

# **ONEIDA CHILD CARE DEPARTMENT PARENT HANDBOOK**

**Tsi? thuwati?nekuhlalákhwa      ka?nihana sa  
(Where they take care of them)      (the little ones)**



# **ONEIDA**

*A good mind. A good heart. A strong fire.*

**June 22<sup>nd</sup>, 2017**

**Prior to Enrollment, Families are Encouraged to Tour Our  
Airport Road Child Care Center**

**This page is intentionally blank**

## Table of Contents

<b>1. Welcome Family</b> .....	<b>6</b>
<b>2. Vision</b> .....	<b>7</b>
<b>3. Mission Statement</b> .....	<b>7</b>
<b>4. Guiding Principles</b> .....	<b>7</b>
<b>5. Confidentiality</b> .....	<b>7</b>
<b>6. Non Discrimination Statement</b> .....	<b>7</b>
<b>7. Americans with Disabilities Act</b> .....	<b>7</b>
<b>8. Ages Served</b> .....	<b>7</b>
<b>9. Operating Capacity</b> .....	<b>7</b>
<b>10. Hours of Operation</b> .....	<b>8</b>
<b>11. Holiday Closings Observed</b> .....	<b>8</b>
<b>12. Scheduled Closings</b> .....	<b>8</b>
<b>13. Emergency Closings</b> .....	<b>8</b>
<b>14. Children’s Records</b> .....	<b>8</b>
<b>15. General Programming</b> .....	<b>9</b>
15.1. Goals	9
15.2. Curriculum	9
15.3. Growth and Development	9
15.4. Literacy	9
15.5. Area to Area Transitions	10
15.6. Classroom to Classroom Transitions	10
<b>16. Child Guidance</b> .....	<b>10</b>
16.1. Conscious Discipline	10
<b>17. Positive Guidance</b> .....	<b>10</b>
17.1. Behavior Management Techniques	10
<b>18. Prohibited Actions</b> .....	<b>11</b>
<b>19. Wisconsin Model Early Learning Standards (WMELS)</b> .....	<b>11</b>
<b>20. Calming a Toddler and Older Children</b> .....	<b>12</b>
<b>21. Safe Classroom</b> .....	<b>12</b>
<b>22. Daily Schedules</b> .....	<b>13</b>
<b>23. Meals/Snacks</b> .....	<b>13</b>
23.1. Menu	13
23.2. Meal Times	13
23.3. Special Food and menu exceptions	13
<b>24. Naps/Rest Times</b> .....	<b>13</b>
24.1. Children 3-5 Yrs. Naps	13
24.2. Infant/Toddlers Naps	13
<b>25. Field Trips</b> .....	<b>14</b>
25.1. Field Trip Restrictions	14
25.2. Field Trip Guidelines	14
25.3. Tracking children during transports	14
25.4. Van Transportation	14
25.5. Walking Fieldtrips	14
<b>26. Pets and Animals</b> .....	<b>14</b>
<b>27. Enrollment</b> .....	<b>14</b>
27.1. Enrollment Orientation	14

