

Elm Grove Lutheran Child Care Center (EGLCCC)  
Parent Handbook  
Dated: 5/20/19

**PHILOSOPHY:**

The Mission of the Elm Grove Lutheran Child Care Center is to

1. Provide a Christian environment for young children in need of a caring facility.
2. Guide children in their Christian spiritual development.
3. Serve the membership of the school, church and community, through on-site childcare services.

**STATE LICENSING:**

We currently are license exempt through the State of Wisconsin. Although we are license exempt, we maintain the standards set by the State of Wisconsin and promote quality childcare programming, well-trained professional staff and family values.

**ADMINISTRATION:**

The Center is under the direction of the Child Care Center Director. A Child Care Center Director has primary responsibility for the day to day management of the Center including, but not limited to, scheduling, staffing, training, on-going teacher education, curriculum approval, community liaison and administrative duties. The Director answers to the Principal and the Principal answers to the Board of Christian Education.

**NON-DISCRIMINATION:**

The Elm Grove Lutheran Childcare Center (EGLCCC) is dedicated to the purpose of offering an educational program to children of members of Elm Grove Lutheran Church, in harmony with the doctrine and confessional standards of Elm Grove Lutheran Church as set forth in the constitution and by-laws of the community; to other Lutherans who agree with our stated tenets; and finally, to others in the community who accept our purposes and policies as guides for themselves and their children. We do not discriminate on the basis of race, color, national or ethnic origin in administration of our educational policies, admission policies and athletic and other school administered program.

**HOURS OF OPERATION:**

EGLCC is open Monday-Friday 7:00 a.m. to 6:00 p.m. year-round for children from the age of 6 weeks to 12 years.

**ENROLLMENT/REGISTRATION:**

We encourage parents to visit prior to enrollment to ensure our Center is the right place for your child. To enroll a child, a parent/guardian must fill out an application form and submit the registration fee. This fee is non-refundable. It is an annual fee paid every July 1 for the fiscal year, July 1 through June 30th. A security deposit equal to one week of care per child is required to "hold" a spot for a child if they are not starting care immediately. This security

deposit will be credited to the family account when the Center is notified, by a two-week notice, of the family's intention to end care.

Once accepted, the following forms must be completed and returned prior to the child's first day of attendance:

- Completed physical form-all children must have a complete medical exam not more than 6 months prior to admittance to the program.
- Current immunization form.
- Emergency contact information.
- Parental agreement.
- Schedule Form (Calendar done Monthly)
- Intake Form for children under 2 years old.

All information and records given to EGLCCC are considered confidential and will not be released or disclosed without written request from the child's parent or guardian.

#### **ABSENCES/SCHEDULE CHANGES:**

Upon enrollment, families will complete a schedule form. These will be the days/times that we plan for your child to attend. You will be held accountable for paying for these days/times. We are reserving a place for your child and our costs are fixed even when your child is absent. ANY CHANGE IN THE ORIGINAL SCHEDULE MUST BE GIVEN TO LINDA DIVEN OR CATHY WOLBER BY MONDAY OF THE WEEK PRIOR TO THE CHANGE. THIS INCLUDES BUT IS NOT LIMITED TO, VACATIONS, ADDITION/CANCELLATION OF DAYS AND OR PERMANENT SCHEDULE CHANGES. PLEASE SEE THE CURRENT RATE SHEET FOR FURTHER INFORMATION.

#### **DRESS CODE:**

Children should be dressed in comfortable, washable clothing. Gym shoes are best for the kind of play your children will engage in. Open-toe sandals are not permitted due to safety concerns. Clothing should be easy for children to manage independently at bathroom time. Children will go outside daily as long as temperatures are less than 95 degrees, including heat indexes and more than 30 degrees wind chill. During winter, boots, snow pants, hats and gloves are required.

Any clothing with pictures, lettering advertising tobacco, alcohol, drugs, rap or rock groups, or displaying vulgarity or suggestive writing/pictures may not be worn at any time. This is to the discretion of the childcare staff. All shirts worn must cover the child's mid-riff at all times. Pants must also fit properly at the waist.

Efforts will be made to use only washable art products; however, children really enjoying the art process may make a mess.

All children under 1st grade must have a complete change of clothes, including socks and underwear, labeled with their name to be left at the center.

