants, and mittens are needed to protect from the cold and from mud. All children, including infants and toddlers are required to be taken outdoors each day except during inclement weather or for health reason such as an ozone alert day. Have outdoor clothing at the center, daily.

Infants/Toddlers

In addition to the change of clothing, infants and toddlers will need the following:

- Disposable diapers
- Wipes
- Shoes
- Pacifiers or nuks (if needed) – labeled
- Labeled and dated bottles (under 1 only)- Full name and date on each bottle
- Small comfort item from home (such as blanket)
- Any medication and completed medication form
- Labeled ointment
- Extra set of clothes labeled in a Ziploc
- Pull ups (during toilet training only - 2 year old room)
- Sleeping bag (1 year old room and older)

Preschool

- Sleeping bag (please put in a labeled pillow case for ease of storage)
- Extra set of clothes labeled in a Ziploc
- Small, soft comfort item

- Small, travel-size pillow if needed.
- Any medication and completed medication form
- Water bottle
- Tennis shoes for walks, playground, and field trips

Summer School Age

- Swimsuit (no bikinis)- for swimming days
- Towel- for swimming days
- Water bottle
- Change of clothes
- Tennis shoes for walks, playground, and field trips
- Any medication and completed medication form
- Sleeping bag- **if your child rests during quiet time, they must bring a sleeping bag**

WHAT NOT TO BRING

Children are required to leave toys, electronics, food, gum, pets and money at home. The learning materials at the center are shared by all children as part of the learning experience. Lack of concern about one's own toys being lost or broken enables the child to participate more fully in our educational environment.

The Sycamore Tree is not responsible for lost, stolen or broken items brought from home.

114 Pets

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Because of safety and sanitation concerns, pets are not allowed at The Sycamore Tree with the exception of fish.

If your child will be visiting a site for a field trip, etc. which may involve contact with a pet, you will be notified via the field trip permission form.

115 Confidential Information

Effective Date: 1/1/2007

Revision Date: 10/22/2013

It is very important to The Sycamore Tree that we protect your confidential information. Confidential information includes, but is not limited to, the following examples:

- * Confidential family information
- * Child's medical or personal information
- * Child's classroom records or emergency information
- * Family phone numbers

116 Emergency Medical Procedure and Medical Logs

Effective Date: 1/1/2007

Revision Date: 7/12/17

In the event of an injury needing professional medical treatment by a paramedic or physician, the following procedures will be used:

- Staff will assess the situation to determine what kind of care is needed to care for the injury. If emergency care is required, proper medical care professionals will be contacted to handle the injury (9-1-1 dispatch). When in doubt, staff members will call 9-1-1 for guidance.
- An immediate effort to contact the parents or guardians of the injured child will be made.
- Until proper medical professionals arrive, staff members will be applying any needed first aid. In the event a parent or legal guardian cannot be reached, a family emergency person will be contacted (as indicated on the child's enrollment form).
- When the proper medical personnel arrives and determines that a child should be transported to a hospital, the child will be transported to Aurora Medical Center - Hartford Hospital.
- A staff member of Sycamore Tree will accompany the child and remain with the child until his/her parents arrive at the hospital.

All staff members are certified in first aid and CPR. An Emergency Information Card will be filled out for each child at the time of enrollment into the center. These cards will be signed by the parents and kept in the child's classroom at The Sycamore Tree. Any time a child goes outside, such as to play on the playground, go for a walk with the class, or on any type of field trip away from the center, the Emergency Information Card will be placed in the classroom first aid backpack which will stay with the classroom teacher in case of emergency.

NOTE: Should a child become injured while attending The Sycamore Tree, first aid will be administered. An accident report will be noted on the communication app by the teacher who was present at the time of injury. Documentation of the injury or incident will be logged in the classroom's Medical Log Book.

All children's medical records are considered personal and confidential. A parent may access the medical log book and accident report logs which pertain to their child; however any entries which do not pertain to their own child must be blocked out as well as the names of other children involved in an accident or injury to protect privacy. Any injury needing professional aid or emergency care will be reported to the State of Wisconsin as required by licensing. There is a mandatory State Incident Report that will need to be filled out by the medical professional and returned to the center. Please contact the director or program coordinators if you have any questions or concerns regarding this policy.

117 Emergency Medical Source

Effective Date: 1/1/2007

Revision Date: 7/12/17

In the unlikely event that your child were to become seriously ill or injured while attending Sycamore Tree, your child will be transported via ambulance to Aurora Medical Center - Hartford Hospital. A staff member (usually the director or a program coordinator) will accompany your child and stay with him/her until a parent arrives at the hospital. Parents will be immediately notified and advised of the nature of the illness/injury and given all available details.

Your child's Health History Form is taken to the emergency room. This gives the emergency personnel the authorization to treat your child before you arrive, thus saving precious time.

It is **vitaly important** for the safety of your child that emergency phone numbers and contacts be up to date. If you have a change, please make sure your child's classroom teacher and the administrative staff has the correct contact information.

118 Child Abuse / Neglect Reporting

Effective Date: 1/1/2007

Revision Date: 10/22/2013

The Sycamore Tree is required by law to report any suspected incidence of possible child abuse or neglect to the legal authorities. The staff person is required by law to make the report directly to the Department of Social Services within 24 hours of incident.

If a staff member is accused of abuse, they shall immediately be suspended for the remainder of the day and a report will be filed with the director, the police, and also with our state licensor. The staff member is not be allowed direct contact with center children until cleared to do so by the director, police, and state licensor. Verified cases of abuse will result in immediate termination of employment and criminal prosecution.

201 Education Programs and Religious Training

Effective Date: 1/1/2007

Revision Date: 10/22/2013

The Sycamore Tree is a Christian-based, child care center. We believe that all children are unique and worthy of love and respect. Bible stories and prayers before meals along with our annual Christmas Celebration and honoring our traditional Christian holidays are just a few of the ways in which Christian values are incorporated into our curriculum. While we are faith-based, no child will be denied care based upon a differing religious background or belief. No child will be required to participate in Christian based activities.