27.2.	Immunizations	15
27.3.	Enrollment Schedules	15
27.4.	Enrollment Contracts	15
<b>28.</b>	<b>Absent Child Process</b>	<b>15</b>
<b>29.</b>	<b>Emergency Schedule Changes</b>	<b>15</b>
29.1.	Emergency Pick Up	15
29.2.	Acceptable Emergency Situations	16
29.3.	Authorized to Pick Up	16
29.4.	Emergency Pick Up Plan	16
29.5.	Early/Late Pick Up/Drop Off	16
29.6.	Vacation/Sick Time	17
<b>30.</b>	<b>Daily Sign In/Out</b>	<b>17</b>
30.1.	Front Desk Signing:	17
30.2.	Door Key Card	17
<b>31.</b>	<b>Fees</b>	<b>17</b>
31.1.	Tuition Payments	17
31.2.	Payment Methods	17
31.3.	Delinquent Tuition Fees	17
31.4.	Enrollment Fee	17
31.5.	Diaper Replacement Fee	17
<b>32.</b>	<b>Health</b>	<b>18</b>
32.1.	Health Observations	18
32.2.	Mildly Ill Child	18
32.3.	Ill Child	18
32.4.	Symptoms requiring child’s removal	19
<b>33.</b>	<b>Medication</b>	<b>19</b>
33.1.	Administering Medication	19
<b>34.</b>	<b>Emergency Plans</b>	<b>20</b>
34.1.	Tornado or Disaster – Code Blue	20
34.2.	Fire – Code Red	20
34.3.	Emergency Evacuation – Code Black	20
34.4.	Missing Child – Code Adam	20
<b>35.</b>	<b>Medical Emergencies</b>	<b>20</b>
35.1.	Medical Emergencies	20
35.2.	Minor Injuries	20
<b>36.</b>	<b>Child Abuse and Neglect Reporting</b>	<b>21</b>
<b>37.</b>	<b>External Defibrillator</b>	<b>21</b>
<b>38.</b>	<b>Infant/Toddler (I/T) Care</b>	<b>21</b>
38.1.	Calming an Infant	21
38.2.	Calming Toddlers	21
38.3.	Toilet Training	21
38.4.	Naps Infant/Toddlers Specific	21
38.5.	Back to Sleep	21
38.6.	Shaken Baby Syndrome “SBS”	22
38.7.	Unscheduled Head Start/Pre-K or 4-K Closings:	22
38.8.	Children who have been sent home	22
<b>39.</b>	<b>Clothing and Supplies</b>	<b>22</b>
<b>40.</b>	<b>Toys</b>	<b>22</b>
<b>41.</b>	<b>Birthday’s/Special Occasions</b>	<b>22</b>

41.1. Birthday's	22
41.2. Special occasions	23
<b>42. Parent Teacher Relations</b>	<b>23</b>
42.1. Parent to Staff Communication	23
42.2. Parent Contacts	23
42.3. Parent Board's	23
42.4. Parent to Parent Communication	23
42.5. Parent Meetings/Conferences	23
42.5.1. Parent meetings	23
<b>43. Grievance Process</b>	<b>23</b>
43.1. Grievance Process Posted on Parent Boards	23
43.2. Investigations Training	24
43.3. Grievance Process Basic Steps	24
<b>44. Organization Structure</b>	<b>24</b>
44.1. Org. Chart	24
<b>45. Employee Parent/Guardian – Child Enrollment Procedures</b>	<b>24</b>
<b>46. Staff Services Outside Working Hours</b>	<b>24</b>
<b>47. Parking</b>	<b>24</b>
<b>48. Liability</b>	<b>25</b>
<b>49. Open Door Policy</b>	<b>25</b>
<b>50. Smoke Free Environment</b>	<b>25</b>
<b>51. Discharging/Separation of Services</b>	<b>25</b>
51.1. Parent Initiated Separation of Services	25
51.2. Department Initiated Discharge, Separation of Services	25
<b>52. Governing Policies and Procedures</b>	<b>25</b>
<b>53. Revision process:</b>	<b>26</b>
<b>54. Policy/Procedures Interpretation Authority</b>	<b>26</b>
<b>55. Index</b>	<b>27 &amp; 28</b>
<b>56. Parent Handbook Agreement</b>	<b>30</b>

## 1. Welcome Family

### 1.1. Welcome;

Congratulations on becoming a new family receiving care with the OCCD. We welcome you to our quality, state licensed Child Care Center, and hope that you will find the services provided to be a pleasant and rewarding experience for you and your family. We work especially hard to ensure that children experience a positive learning environment.

Our quality Child Care program is a result of each person in our department taking responsibility for their share of the work to provide all families with a caring and nurturing environment. We are proud to say we incorporate the Oneida language and culture into our curriculum. We use developmentally appropriate practices that support the individual development of all children.

We have an open door policy and encourage parent/guardians to join us any part of the day. We take pride in the high quality services we provide to our families and hope we are able to meet your needs.