#### **TERMINATION:**

- Parents shall notify the center at least two weeks prior to the child's last day.
- Failure to provide two week notice may result in the forfeiture of the security deposit.

- If the center and the parent mutually agree that continued enrollment is inappropriate, the family will be released from the obligations that come with enrollment at EGLCCC.
- EGLCCC reserves the right to terminate enrollment of any child for the following reasons: The needs of the child cannot be met by the program
- Failures on the parent's behalf to fulfill their obligations as a partner in the child care such as, but not limited to:
  - Failure to pay fees.
  - Failure to submit required forms
  - Failure to observe program rules/parent handbook and thereby endangering others.

### **FINANCIAL POLICY:**

Tuition rates for EGLCC are set to offer parents quality care at competitive rates and to meet the financial needs of the program. The tuition rates will be reviewed annually and are subject to change.

Payments are made weekly for services anticipated to be used for the current week. Statements are prepared monthly, and fees are due by Monday morning, prior to the week of care.

Families with an outstanding balance of \$250.00 or more, may have care suspended until the balance is paid in full or a payment plan is submitted in writing.

Field trips may be taken throughout the year. Parents will be made aware of the trip and the cost in advance. Parents can then decide if they would like their child to participate. Any costs related to the field trip must be paid promptly.

Parents dropping their children off before opening at 7:00 am or picking up their children after closing time of 6:00 p.m. will be assessed a \$1.00 per child, per minute late fee.

Notification must be given by Monday of the week prior for extra services needed or scheduled absence. If your child is ill and will not attend childcare, please notify the childcare within 2 hours of your child's scheduled start time. Messages can be left on the voicemail 24/7 at 262-797-2970. Failure to notify the childcare will result in a full charge for the day missed. This fee will be listed on the rate sheet. Please see the current rate sheet for further information.

There will be a \$25.00 fee for each returned check.

There is a non-refundable annual registration fee due upon enrollment and annually on July 1.

### **NUTRITION:**

EGLCC provides children with nutritious choices for snacks. Lunches must be provided by families along with any additional snacks children may want. Bag lunches **MUST** contain:

- one source of protein: meat, poultry, fish, peanut butter, cheese or eggs.
- Grain product: bread, crackers, cereal
- 2 vegetables or 1 fruit and one vegetable or 2 fruits
- Milk

Snack times are mid-morning and after school.

Parents of infants need to supply their own formula, breast milk and baby food. All bottles should be brought each day, labeled with the child name and the order in which they need to be used. Every effort will be made to support breastfeeding mothers and infants.

Extra jars of baby food may be kept at the center for your child providing they have not been opened or used. Any unused portions of food/formula will be sent home at the end of the day. A labeled lunchbox for your child is the best way to transport formula/food. Infants have a separate refrigerator from toddlers and preschool.

All new foods should be tried at home first since a child could have an allergic reaction to foods they have not had before.

Infants will be held when being fed bottles, bottle propping is forbidden, however, infants of an age to hold their own bottles may be allowed to do so under the direct observation of a staff member.

### **FOOD ALLERGIES**

Please provide, in writing, any food allergies which affect your child. A written plan will be put into place to provide substitutions or special foods which may need to be provided by the family.

### **REST TIME:**

Infants nap according to their own schedules. If an infant falls asleep while being rocked or taken for a walk in a stroller, they will be put in their cribs to continue their nap.

Bedding for infants and toddlers is provided by the center and is washed every week.

All children under the age of 5 are encouraged to rest. After approximately 30 minutes of resting, those children not asleep will be engaged in quiet activities so as not to wake children who are sleeping.

All infants are placed to sleep on their backs only, unless there is a signed medical release from the child's physician. This policy is in compliance with guidelines written to avoid Sudden Infant Death Syndrome or SIDS. Infants are placed to sleep in cribs that meet the safety standards of the State of Wisconsin. Arrangements may be made for children to sleep in swings or vibration seats. Please discuss with staff as children begin attending.

### **PICTURES:**

Pictures will be taken of the children as they participate in activities related to the child care. These pictures may be used in publicity to the public and/or congregation. If a parent does not want their child's picture taken, please advise the Director in writing.

### **PETS:**

At this time there are no pets on the premises. If at any time, this status changes, parents will be notified in writing.