At The Sycamore Tree, we believe each child is a unique individual, and therefore our programs are designed to enhance and develop each child's social, emotional, intellectual, and physical developmental needs. We believe children are happy and secure when they have plenty of opportunities to succeed each day. Success breeds self-confidence and self-confident children approach learning as fun and actively search for information and solutions to problems. As a result, they develop into well-rounded, capable adults. Much of what we do with children is designed to facilitate the development of self-confidence. The environment will appeal to their curiosity, promote understanding and respect for each child's developmental timeline.

Daily activities will include a minimum of direct instructions, focus on individual learning, and offer both free choice and quiet time. In each age group, the center will provide opportunities for children to have experiences which allow the child to progress at their own rate and:

- Active and quiet activities
- Outdoor and indoor activities
- Individual and group activities
- Free and structured time
- Consideration for other cultural backgrounds

Each child is assigned to a classroom depending upon age and developmental level. A specific curriculum has been designed for each age and developmental level. Detailed information about the day's activities are posted each day on the classroom parent board.

Outdoor activity is important for the health and development of all children. The Sycamore Tree has 3 fully fenced playground areas for all children to enjoy. Our outdoor play areas are designed with equipment that is age and developmentally appropriate. All children, including infants should come to the center ready spend time outdoors every day, except when the wind chill is 30 degrees or less, or the heat index greater than 90 degrees or other inclement weather such as ozone alert days.

202 Diversity

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Sycamore Tree is committed to working with our families to enhance the childhood experiences of each child. We do not illegally discriminate because of a person's citizenship, sexually orientation or national origin.

Additionally, we make every attempt to include the cultural heritage of all the families at the center. We can do this by learning languages of our parents, by inviting family members into the center for cultural enrichment activities and by honoring holidays and traditions for other cultures.

Diversity not only includes different races; but also cultural background, age, disability, and gender. Honoring diversity enriches the learning experiences of all our children and our staff. Staff members should communicate with our families to discover the cultural background and invite families to participate in events at the center.

203 Infant/Toddler Program

Effective Date: 1/1/2007

Revision Date: 7/12/17

Our program is designed to meet the individual needs of each infant. Each infant under the age of 1 year old is provided with a safe, comfortable, clean crib which is used only for him/her. The bedding is provided by the center and is laundered weekly or more often if it becomes soiled.

Beginning at 1 year of age, your child will need to bring a sleeping bag for nap time. The sleeping bag will be sent home for laundering each week or more often if soiled.

Our staff make every effort to follow the feeding and napping schedule provided by you, the parent. Please note that licensing requires that "*each infant and each toddler shall be allowed to form and follow his or her own pattern of sleeping and waking.*" This means that staff members are not allowed to wake a sleeping baby, even to keep them on the same schedule as at home. If your child needs to be awakened for a special feeding, etc.; please ask your physician to provide us with special instructions which will reflect this so we are able to comply with your wishes.

The Daily Communication app is used for each child in the Infant/ Toddler and Preschool Programs.

It is especially important for parents to communicate with your child's teacher regularly, since infants and toddlers change so quickly.

All teachers have received specific training and updated in-service information on the physical, emotional, social and developmental needs of infants. Activities are planned for each child that enhance sensory, cognitive, social, motor and communication development.

204 Preschool Program

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Preschool children start to assert their independence when learning. Our teachers strategically develop learning activities that promote pro-social interactions where all children can be themselves and learn to play with others. The classroom environments are print-friendly filled with labels, children's names and theme-related materials to promote Early Literacy Skills.

Each morning our preschool teachers preview the day with the children and use this time to introduce new activities or concepts. Each room is arranged into a series of learning centers in which children can learn at their own pace and experience successes. Since each learning center consists of a small group of children, individual attention is abundant. Our program includes learning centers such as music, dramatic play, science and nature, blocks and quiet areas.

Activities allow for both constructive interaction and individual achievement.

The Daily Communication app is used for each child in the Infant/ Toddler and Preschool Programs.

205 4K Program / Head Start

Effective Date: 1/1/2007

Revision Date: 7/12/17

By the time your child approaches four years of age, he or she is ready to learn new skills. By combining Kindergarten-readiness activities with the best early-childhood standards we assist your child to develop her or her own critical-thinking skills and stimulate your child's curiosity.

Our 4 and 5 year old classrooms incorporate kindergarten readiness activities and learning centers which include opportunities for printing, math, music, rhyming and easy reading books, dramatic play, and science and sensory activities.

We have partnered with Hartford Joint #1 School District, to offer an onsite district 4K program.

Head Start also rents out a classroom at Sycamore Tree.

206 School Age Before & After School Programs

Effective Date: 1/1/2007

Revision Date: 7/12/17

Our before- and after-school program provides the perfect combination of recreation and education. In our safe environment, your child will be presented with opportunities for fun, socializing and learning—they'll do homework, get some exercise, create projects, participate in group activities, and more. Plus, our convenient hours and transportation to and from school (Rossman, Lincoln, and St. Killian) make it easy for them to get into a routine. All bus service will be provided by Wittenberger Bus Services.

Children that attend other schools (like Slinger, Peace, Erin, Salesville, etc.) may attend Sycamore Tree on no school days and breaks IF they line up with Hartford Jt. 1's calendar. Space is limited, if available at all for other days. Contact the office for no school day availability.

The Sycamore Tree provides care for elementary-aged children before and after school and on no school days and school breaks. Our school age program is specifically designed to meet the needs of this age group. It is our philosophy that the before and after school programs be an extension of the child's home life and not of the school day. Home work will be encouraged, but not forced.

The before school program will be offered a morning snack, and the after school, school agers will receive an afternoon snack.

If your child will not be attending after school care on their regularly scheduled day, you must call, email, or let the office know they will not be getting off the bus here. Failure to call in your child's absence may result in an additional fee.

When the afterschool busses arrive, parents may not pick up their child directly from the parking lot without coming inside to let the child's teacher know they picked them up. Parents also need to sign out their child on the Pro Care System.