Sincerely



Dorothy A. Skenandore  
OCCD Director

### **Please Note:**

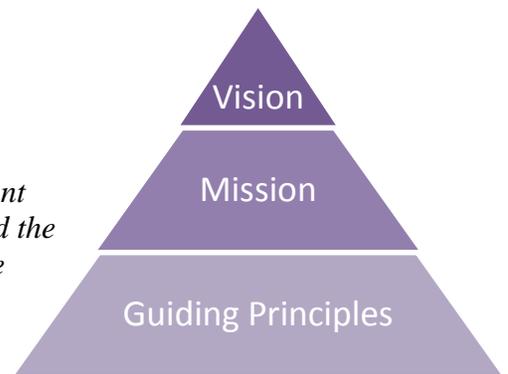
**Oneida Child Care Department (OCCD) and Airport Road Child Care (ARCC) will be used interchangeably in this document.**

## 2. Vision

- 2.1. To provide the best quality educational child care services

## 3. Mission Statement

- 3.1. *We provide for all families, a caring and nurturing environment through the incorporation of the Oneida language, culture and the use of developmentally appropriate practices that supports the individual development of all children.*



## 4. Guiding Principles.

- 4.1. ♥ High quality child care and early education supports and promotes healthy, intellectual, emotional, and physical growth of children.
- 4.2. ♥ High quality child care and early education supports parents, as their children's first teachers and primary caregivers.
- 4.3. ♥ High quality child care and early education should be affordable to families.
- 4.4. ♥ High quality child care and early education key ingredients are appropriately trained and compensated staff.
- 4.5. ♥ High quality child care and early education that includes the Oneida language and Culture learning opportunities supports strengthening families Tsi Niyukwaliho t< – for those to come.

## 5. Confidentiality

- 5.1. All information regarding enrolled children and their families are confidential. Children's file contents aren't discussed outside of the OCC Dept., unless consent from parent/guardian is obtained.
- 5.2. Situations not requiring parent/guardian consent pertain to suspected Child Protection issues.
- 5.3. We respect the parent's/guardian's right to have access to their children's records.
- 5.4. Accessing information about another child is prohibited.
- 5.5. Information shared is for promoting children's learning needs and wellbeing.



## 6. Non Discrimination Statement

- 6.1. The OCCD believes that each child is unique and has a right to a safe, healthy learning environment regardless of race, color, national origin, age, disability, and where applicable, family status, parental status, religion, sexual orientation, political beliefs, or because all or part of an individual's income is derived from any public assistance program.

## 7. Americans with Disabilities Act

- 7.1. OCCD is committed to providing inclusive opportunities for all children. These could include special educational needs; disability or medical needs that do not cause a fundamental alteration of our programming or building.

## 8. Ages Served

- 8.1. – 6 weeks old to 5 years old and not in kindergarten.

## 9. Operating Capacity

- 9.1. – 91 children, to allow for classroom to classroom transitions.

## 10. Hours of Operation

### 10.1. Months and Hours:

10.1.1. January through December

10.1.1.1. Monday – Friday 6:15 a.m. -5:15 p.m.

## 11. Holiday Closings Observed

11.1. Holiday closings are full days unless otherwise noted. If the holiday lands on a Saturday it is observed the Friday before and if the holiday lands on a Sunday it is observed the Monday after. Any additional closing will be posted at least two weeks in advance, unless closing is due to an unforeseen/emergency (closing).

11.2.	New Year's Day	January 1 <sup>st</sup> .
11.3.	Good Friday (1/2 day)	Friday before Easter
11.4.	Oneida Code Talkers Day	Friday before Memorial Day
11.5.	Memorial Day	Last Monday in May
11.6.	Independence Day	July 4 <sup>th</sup> .
11.7.	Labor Day	First Monday in September
11.8.	Veteran's Day	November 11 <sup>th</sup> .
11.9.	Thanksgiving Day	3 <sup>rd</sup> . Thursday in November
11.10.	Indian Day	Friday after Thanksgiving Day
11.11.	Christmas Eve (1/2 Day)	December 24 <sup>th</sup> .
11.12.	Christmas Day	December 25 <sup>th</sup> .

## 12. Scheduled Closings

12.1. OCCD will close three days a year for Staff Development Day's

12.1.1. Thursday and Friday the 3<sup>rd</sup> week in June

12.1.2. One day, the week of Veterans Day in November

12.2. OCCD may close early the Friday before Mother's Day for a Training Dinner for all staff/provider in honor of Provider Appreciation day.