### **CONDITIONS CAUSING THE CENTER TO CLOSE**

EGLCCC is aware that families count on the center staff to care for their children, and we will remain open whenever possible. However, some severe conditions may force the childcare to close.

- Loss of heat, resulting in an indoor temperature below 68 degrees.
- Severe winter weather (outdoor temperatures of -30 degrees) or snow falls that require Elm Grove Lutheran School to close.
- Loss of water and/or plumbing facilities
- Loss of electricity
- Severe physical damage to the building.

In the event of a closure, notification will be sent to local radio and television stations. If closing needs to occur during the day, parents will be notified to make arrangements to pick up their child. If parents cannot be reached, the child's emergency contacts will then be notified.

### **HOLIDAYS**

The center will be closed on the following days:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Eve Day

Christmas Day

New Year's Eve Day

EGLCCC reserves the right to close due to low enrollment during the holidays. Notification will be given prior to the date of closing. If a holiday falls on a weekend, the Friday before or the Monday after will be considered the holiday for closure. A calendar listing the holidays will be given to families at the beginning of each calendar year.

### **PARENT COMMUNICATION AND INVOLVEMENT**

As parents, it is important to keep current with what is happening during the times your child is in our care. We want to make this the best environment for you and your child and communication is extremely important to achieve this.

Children have a mail drawer in the front entryway. A monthly newsletter will be distributed at the beginning of each month with information regarding upcoming activities and events occurring at EGL School. Daily sheets will be completed for children 2 years and under noting diaper changes, feeding times and amounts and other activities that took place with your child each day. Communication between the staff at shift changes is also very important and staff makes every attempt to communicate questions or concerns, however, families may always call and talk to caregivers if needed.

Communication between parents and the Center is vitally important. If you have concerns about what your child is doing at the Center, please talk with your child's teacher. The Director deals with situations or problems which require administrative input or policy interpretations. Problems may be brought to the School Principal after the Director has been made aware of them and the problem ceases to be resolved. The EGLCCC values the children in our care, their parents and our employees. We continually work to earn the trust placed in us. We strive each day to be the best Christian provider of early childhood services in our community.

### **ARRIVING AT THE CENTER**

Parents must accompany children into the Center. This provides a smooth transition and allows an opportunity to visit briefly with your child's teacher. Parents are asked to sign their children in on the sheet in the entryway of the Center. STATE LAW: YOU MAY NOT LEAVE YOUR CAR RUNNING WHEN YOU DROP YOUR CHILD OFF OR PICK YOUR CHILD UP.

### **LEAVING THE CENTER**

We can only release a child to the parent who enrolled that child or to someone listed on the Enrollment Form. If staff does not recognize an adult attempting to pick up a child, they may ask for identification. The EGLCCC abides by all legal served court orders. No child will be released to anyone except those who are authorized in advance.

### **EDUCATION PROGRAM**

Educational experiences in early childhood should build a broad foundation for future formal education. Early childhood classrooms provide a Christ-centered, child-oriented atmosphere that provides an opportunity for children to grow and learn naturally in all areas of development: spiritual, intellectual, physical, social and emotional. Children will be guided through play to engage and experiment with the world around them. The organization of the program will be based on thematic units that have meaning and are interesting to children. These educational experiences not only address learning in the present, but also help develop the child as a lifelong learner. Children will be offered the opportunity to discover their own self and the world God created, solve problems and experiment with possible solutions, take on responsibilities, grow in independence and develop a relationship with God. We follow the teachings of the LCMS faith.

Weekly Bible stories will be shared with the children as they grow in their faith. These stories will be the basis of the religion curriculum and follow the church year. Children will also have the opportunity to take part in chapel services conducted by the pastors and teaching faculty.

Daily activities are planned which promote language development, math, verbal, listening and social skills. Play-based learning helps children learn and develop skills.

### **DISCIPLINE**

Discipline at EGLCCC is designed to help children:

- Lead a God-pleasing life
- Learn and exercise self-control

- Choose between alternatives
- Identify feelings
- Develop an understanding and respect for the feelings of others.