207 School Age Summer Program

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Our school age program is extended in the summer to include all day child care for children through 12 years of age. Our program promotes cooperation, responsibility, and self-awareness in a fun, Christian atmosphere.

Many activities and field trips are planned for school agers. On field trip days, the children will be back at the center no later than 3:15 p.m. unless otherwise stated on the field trip permission slip.

We offer opportunities for field trips that are either in-house or outside of the center such as swimming, visiting museums, parks, mini golfing, wildlife centers, magic shows, etc.

Optional programs are available such as swimming lessons, cooking classes, and sports camps.

As in our school-year program, our primary goal is to provide safe, quality child care in a secure environment where children have the freedom to choose from a variety of activities.

Educational and recreational field trips are frequently scheduled to nearby places of interest.

208 Early Morning & Late Evening Care

Effective Date: 1/1/2007

Revision Date: 10/22/2013

In the early morning and late evenings, it is sometimes necessary for your child to be part of a mixed age group for staffing purposes.

Your child will be dropped off in either the infant and toddler, or preschool large motor rooms, ***making sure your child's teacher knows that your child is in attendance.***

Parents are always encouraged to spend a few moments dropping off and picking up your child. This will give you a chance to catch up with your child's teacher and help make the transition from home to school easier for your child.

Again, in the later part of the day, your child may be in a mixed age group. You will still need to go to your child's classroom to pick up papers and read any important notes from the teacher and check their cubby. Children receive communication about their child's day from teachers in the classroom. A copy of the group lesson plan for the day is posted outside each classroom on the parent board for more information.

You are always encouraged to take some time each evening to speak with your child's teacher and spend some time to make the transition from school to home environment a calm transition for your child.

209 Guidance Policy

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Our objective is to help children develop self-esteem, self-control, and understanding of choices and consequences, respect for others, materials, and the environment. This can only be done through a positive relationship between teachers, children, and families. In many instances, problems can be avoided by establishing environments and routines that promote appropriate behaviors. We use positive reinforcement, planned age appropriate activities, and establishing limits with children that are understandable for them, to help assist in the development of a warm and nurturing classroom.

If a discipline problem arises, the teacher will redirect the child to a choice of activities that will promote expected behavior. When disruptive behaviors continue beyond reasonable lengths of time and form of redirection prove futile, a child may be removed from the environment to rethink options. At no time will a child be left unsupervised.

Discipline means setting limits, guiding behavior and helping children to learn appropriate behavior. Discipline should involve problem-solving that is appropriate to the age and developmental level of the child. It is important to never confuse discipline with punishment.

If a child's behavior is consistently dangerous to other children/teacher/self, we will contact you to meet with us to discuss and immediate course of action. In cases of biting or other harmful behavior, we ask your help and cooperation to work out a consistent plan with the teacher to change your child's behavior.

Disciplinary actions up to and including termination of care may result if a child is unable to substantially benefit from the program or if the dangerous behavior continues.

There may be times when events at home result in a change in your child's behavior result in a change in your child's behavior in the classroom. Please communicate with the teacher so that together we can help your child work through the feelings and continue to positively interact with other children in the center.

The Sycamore Tree will not tolerate or permit the use of any abusive methods such as, but not limited to, hitting/spanking, slapping, yelling, withholding food, ridicule, embarrassment, or the humiliation of a child by anyone at our center.

210 Classroom Transitions

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Criteria including chronological age, social and emotional development, and self-care skills have been established for each classroom. When your child is ready for an older group, you will be advised as to when your child can be expected to change rooms.

Children will visit their new classrooms prior to moving during a "transition week". Each day they will spend a longer time getting acclimated to the routine of the new classroom. By the end of the week, they will be spending most of the day in their new room.

We make every attempt to move 2 or more children together during transitions; however this is not always possible.

211 Field Trips

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Some of the many learning experiences the center offers are derived through educational field trips. Parents are notified by teachers with postings and field trip permission slips for upcoming field trips, along with a calendar of events. A field trip fee may be required to cover the cost of admission and transportation.

The field trip permission slip must be signed in order for the child to participate. The Sycamore Tree provides appropriate adult supervision for these trips; however parent chaperones are always welcome!

Because of the increased amount of personnel needed for field trips, alternative care is not provided for any child not participating on a field trip.

Transportation will be provided by one of these modes:

1. Walking
2. School bus rental

The Sycamore Tree will have certificates of insurance on file for any transportation company used.

212 Transportation

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Safely transporting a child is a serious responsibility. To meet this, we have developed a detailed safety program.

PARENT AUTHORIZED TRANSPORTATION:

Children who are enrolled in an off-site program such as Speech Therapy of Early Childhood 3K or 4K, may need to ride the bus. This transportation must be contracted directly by the parent through the bus company. Wittenberger Bus Service can be contacted at 262-673-3777.

It is the parent's responsibility to provide the center with a schedule for these special services. The center will provide a staff member to meet the bus and to ensure the safe return of the child to the center. If the child does not return to the center, the bus company and the parent will be notified immediately.

Children are never left unattended on the bus. All children on the bus must wear their own individual seat belt if the bus is so equipped.

FIELD TRIPS:

Staff members will have a lists of all children, staff members and parent chaperones, and field trip safety sheet, on the field trip. Attendance will be taken prior to boarding the bus.

Return from the field trip will be conducted in the same manner. The field trip safety sheet will be turned into the office after arrival at the center and a final attendance is taken.

213 Conferences

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Teachers use ongoing observations, anecdotal notes, and children's individual goals, to collect and create portfolio assessments for each child.

Parent/teacher conferences are held two times each year to discuss your child's program, his/her progress, and any concerns you may have. Conferences are typically held once in fall and once in spring.

Parents or teachers may request an additional conference at any time.