## 13. Emergency Closings

13.1. OCCD will make every effort to remain open during inclement weather or other unforeseen circumstances.

13.2. Should the center experience an unforeseen closing after the start of the day, the parents will be asked to pick up their child or put their emergency pick up plan in effect. (Please refer to sec. 30.4)

13.3. Should the opening of the center be delayed or canceled, this information will be made available through these local radio and television stations:

13.3.1. WBAY – TV 2                      WFRV – TV5                      WLUK – TV11

13.3.2. WDUZ radio                      WGEE radio                      WIXX - radio



## 14. Children's Records

14.1. OCCD is required to maintain a current written record file obtained prior to the child's first day of attendance or subsequent re-enrollment at the center on each child enrolled and shall make the record available to the licensing representative on request.



- 14.2. OCCD shall also maintain a current, accurate written record of the daily attendance and date of birth of each child for the length of time the child is enrolled in the program. The actual time of arrival and departure of each child shall be recorded if hours of arrival and departure vary among children.

## 15. General Programming

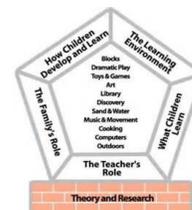
### 15.1. Goals

- 15.1.1. To support young children’s learning by providing a safe and nurturing environment, and providing opportunities for children to obtain/express knowledge, socialize with peers and adults, learn through play, and learn through exploring, inquiring, and utilizing new materials and information.



### 15.2. Curriculum

- 15.2.1. The OCCD provides an integrated curriculum which focuses on the whole child, including a cultural emphasis, Oneida language classes, special family and community events, and enriching field trips. In addition, the curriculum gives teachers the latitude to plan and implement developmentally appropriate practices, incorporating individual and community needs and interests through the “Creative Curriculum” and the “As it Happens Curriculum”.



### 15.3. Growth and Development

- 15.3.1. Developmentally Appropriate Practices:

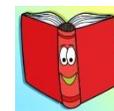
- 15.3.1.1. Planning for: Physical, emotional, social, language, and cognitive development for all children.



Curriculum planning is based on teacher observations and records of each child’s special interests and developmental progress. Learning in a prepared environment that supports active exploration, interaction with: adults, other children, materials. Opportunities to make choices. Learning activities and materials that are concrete, real and relevant to the child’s life. Variety of activities and materials that range in complexity, difficulty and level of challenge. Experiences, materials, and equipment that is multi-cultural and non-sexist. Adults responding quickly and directly to children’s needs, desires and messages. Adults facilitating the development of self-esteem by respecting, accepting and comforting children. Encouragement of parent involvement, observations and participation. Establishing and maintaining contact and collaboration with families.

### 15.4. Literacy

- 15.4.1. Early Childhood & Literacy: We provide opportunities to ensure children enter school ready to read. Learning to read and write is critical for success in school and throughout life. By starting early, we recognize learning to read begins long before a child enters school. As early caregivers we must build a foundation for literacy by talking and reading daily to babies and toddlers. Long before a baby babbles or says a first word they are beginning to develop skills necessary to learn how to talk and read. Our caregivers (teachers) are given the education and training needed to help young children develop language and literacy skills. We read to a young child, and encourage reading to children even before they can hold a book, this creates an appreciation for what books offer. As caregivers we find that talking, singing, and reading helps young children be ready for school.



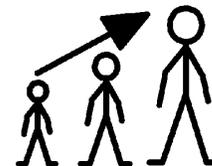
(Adopted from: [http://www.ed.gov/inits/americanreads/educators\\_early\\_text](http://www.ed.gov/inits/americanreads/educators_early_text).)

## 15.5. Area to Area Transitions

15.5.1. Transitions occur daily. It may be difficult and challenging for young children to move from one activity to another. To make these transitions run smoother the teachers plan a way that guides the children to another activity. They do this by utilizing several “Transition” activities that include: Songs, finger plays, music activities, or some other type of sound media.