Our goal is to share the love of the Lord with others in our words and deeds. We treat others with respect and kindness, yet we understand that all of us are sinful and temptation may lead us astray. It then becomes the responsibility of parents and teachers to guide behavior that is acceptable to our Lord. Positive guidance and redirection will be used whenever possible. Logical and natural consequences will guide decisions. The Childcare staff has been trained in the discipline model of 1,2,3 Magic for Christian Parents by Thomas W. Phelan, Ph.D. and Chris Webb, M.S., M.A., NCC. Information on this model is available from the Child Care Director.

When necessary, families and teachers will hold a conference and work together to determine a plan which will allow a team approach. Staff will communicate with families regarding any behavior concerns regularly. If a child has difficulty with unacceptable behavior or is uncooperative, he/she may be temporarily removed from the group for a “quiet time”. It is always our greatest desire to guide children in loving ways. If behavior becomes consistently unacceptable, Child Care Director and Family will work together to determine an alternate solution.

### **MEDICATION**

Children who need medication while at the Center shall be identified by the parents to the Child Care Director who will administer the medication, unless unable, then another teacher will be appointed to do so. Families must complete a medication consent form. All medication must be in the original container and labeled with the child’s name, name of medicine, dosage and directions for administration. Medications kept at the center will be inaccessible to children.

When medication is administered, person administering is required to complete the center’s medicine log. All medication forms will be kept in the child’s cumulative file. At no time may any staff person give any medication to any child without pre-authorization and consent forms signed by parent/guardian. This includes Over-the-Counter and Holistic remedies.

### **HEALTH POLICY**

EGLCCC is not able to care for sick children. If a child becomes sick during the day, parents will be notified immediately to pick up their child. Children with potentially contagious illnesses will be isolated from the other children until a parent is able to pick them up. Children must be picked up within one hour of a call made to parents. If a parent is unable to pick up a child within one hour, persons on the child’s emergency form will be contacted to pick the child up. Children must be kept home if he/she has:

- An axillary/oral temperature of 100 degrees or higher.
- Pink eye (Red eyes with burning, thick yellow secretions)
- Rashes not identified or diagnosed by a doctor.
- Impetigo (red pimply rash with blisters which are raw and weeping. Typically in moist areas of the body, creases of the neck, groin, underarm, face or hands.
- Ear infections where drainage from the ear is present.

- Diarrhea--Two watery bowel movements within an hour or three in a day which look significantly different from "normal".
- Vomiting
- Severe cold with fever over 100, sneezing and runny nose.
- Contagious disease such as measles, mumps, chicken pox or roseola
- Throat infections, without antibiotic treatment within 24 hours.
- Any apparent illness, where child appears pale, tired, irritable or listless.

In order to protect children and staff, children showing any of the above symptoms will not be allowed to remain at the Center. Children will be allowed to return when a child is free from symptoms for 24 hours. Children diagnosed with a communicable illness must have a signed doctor's release to be readmitted.

### **EMERGENCIES/ACCIDENTS**

Parents will be notified of all accidents or injuries and procedures followed as soon as possible after an emergency. A written report will be filed; completed by the staff person in charge of the child at the time of the incident and signed by the Director. A record of the accident/ injury will be kept in the Center's files and in the medical log. Staff will follow appropriate first aid procedures to care for minor injuries when they occur.

If it becomes necessary to transport an injured child to a medical facility, transportation by emergency medical services will be instituted. The Director or designee, will accompany the child to Elmbrook or Children's Hospital depending on the severity of the injury.

### **EMERGENCY EVACUATIONS**

Fire Drills will be practiced monthly. Staff is aware of and evacuation routes are posted in numerous areas around the Center. Emergency Folders and daily sign in/out sheets are taken along in case of an evacuation.

Tornado Drills will be practiced monthly, April through October. Children will be instructed to take cover in the basement stairwell away from windows.

In the event, the EGLCCC becomes uninhabitable, children will be taken to EGLS and parents will be notified where to pick children up.

### **OUTDOOR PLAY**

Fresh air and movement are something all children need daily for general well-being and healthy development. EGLCCC daily schedule includes at least one outdoor time for children 18 months and older. Children who are healthy enough to attend childcare are healthy enough to play outdoors. Please provide appropriate clothing for outdoor play. In winter, children will need snow pants, hats, gloves and boots. We will go outside on days when the wind chill is over 30 degrees. School-age children will go outside when the wind chill is above 0 degrees. In summer, extra caution will be taken when extreme heat or humidity is in place. Quiet outdoor play with plenty of water will be encouraged.