214 Lesson Plans

Effective Date: 1/1/2007

Revision Date: 7/12/17

The teacher of each classroom will complete an individual, weekly, or bi-weekly lesson plan for their classroom. A copy of the lesson plans are posted by the classroom parent board and parents are encouraged to review the plans. This will help you to understand some of the new skills your child may be trying to show you. This is also an excellent conversation starter for your drive home.

The lesson plans provide information on activities planned throughout the day and the skills that are being developed through these activities.

Lesson plans are carefully thought out, to help each child in the classroom have challenges and successes throughout the day.

301 Emergency Procedures

Effective Date: 1/1/2007

Revision Date: 10/22/2013

The Sycamore Tree has written policies and procedures for dealing with emergencies. We schedule, carry out, and document emergency drills monthly. Sycamore Tree has developed an emergency evacuation system plan posted in each room that children are present in.

In the unlikely event that the center is severely damaged or declared unsafe, all children will be evacuated and walked to Aurora Medical Center (1032 E Sumner St, Hartford, WI 53027) where they will await your arrival. Should such an emergency occur, the center administrative team, or a designated staff member will attempt to notify you as soon as possible. A notice will be posted at the center with information on the alternative site.

302 Employee CPR Training

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Employees of The Sycamore Tree are trained in pediatric, child and adult CPR, AED, and First Aid as required by licensing.

For new employees, this certification must be completed within their first 90 days of employment.

Training is done by trained professionals and must be completed every two years.

401 Cleanliness

Effective Date: 1/1/2007

Revision Date: 7/12/17

Our center is cleaned by a professional cleaning service, daily. Preventive pest control is conducted. Our staff cleans and disinfect changing tables after each diaper change, and tables before and after each meal. All toys and equipment are disinfected on a regular schedule.

We promote cleanliness and good hygiene with the children. Frequent hand washing is performed by staff and children. Hand washing is always required when entering the classroom, before eating and after eating, after toileting, before and after sensory play, after wiping nose, etc.

402 SIDS Risk Reduction Methods

Effective Date: 1/1/2007

Revision Date: 7/12/17

The following procedures will be used at Sycamore Tree to help reduce Sudden Infant Death Syndrome:

- Infants under 12 months of age will be placed on their backs in a crib to sleep. A physician's authorization is required by licensing in order for a child to be placed in a sitting up position, on the tummy or side to sleep.
- Infants are placed in a safe crib with a firm, tight-fitting mattress with no soft blankets or comforter under the baby. Pillows, stuffed toys and other soft items will not be placed in the crib.
- Infants will be provided with "tummy time" when awake and still non-mobile.

If parents allow their infant to be swaddled, a swaddle permission slip has to be signed, and the blankets have to be thin and breathable. Soft, thicker blankets can be used to snuggle with or lay on when awake.

SIDS training will be completed by each staff member, prior to working with children.

403 Rest Time

Effective Date: 1/1/2007

Revision Date: 10/22/2013

According to licensing regulations, "a child under 5 years of age in care for more than 4 hours shall have a nap or rest period". Children who awake early from their nap or if a child does not nap after thirty minutes, will be given quiet activities until the other children awaken.

Each child 1 year old to 5 years old will need to bring a sleeping bag from home each week for rest time. This bag will sent home for laundering each week or more often if necessary.

Children over the age of 5 in an all-day program will be allowed a period of "quiet" time to relax from the activities of the day. During this time, the child may relax and read, listen to quiet music or do a puzzle.

Children are allowed to follow their own sleeping schedule, including length of nap. Staff are not allowed to wake up a sleeping child.

404 Diapering and Toileting

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Children, who are not yet toilet trained, will have their diaper changed every 2 hours or more often if needed. Staff members are required to use disposable gloves when changing a child's diaper. After changing a diaper, the changing area is cleaned with soap and water, wiped with a disposable paper towel and sprayed with a sanitizing solution and allowed to air dry. All staff members are required to wash their hands and the hands of the child being changed when they have finished.

Used gloves, diapers and wipes will be discarded immediately in a covered garbage can. Wet or soiled clothing and bedding will be bagged in a plastic bag and sent home to be washed.

When your child is enrolled, we ask that you complete Intake Under 2 or Preschool Questionnaire and inform us of your child's toilet habits. If your child is not yet toilet trained, you need to supply us with disposable diapers and wipes. Charges will be applied for borrowing diapers and wipes.

Parents are often anxious for their child to begin toilet learning. Close and frequent communication is promoted between parents and our teachers in order to keep the child's developmental needs as a primary concern. Our teachers are aware of and look for indicators that readiness for toilet learning is beginning to occur. Please contact your child's teacher if you notice beginning signs. It is a physical process and each child develops bladder control at a different rate.

As a child gets older, toilet learning comes a consideration in our program. We support the toileting routine that parents use at home to the best of our ability. The manner in which toilet learning is conducted can have a tremendous impact on a child's development. It should be a positive experience with consistency and patience. **TOILET LEARNING IS ONLY EFFECTIVE WHEN A CHILD IS READY.**

Children should not be punished a child for accidents or lapses in toileting. Every attempt is made to make toilet training a positive experience.

When your child is ready to toilet train, make sure the clothing you dress them in is easy to slip on and off. This will help prevent toileting accidents and help your child build a sense of accomplishment by being able to dress him or herself. Older children with toileting issues will be worked with by both parents and staff. We will try to make toileting a positive experience.

405 Medical Requirements

Effective Date: 1/1/2007

Revision Date: 10/22/2013

As required by state licensing, each child under the age of 5 must have a physical examination prior to admission to the center. Parents are responsible for obtaining the required child's health examinations.

Physical examination reports must be updated according to state guidelines:

- Children under two years of age will have a physical examination every six months.
- Children age 2 and age 4 will have a physical examination.
- These physical examinations must be performed, signed and dated by a physician licensed in the state of Wisconsin or in the state where the examination was performed. The medical facility's name, address, and phone number of where the physical examination was performed is also needed.
- These reports must be updated in a timely manner to keep in compliance with state regulations. If these reports are not updated, the child's parents may be fined up to \$25 per day of non-compliance.
- In the event of a medical change, a new health report will be required.