## 15.6. Classroom to Classroom Transitions

15.6.1. When a child is assessed and is developmentally eligible to move up to the next classroom, they are ready for a “Classroom to Classroom” transitions.



15.6.2. A letter initiating transition intent will be sent to the parent/guardian. The primary caregiver will complete a transitions consent form completely. Comments about the child developmental skills will be noted on this form.

15.6.3. The parent/guardian will review this form and may add comments. Parent/guardian notes consent decision.

15.6.4. Delays in transitions will only be accommodated with a physician’s orders or may be due to programming.

15.6.5. Should the parent/guardian deny consent for the child to transition, then parent/guardian must meet with the supervisor to come up with a more suitable time to transition their child if appropriate with a physician’s orders.

15.6.6. If an agreement can’t be met, then the child will be separated from services due to child care not being able to meet the family’s needs.

15.6.7. Should the parent/guardian approve consent, the child will transition into the next classroom.

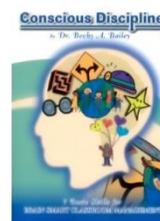
15.6.8. The child will follow the “Transition schedule”, unless otherwise agreed upon by the parent/guardian and the supervisor of the child’s classroom.

## 16. Child Guidance

### 16.1. Conscious Discipline

16.1.1. The OCCD has adopted the Conscious Discipline philosophy.

16.1.2. Conscious Discipline is a comprehensive social and emotional intelligence classroom management program that empowers both teachers and students.



16.1.3. Three major premises:

- 16.1.3.1.  Controlling and changing ourselves is possible and has a profound impact on others.
- 16.1.3.2.  Connectedness governs behavior.
- 16.1.3.3.  Conflict is an opportunity to teach.

## 17. Positive Guidance

### 17.1. Behavior Management Techniques

17.1.1. If one area of the classroom creates physical aggression, try changing the room arrangement.

17.1.2. Locate a child with a short attention span next to the teacher.

- 17.1.3. Invite and gently take the child's hand and walk when a child will not come out of an area.
- 17.1.4. Give children the opportunity to make limited choices.
- 17.1.5. Give positive reinforcement when a child tells the truth.
- 17.1.6. Explain/how to use toys appropriately and redirect with appropriate items.
- 17.1.7. Call attention to a child that is participating correctly.
- 17.1.8. Give a time limit when they need to change when a child doesn't want to take turns.
- 17.1.9. Put away the distracting influence and involve him/her in helping with the activity when a child does not seem to be paying attention.
- 17.1.10. Minimize blame, have child clean up, assist as needed when children not cleaning up.
- 17.1.11. Cleaning up can be made into a game encourages a good attitude toward work by having the children help.
- 17.1.12. Remind them of rules and encourage problem solving when children are arguing.
- 17.1.13. Giving a few minutes warning helps children get ready to come inside.
- 17.1.14. Tell them to use their inside voices (positive statement) when a child is squealing, yelling shouting.
- 17.1.15. Try using a positive statement to correct disruptive behavior (i.e. tell the child "you shared something now you need to listen").
- 17.1.16. Have child, who has distracting toys put them away.
- 17.1.17. Stop and ask all the children to return to their places; children ease their way from their places
- 17.1.18. Acknowledge and bring them back to the activity when a child interrupts with personal stories, etc.
- 17.1.19. Calmly keep the child from running away, hold him/her if the child runs away from you
- 17.1.20. Tell child you will listen to her when she can talk in a calm voice if they are whining, crying, etc.
- 17.1.21. Remove the child from the environment if the child is aggressive, fighting, etc.
- 17.1.22. Ignore temper tantrums if the behavior is for attention and no one is in danger of harm
- 17.1.23. Explain that tantrums are not acceptable.
- 17.1.24. Use of time-out periods is prohibited for children less than 3 years of age.