406 Authorization to Administer Medication

Effective Date: 1/1/2007

Revision Date: 10/22/2013

From time to time it may be necessary for children to receive medication while at the center.

All medications, prescription or non-prescription, require the completion of "Authorization to Administer Medication" form which must be completed by the parent each day.

Prescription medications must be in the original pharmaceutical container which includes the child's name, dosage, and expiration date on the bottle. The dosage administered may not exceed the dosage listed on the original container. A signed authorization must be completed and given to the classroom teacher by the parent each morning that the child is to be given the medication. The parent will need to communicate any special instructions to the teacher for administration such as refrigeration needs.

Non-prescription medication must be in the original factory container or bottle. The dosage cannot exceed the recommended dosage for the child's age and weight which is printed on the container. A signed authorization must be completed and given to the classroom teacher by the parent each morning that the child is to be given the medication. The days and dosage of medication may not exceed that of the recommendations on the medication bottle unless a prescription is received from a licensed medical professional.

Expiration dates will be checked for both prescription and non-prescription medication. No expired medication will be administered to children.

'Blanket' or 'open-ended' authorizations to administer medications are not allowed by licensing.

Please note: The Sycamore Tree is not licensed for sick child care. Children who are unable to participate in all activities at the center must be excluded from care until they are well enough to benefit from all activities at the center.

407 Medical Log Book

Effective Date: 1/1/2007

Revision Date: 7/12/17

When a child is injured, or if medication is administered to a child at The Sycamore Tree, a notation must be made in the classroom Medical Log Book.

Parents may have access to the medical and accident report logs for their child. A member of the Administrative team will cover any entries not pertaining to the child in question to ensure confidentiality.

Parents will be notified of accidents, injuries, and medication administered via electronic communication app. Please check this app daily.

NOTE: All children's medical records are considered personal and confidential. Any Sycamore Tree employee viewing these records will use strict confidentiality. A child's personal record can be reviewed by that child's parents at any time. Please contact a member of the Administrative Team if you have any concerns.

408 Biting

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Biting occurs in group settings for any number of reasons. Children may become frustrated by a new experience such as another child taking away their toy, or invasion of their personal space, and may bite in response. Biting primarily happens among non-verbal children and occurs primarily as a result of a child's inability to communicate. The identity of the child is kept confidential.

Biting is very stressful for all involved, the children, the parents of both the child bitten and the child who has bitten and the staff. While every attempt is made to prevent children from biting, it is not an unexpected response for non-verbal children when they become frustrated.

When a child does bite, the following procedures will occur:

- The child who received the injury will be comforted and the bite area will be cleaned with soap and water and iced.
- An accident report will be filled out and the child's parent notified and the report will be placed in the child's file.
- The biting child will be redirected and explained to that biting hurts.
- His or her parent will be notified and the incident report placed in the child's file.

Most children soon stop biting after these actions have been taken. For those children who continue to bite, it may become necessary to remove them from the center, either for a short period or permanently, based on the discretion of the director.

409 Illnesses and Communicable Diseases

Effective Date: 1/1/2007

Revision Date: 10/22/2013

When a child is absent due to illness, the parent is asked to notify the center as early as possible in the morning. The Sycamore Tree is not licensed for sick child care. A child who is not well does not benefit from our program and can adversely affect the health of other children. If you have any doubts about your child's health, please keep your child home and contact your family doctor.

Your child must be symptom free for 24 hours before returning to the center to prevent the transmission of illnesses from child to child.

Because of our concern for the health of your child and all other children in class, the following guidelines have been created. We appreciate your cooperation in complying with them. Children who are ill will NOT be accepted at the center. Children who become ill during the day will be sent home. In all cases, the center reserves the right to send home a child with suspicious or prolonged symptoms. It will be the responsibility of the classroom teacher to make that determination based on his/her best judgment and knowledge of the child's normal behavior.

In the event the following occurs, we ask you to keep your child at home:

1. A temperature of 101 and accompanied by:

A deep cough, earache or draining ear, spasms of cough, sore throat, lethargy, loss of appetite, fatigue, or other symptoms.

2. A rash of any kind until diagnosed, treated, or declared harmless by a physician
3. Diarrhea or vomiting the previous evening or before morning; the child needs to be free from vomiting or diarrhea for 24 hours before returning to the center.
4. Red, runny or goopy eyes may indicate pink eye or conjunctivitis. Your child must be on the medication for at least 24 hours prior to returning to the center for either pink eye **or** conjunctivitis.
5. Frequent coughing may indicate a serious condition such as bronchitis, RSV or other illness.
6. If your child has head lice, a "head check" by a staff person will be required before your child is allowed back in care.

In the event your child becomes ill while at The Sycamore Tree, you will be notified as soon as possible. When possible, your child will be isolated from the group and given an area to nap or to do a quiet activity. Parents are expected to pick up their sick child within 1 hour or to make arrangements with others to pick up their sick child.

An Illness Release Form will be sent home with a sick child regarding symptoms, as well as returning to care guidelines.

In the event of a serious injury or illness, 9-1-1- will be called and our Emergency Procedures and Policies will be followed.

Communicable Diseases

In compliance with state law, the county health nurse will be notified in the event a child is diagnosed with certain communicable diseases. The ill child must be absent from the center for a period of time designated for that illness and must be free of all contagious symptoms. Your child may only be re-admitted with a physician's statement AND the permission of the Department of Health. State statues prohibit the reporting of AIDS cases.

Communicable diseases we post include, but are not limited to:

| | | |
|-------------|-------------------|----------------------|
| Chicken pox | German Measles | Infectious Hepatitis |
| Measles | Lice | Poliomyelitis |
| Ringworm | Scarlet Fever | Whooping Cough |
| Diphtheria | Meningitis | Thrush |
| Impetigo | Mononucleosis | Mumps |
| RSV | Strep Throat | |
| Pink eye | Hand, Foot, Mouth | |

Any communicable disease outbreak will be posted at the center so other parents are aware. All information on this communicable disease exposure will be updated on a daily basis.

When a child at the center is ill due to a communicable disease, a posting is made on the classroom door to inform other parents of the disease, symptoms and other important information. The ill child will be excluded from care based on the recommendations of the DCF licensing rules and the recommendations of the Washington County Health Department.

410 Phoning In

Effective Date: 1/1/2007

Revision Date: 7/12/17

Parents are expected to call if their child will not be in attendance on a regularly scheduled day. This policy is in place for the health and safety of the children.

The center does have an answering machine, so parents can leave messages if needed (Extension 0). If your child's teacher does not hear from you within 1 hour from your child's scheduled start time, he or she will call your cell phone, home, work, or emergency contacts. This may include a call to 9-1-1 services.

According to our financial policies, parents who habitually fail to call for absences and those who sign up for days off of school, or holidays and do not show up may be subject to a fine may receive a fine.

411 Employee Health Requirements

Effective Date: 1/1/2007

Revision Date: 10/22/2013

All staff members, volunteers, or parents that have symptoms of illness, communicable diseases, or whose behavior gives reasonable concern for the safety of the children, may not be on the premises.

Additionally, the state of Wisconsin requires all staff members to have a completed physical form on file and have a negative tuberculosis test on file prior to beginning work.

412 Outdoor Play

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Each room has outdoor time scheduled daily. State licensing **requires** that we include outdoor time each day when weather permits. Children who are well enough to attend our center must be well enough to participate in **all** activities, including outdoor play. The fresh air and the movement is something that each child needs daily for general well-being and healthy development. If children are dressed properly, weather conditions should not pose any health risks.

Please supply appropriate clothing allowing for the weather extremes found in Wisconsin. In winter, children should have available to them: mittens, boots, shoes, hats, snow suit or snow pants and coats. In summer, they should have available cool tops, shorts and closed toed shoes.

Children do not go out if the temperature with wind chill is less than 30 degrees or the heat index is higher than 90 degrees. Additionally, if Washington County is experiencing an Ozone Action Day (air quality is not healthily), the children will remain indoors for large motor play.

413 Sunscreen & Insect Repellents

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Outside play is an important part of our program at The Sycamore Tree. To protect your child from harmful UVA and UVB rays and sunburn, the center provides a sunscreen lotion for your child.

Parents may choose to use either the center supplied sunscreen, or may bring in special sunscreen for their child if they choose. We recommend SPF 30 or higher sunscreen.

A 'Sunscreen Authorization' form will be need to be on file for each child to authorize staff to help your child apply the sunscreen before going outside. Your child's classroom teacher will have the needed form. The authorization must include the brand name, and SPF strength for whatever sunscreen you choose.

Due to toxicity issues, we do not recommend the use of insect repellent **unless** recommended by the Washington County Health Department for the prevention of insect-borne diseases such as West Nile. If the Washington County Health Department recommends the use of insect repellent due to a high risk of insect-borne disease, *only* repellent containing DEET should be used, and then only on children older than two months. Staff will apply insect repellent no more than once a day and only with written parental permission.

414 Immunization Records

Effective Date: 1/1/2007

Revision Date: 10/22/2013

The State of Wisconsin requires that all children who attend have a record of immunization on file.

- Each child will have an immunization history which states that the child has been immunized against diphtheria, Pertussis, tetanus, poliomyelitis, measles, chicken pox, rubella, and mumps. The history must include the month and year each dose was administered. This written statement will be on file at the center within 30 school days of the child's first day of attendance at the center or one of the following compliance alternatives will be met.
 1. Immunization requirements are waived upon signature of the parent that the child should not be immunized for personal or religious reasons.
 2. Immunization requirements may also be waived upon signature of a physician that the child should not be immunized for health reasons.
 3. Children, who have not received subsequent doses of vaccine appropriate to their age, must receive such doses within one year of the first day of attendance and must notify the Sycamore Tree in writing, as each dose is received.
- When children are 'in the process' of being immunized (the child has received some DPT and polio does but not all that are required for the child's age), the center will request a note from the child's health care provider that the child is 'on schedule' for immunization and the next scheduled does. This note will be attached to the child's day care immunization record. A follow-up in the scheduled information will be done by a member of the Administration Team.
- A Child whose immunization records fail to comply with immunization requirements will be discharged from the center until such time as the immunization requirements are met. Parents may also be subject to a fine up to \$25 per day for non-compliance.

NOTE:

To be able to control the spread of illnesses and/or communicable diseases, ill children, siblings, and family members must not attend the center for child care. This request is made to ensure all children and persons at the center remain healthy and safe. If there are any concerns or questions, please contact Administration

501 Food and Nutrition

Effective Date: 1/1/2007

Revision Date: 12/9/2015

A nutritious breakfast, lunch and afternoon snack are served daily. During the school year, an optional morning snack will be available for the children at 7:00am, before they get on the bus. Every meal and snack is planned to meet your child's nutritional requirements set forth by the State of Wisconsin Licensing Regulations for Day Care Centers and the USDA food program. These requirements ensure that each child receives a variety of foods that contain the proper nutrients needed for growth and development.

State licensing rules state, "**no food prepared for meals may be served unless it is prepared on the premises, prepared in a central kitchen operated by the day care center or in another location that has been inspected by a representative of a state agency...**"

Because of this ruling, you may not send food from home with the exception of a child who is on a special diet *prescribed by a doctor*. A physician's statement must be on file at the Sycamore Tree office relating to the special diet. *See policy 605 for information regarding birthday treats from home.* Meals and snacks are cooked on-site and are served in a "family style" atmosphere which encourages pleasant and meaningful conversations and role modeling of appropriate manners and socialization. Children will be encouraged to serve themselves when as it is age and developmentally appropriate. Children are encouraged to try new foods but are not forced to eat. Foods from diverse ethnic and cultural backgrounds are encouraged. Food should not be used as a reward or punishment.