## 18. Prohibited Actions

- 18.1. Actions that may be psychologically, emotionally or physically painful, discomfoting, dangerous or potentially injurious are prohibited. Examples of prohibited actions include all of the following:
  - 18.1.1. Spanking, hitting, pinching, shaking, slapping, twisting, throwing or inflicting any other form of corporal punishment.
  - 18.1.2. Verbal abuse, threats or derogatory remarks about the child or the child's family.
  - 18.1.3. Physical restraint, binding or tying to restrict movement or enclosing in a confined space such as a closet, locked room, box or similar cubicle.
  - 18.1.4. Withholding or forcing meals, snacks or naps.
  - 18.1.5. Actions that are cruel, aversive, frightening or humiliating to the child.
  - 18.1.6. A child may not be punished for lapses in toilet training.
  - 18.1.7. **Note:** Inappropriate discipline of a child by a staff member must be reported to the department within 24 hours after the occurrence under s. DCF 251.04(3)(j).

## 19. Wisconsin Model Early Learning Standards (WMELS)

- 19.1. All staff are trained on the Wisconsin Model Early Learning Standards which specifies developmental expectations for children from birth through entrance to first grade.
  - 19.1.1. The standards reflect attention to all the domains of a child's learning and development.
  - 19.1.2. Each domain is divided into sub-domains.

19.1.3. Each sub-domain includes developmental expectations, program standards, performance standards and developmental continuum.

19.1.4. Samples of children's behavior and adult strategies are also provided

## 20. Calming a Toddler and Older Children

- 20.1. Teachers are encouraged to “Remain Calm” and use a soothing tone when helping calm a child.
- 20.2. Give children ideas of how to calm themselves.
- 20.3. Deep breathing (Be a STAR).
- 20.4. Taking them to the classroom “Safe Place” explaining that they may stay in this area until they are calm.
- 20.5. Reassure child in a calm voice.
- 20.6. Give lots of cuddles and hugs.
- 20.7. Share a private time and read a book, play a game etc.
- 20.8. Give the child a special toy for them to hold.
- 20.9. Listen to the child and respond in a soothing way, using simple language at the child’s comprehension level.
- 20.10. Allow the child to express their emotions and help them label their feelings
- 20.11. Share ways that you use to calm yourself.
- 20.12. Let the child draw a picture of how they feel.



## 21. Safe Classroom

- 21.1. The purpose of the “Safe Classroom” procedure is to ensure a safe, healthy learning environment for all children. The following procedures will be followed when children are exhibiting on-going aggressive behavior. (This is a brief outline of the “Safe Classroom” procedures, full copy of procedures are available upon request.
- 21.2. If a classroom is experiencing on-going aggressive behavior.
- 21.3. Meeting 1: Classroom teacher will meet with family to develop an action plan.
  - 21.3.1. A documented agreement as to the action plan must be signed by the teacher and parent/guardian.
  - 21.3.2. Failure to meet and agree on an action plan may be cause for immediate separation of services.
  - 21.3.3. Parent/guardian will be notified that if a third meeting occurs, their child care services may be terminated.
- 21.4. Meeting 2: If the behavior persists, a second meeting will occur including the primary teacher, parent/guardian, and the supervisor of the classroom, to assess the action plan and develop another action plan that may include the child being seen by a professional in the field related to the type of aggressive behavior exhibited.
  - 21.4.1. Again the parent/guardian will be reminded, should the third meeting occur, their services may be terminated.
  - 21.4.2. A documented agreement as to the action plan must be signed by the teacher, supervisor and parent/guardian.
  - 21.4.3. Failure to meet and agree on an action plan may be cause for immediate separation of services.
- 21.5. Meeting 3: If the behavior still persists, the third meeting will take place between the teacher, supervisor, director and the parent/guardian.
  - 21.5.1. A documented agreement as to the action plan must be signed by the teacher, supervisor and parent/guardian.



- 21.5.2. Failure to meet and agree on an action plan may be cause for immediate separation of services.
- 21.6. Depending upon the severity of the aggressive behavior, immediate termination may be implemented. (Please see separation of services sec. 51. )
  - 21.6.1. Severity of aggressive behavior justifying immediate termination.
    - 22.6.1.1. Children over 3 years of age, who cause harm to another child, teacher, teacher trainee or volunteer that leaves a physical mark
    - 22.6.1.2. Behavior requires another person to need medical attention.
    - 22.6.1.3. Cause damage to property.