Milk is delivered to the center weekly to ensure that your child receives only fresh milk. Children under 1 are not given cow's milk. Children under the age of 2, receive whole milk with their meals. All other children receive skim milk. Drinking water is available and will be offered several times daily. Nutrition education is incorporated into daily activities in a manner that develops an understanding of nutritional concepts and good health.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

PARENT HANDBOOK

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html , and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter by:

- (1) Mail: U.S. Department of Agriculture
Office of Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.

502 Breastfeeding

Effective Date: 6/1/2012

Revision Date: 10/22/2013

Because breastfeeding has been shown to be the superior form of infant nutrition, providing a multitude of health benefits to both infant and mother, and because breastfeeding employees need ongoing support from their childcare providers to provide their milk for their babies.

Sycamore Tree subscribes to the following polices:

1. **Breastfeeding mothers shall be provided a place to breastfeed or express their milk.** Breastfeeding mothers, including employees, shall be provided an electrical outlet, comfortable chair, and nearby access to running water.
2. **A refrigerator will be made available for storage of expressed breast milk.** Breastfeeding mothers and employees may store their expressed milk in the center refrigerator. Mothers should provide their own containers, clearly labeled with the name and date. The center will follow guidelines from the American Academy of Pediatrics and Centers for Disease Control in ensuring that breast milk is properly treated to avoid waste. Universal precautions are not required in handling human milk.
3. **Sensitivity will be shown to breastfeeding mothers and their babies.** The childcare center is committed to providing ongoing support to breastfeeding mothers, including providing an opportunity to breastfeed their baby in the morning and evening, and holding off giving a bottle, is possible, when the mother is due to arrive. Artificial baby milks (formula) and solid foods will not be provided unless mother has requested. Babies will be held closely when feeding and bottles will never be propped.
4. **Staff shall be trained in handling human milk.** All childcare center staff will be trained in the proper storage and handling of human milk, as well as ways to support breastfeeding mother.
5. **Breastfeeding employees shall be provided flexible breaks to accommodate breastfeeding or milk expressions.** Breastfeeding employees shall be provided a flexible schedule for breastfeeding or pumping to provide breast milk for their children. The time allowed would not exceed the normal time allowed for lunch and breaks. For time above and beyond normal breaks, sick/annual leave must be used, or the employee can come a little earlier or leave later to make up the time.
6. **Breastfeeding promotion information will be displayed.** The center will provide information on breastfeeding, including the names of area resources should questions or problems arise. In addition, positive promotion of breastfeeding will be on display at the center.

503 Infant/Toddler Feeding

Effective Date: 1/1/2007

Revision Date: 10/22/2013

The Sycamore Tree participates in the USDA food program. Iron-fortified formula is provided by the center for children less than 1 year of age. Parents may bring in their own formula or breast milk if they so desire. Any excess formula will be disposed of down the drain and bottles will be rinsed after use. Leftover food will be disposed of in a covered garbage container and emptied at least once a day, if not more often.

The Sycamore Tree is a breastfeeding friendly center. See *Breastfeeding Policy*

All bottles must be labeled with your child's first and last name and the date and placed in the space in the classroom refrigerator labeled for your child.

Babies will be held to be bottle fed. Bottles are warmed in a crock pot with hot water only, never in the microwave.

High chairs with safety straps will be provided for children not developmentally able to sit at tables and chairs. Eating utensils and cups are scaled to size and developmental level of infants and toddlers.

Toddlers over the age of one year will be provided meals from our menu. If a child has a special dietary need, a physician's statement will be required detailing the child's restrictions.

When food items are served, the staff will ensure the food is cut up in small pieces to accommodate the eating skills of the child.

Every staff member is required to wash their hands before and after handling any food.

504 Meal Schedule

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Children 1 year old and older who attend The Sycamore Tree, will have meals available to them on the following schedule and infants (children under 1 year of age) are fed upon demand.

| | |
|-----------------|------------|
| Breakfast | 9:00 a.m. |
| Lunch | 12:00 p.m. |
| Afternoon Snack | 3:00 p.m. |

School Age (During the school year)

| | |
|-----------------|-----------|
| Morning Snack | 7:00 a.m. |
| Afternoon Snack | 3:30 p.m. |

505 Menus and Food Allergies

Effective Date: 1/1/2007

Revision Date: 7/12/17

Menus

Menus are printed each week and posted on the parent board of each Sycamore Tree location and in the cafeteria area.

Menus are developed with both nutritional and social concepts in mind. As participants in the USDA food program, our kitchen staff receives at least 4 hours additional training each year in food preparation and sanitation.

Our menus are also thoughtfully put together to introduce children to a variety of age appropriate and diverse food options to help them learn to make good food choices as adults.

Whole milk is offered at both breakfast and lunch for children under 2. Skim milk is offered at breakfast and lunch for children above 2 years old.

Food Allergies

Please inform both the office and your child's classroom teacher if your child has any food allergies. Allergies are posted in each classroom, in the sub folder, and in the kitchen to alert staff to specific food allergies. Sycamore Tree is a tree nut and peanut free center.

When supplying substitutes due to a child's allergy or doctor recommended special diet the families must properly label the substitutes (name, date and description). Milk substitutes for children age 1 and older must come in the factory-sealed, original containers. It is vital to be able to see the manufacturer's packaging listing any potential allergens.

506 Birthday Treats & Homemade Gifts

Effective Date: 1/1/2007

Revision Date: 7/12/17

A child's birthday and other celebrations are very special to us; however safety is a primary concern when bringing in food and treats from outside sources.

State licensing rules state, "**no food prepared for meals may be served unless it is prepared on the premises, prepared in a central kitchen operated by the day care center or in another location that has been inspected by a representative of a state agency...**"

Because of this ruling, outside treats for celebrations are not allowed unless they are in factory-sealed, original containers, store bought. Additionally, because of allergies, no food will be served that is packaged in, or contains peanut butter, peanut oil or other tree nuts will be served due to the risk of severe allergic reactions.

We encourage parents to bring in healthy foods or special, non-edible "treats" such as stickers, stamps or games to be shared on birthdays. You may contact your child's teacher for specific, age-appropriate ideas for your child's class.

601 Staff Training & Orientation

Effective Date: 1/1/2007

Revision Date: 10/22/2013

We believe that the teaching team is the cornerstone for implementing our philosophy. Members of the team are carefully selected, trained and evaluated. All teachers are qualified according to Wisconsin Day Care Licensing Rules and Regulations.

Prior to the first day of employment, all staff members must undergo a state - mandated criminal background check. Additionally, background checks must be conducted every year thereafter.

Physical examinations and TB tests are required prior to ensure that every employee is physically able to fulfill the requirements of the position.

A member of the Administration Team also conducts one on one orientation with every new hire. Prior to them working in a classroom, new staff will receive training on SIDS. In addition, new staff will receive training on state licensing and Sycamore Tree policies and procedures, Blood Borne Pathogen, Shaken Baby Syndrome, First Aid and CPR, and Child Abuse and Neglect Recognition.

New employees 'job shadow' for a length of time in classrooms to help them become oriented to the flow of each room. This also allows new employees the opportunity to get to know their co-workers without the pressure of being assigned children of their own. The length of time new employees 'job shadow' will vary according to assignment and job experience.

Teachers are selected who are nurturing, encourage the development of each child, and who possess the ability to provide age appropriate learning environments.

Training is done on a continual basis of all teachers. The administrative team observes the teachers and provides feedback to them to ensure the competence of each staff member.

We support the professional development of our staff and provide a tuition reimbursement through the T.E.A.C.H. scholarship program.

602 Staff In-Service and Training

Effective Date: 1/1/2007

Revision Date: 10/22/2013

Employees of the Sycamore Tree are required to obtain continuing education hours each year.

Part time employees must receive 20 hours and full time employees must receive 25 hours of continuing education per year to maintain licensing requirements.

The Sycamore Tree closes two days each year to provide specific training for our teachers on topics of relevance which are tailored to the specific needs of our staff.

603 NAC

Effective Date: 1/1/2007

Revision Date: 7/12/17

The Sycamore Tree is committed to the standards of The National Accreditation Commission (NAC). NAC sets child care standards of excellence over and above those of the state of Wisconsin in the areas of health, safety, staff qualifications, classroom environment, curriculum, learning programs and children's activities.

The Sycamore Tree Youngstar rating (through NAC) will be posted in our entry way and available on our website.

701 Voluntary Termination

Effective Date: 1/1/2007

Revision Date: 10/22/2013

A two-week written notice is required prior to withdrawing your child from the center. Without prior notice, charges will occur for the remaining two weeks.

To discharge a child, parents must write a formal letter to the administrator stating the child's last day of attendance.

702 Discharge Policy

Effective Date: 1/1/2007

Revision Date: 10/22/2013

On rare occasions, we have found it necessary to ask parents to make other arrangements for child care because we cannot meet the needs of their child/family.

Possible reasons for discharging may include, but are not limited to:

- A child's continuing behavior that is harmful or injurious to another child, self or staff.
- A child's inability to adjust to group care.
- A parent who has exhibited aggressive or abusive behavior to another family, child or staff person.
- Parent's failure to complete required forms.
- Parent's failure to pay fees per the financial agreement.

The Administrative Team will make every effort to meet with parents to attempt to resolve serious problems before they lead to dismissal. The decision to discharge will be made by the Administrative team.

703 Community Programs & Services

Effective Date: 1/1/2007

Revision Date: 10/22/2013

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

HEALTH CARE

Albrecht Free Clinic (located in Aurora Medical Center)

| | | |
|-----------|--------------|---------------------|
| Hartford | 262-670-7774 | Tuesday 6-7:30 p.m. |
| West Bend | 262-334-8339 | Thursday 6-8 p.m. |

Washington County Health Department - free immunizations (262) 335-4462

Badger Care 800-362-3002

FOOD/NUTRITION SERVICES

| | | |
|----------------------|------------------|-------------------------------------|
| Hartford Food Pantry | 262-673-5747 | |
| Tuesdays | 10 a.m. - 1 p.m. | |
| Thursdays | Noon - 3 p.m. | |
| Saturdays | 9 a.m. - Noon | (First Saturday of the month only) |
| Wednesdays | 6 p.m. - 8 p.m. | (Third Wednesday of the month only) |

WIC (Women, Infants, and Children) 262-896-8440

CHILDREN'S ASSESSMENT/SPECIAL NEEDS

The Threshold (Birth to Three Program)
West Bend 262-338-1188

Joint 1 Early Childhood Program 262-673-3155
(Speech, hearing, special needs screenings over 3 years of age)

Head Start 262-673-3081 ext. 306
(Income based)

MENTAL HEALTH/COUNSELING SERVICES

Washington County Mental Health Center/Crisis Line
262-335-4545

Friends of Abused Families
Hartford 262-673-7298
West Bend 262-334-7298

Christos Counseling Services 262-673-0700

Family Helpline 262-338-3555
800-924-3555

HOUSING

Hartford Area Community Development Association
262-673-7009

DISASTER ASSISTANCE

American Red Cross 800-236-8680

GENERAL HELP SERVICES

Washington County Resource Center 262-335-4400

WI Dept. of Children and Families 262-544-5333

UNITED WAY OF WASHINGTON COUNTY

262-670-9980

FAMILY CENTER

262-338-9461

Parent Acknowledgment Form

The parent handbook describes important information about Sycamore Tree. I understand that I should consult the Director or Program Coordinators with any questions that are not answered in the handbook.

I understand and acknowledge that there may be changes to the information and policies in the handbook. I understand that Sycamore Tree may add new policies to the handbook as well as replace, change, or cancel existing policies.

I understand and acknowledge that this handbook is not a contract or a legal document. I understand that the handbook is available for my viewing at www.sycamoretreechildcare.org or by request in the office at any time. I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

PARENT'S NAME (printed): _____

PARENT'S SIGNATURE: _____

DATE: _____