## 22. Daily Schedules

- 22.1. Each classroom has their individual daily schedule posted in their classrooms.

## 23. Meals/Snacks

### 23.1. Menu

- 23.1.1. All Menu's rotate seasonally with approval of the Oneida Health Center Nutritionist.
- 23.1.2. **If your child can't make the scheduled meal/snack times, please make other arrangements to have them fed outside of the center.**
- 23.1.3. **If your child has eaten at a place other than Child Care, please ensure that your child has completely finished eating prior to entering the building.**
- 23.1.4. ARCC will post monthly meal menus on the "Parent Board"

### 23.2. Meal Times:

- 23.2.1. All other classrooms, Breakfast: 8:30- 8:45 a.m.
- 23.2.2. Toddler Room's Lunch: 11:00-11:35 a.m.
- 23.2.3. Toddler Room's Snack 2:00- 2:45 p.m.



### 23.3. Special Food and menu exceptions:

- 23.3.1. Special food needs will be accommodated by Doctor's orders only.
- 23.3.2. Special diet's including nutrient concentrates and supplements will be served only upon written instructions from the child's physician.

## 24. Naps/Rest Times

### 24.1. Children 3-5 Yrs. Naps

- 24.1.1. Children under 5 years of age, but older than 3 years of age shall have a nap or rest period:
- 24.1.2. Nap/Rest periods are between 12:00 noon and 2:00 p.m.
- 24.1.3. Child care workers shall permit a child who does not sleep after 30 minutes and a child who awakens to get up and have quiet time through the use of equipment or activities which will not disturb other children. (State Regulation **251.07(3)(b)4(b)**).



### 24.2. Infant/Toddlers Naps:

- 24.2.1. Please see Naps/Rest Times for Infant/Toddlers, sec. 39.
- 24.2.2. Child care workers shall permit a child who does not sleep after 30 minutes and a child who awakens to get up and have quiet time through the use of equipment or activities which will not disturb other children. (State Regulation **251.07(3)(b)4(b)**).

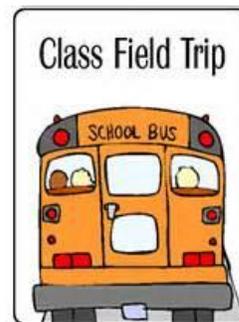
## 25. Field Trips

### 25.1. Field Trip Restrictions:

- 25.1.1. Most field trips are limited to children 3 years old and older.
- 25.1.2. Parents/Guardians are encouraged to attend field trips.
  - 25.1.2.1. Please refrain from bringing other children along.

### 25.2. Field Trip Guidelines:

- 25.2.1. Children will be expected to attend field trips with their classrooms.
  - 25.2.2. Individual field trip preferences will not be accommodated.
  - 25.2.3. Parents who choose not to send their child on a scheduled field trip will be required to find alternative care outside the OCCD Centers.
  - 25.2.4. Classroom teachers will make every effort to select and arrange field trips that are free or of a minimal expense to the center or families.
  - 25.2.5. If a child's scheduled arrival time at the center is after the field trip departs, parents must make arrangements with the supervisor to adjust their schedule to ensure arrival meets the field trip departure time.
  - 25.2.6. Schedule changes to meet field trip departure or returns will not cause increased fees if the schedule change increases a family's part time status to full time status for the week involving a field trip.
  - 25.2.7. A parent may choose to drop off the child at the field trip site.
  - 25.2.8. Parents must notify the Child Care Center when dropping their child off at the field trip site, to ensure accommodations for travel include an increase in numbers.
  - 25.2.9. Parents who drive their own car and bring other children to the field trip are responsible for the other children or child.
    - 25.2.9.1. Parents must provide meal for other child.
- 25.3. **Tracking children during transports.**
- 25.3.1.1. Children are signed in and out on the bus/van attendance sheets.
  - 25.3.1.2. The van driver re-checks the checklist as each child enters the vehicle and checks again after a child exits the bus/van.
- 25.4. **Van Transportation:**
- 25.4.1. Our OCCD Van is equipped with an alarm system that requires the driver to go to the rear of the vehicle to shut it off and reminds the driver to double check all seats on the way to the front of the vehicle for any remaining children
- 25.5. **Walking Fieldtrips:**
- 25.5.1. Each classroom will post where they are taking the children for a walk, noting if inside building or off child care center premises.
  - 25.5.2. Walking field trips are prohibited to cross any major road ways (Hwy 172 or South Overland.)



## 26. Pets and Animals

- 26.1.1. Due to health and safety reasons, no pets will be allowed on the premises of ARCC.



## 27. Enrollment

### 27.1. Enrollment Orientation

- 27.1.1. Once children are accepted into ARCC, the family must participate in an orientation meeting with the Child Care Supervisor of the classroom the child will be entering.

- 27.1.1.1. Please make arrangements not to have your child/children at this orientation as it is a timely process, which includes paperwork. Most children find this boring and are distracting to the parent/guardian filling out the papers.
  - 27.1.2. Orientation meeting must take place prior to child's start date and at the Child Care Center.
  - 27.1.3. All parents shall fill out an income verification form prior to the child's start date.
  - 27.1.4. Families choosing not to fill out an income verification form will be charged at the highest tuition rate.
  - 27.1.5. Prior to a child starting, all enrollment records must be on file.
- 27.2. Immunizations**
- 27.2.1. Prior to a child starting, OCCD must have on file, the appropriate child's immunization records.
- 27.3. Enrollment Schedules**
- 27.3.1. Enrollment schedules are a requirement. Failure to provide a pre-schedule will result in a suspension of services until an enrollment schedule is supplied.
  - 27.3.2. **All Enrollment Schedules Must be Preplanned and Signed by the Child Care Supervisor**
  - 27.3.3. Parents must enroll their child in either **full time** or **part time** care
    - 27.3.3.1. Full Time: More than 25 hours per week
    - 27.3.3.2. Part Time: 25 hours or less per week
  - 27.3.4. Should a child enrolled as part time require a schedule change that takes them over the 25 hours per week, the family will automatically be charged the full time care rate
  - 27.3.5. The maximum hour's a child may remain in an OCCD Center is 10 hours per day.
- 27.4. Enrollment Contracts.**
- 27.4.1. **Standard Schedule:**
    - 27.4.1.1. If a parent's schedule is consistent (same days and times for more than one month). This contract applies until the parent/guardian changes the child's schedule.
  - 27.4.2. **Rotating Schedule**
    - 27.4.2.1. If the parent's schedule is not consistent (rotating shifts, rotating days off). If the contract changes monthly or weekly, parents must provide at least 5 business days advance notice of change.



**28. Absent Child Process**

- 28.1. If your child is absent you are required to call the center no later than 1 hour after your child's scheduled start time.
- 28.2. If parent/guardian fails to contact the center, the classroom teacher will attempt to contact the parent/guardian as to child's whereabouts 1 hour after child has failed to show up at their scheduled start time.

**29. Emergency Schedule Changes**

- 29.1. **Emergency Pick Up:**
  - 29.1.1. Emergency changes that require picking up your child later than their scheduled pick up time; you must call the center ½ hour prior to their schedule pick up time.
  - 29.1.2. Late fees may be waived for a limited time according to emergency situation.

- 29.1.3. If an emergency schedule change increases your part time status to full time status, the family will be charged accordingly for that week.
- 29.2. **Acceptable Emergency Situations:**
  - 29.2.1. Direct involvement in an accident
  - 29.2.2. Medical emergency of self or immediate family member (See the Oneida Blue Book Sec. II., 1., e.)
  - 29.2.3. All other emergencies requesting waiving late fee requests must be approved by the classroom supervisor.
    - 29.2.3.1. Calls received later than the ½ hour prior notice will be charged appropriately.
- 29.3. **Authorized to Pick Up**
  - 29.3.1. For the protection of the children, only authorized persons designated by the parent/guardian will be allowed to pick up the child.
  - 29.3.2. Designated authorized person must be able to provide a picture ID.
  - 29.3.3. Designated authorized person must be 18 years of age.
  - 29.3.4. Please inform authorized pick up person that they will need their picture ID in order for them to pick up your child.
  - 29.3.5. At least a ½ hour prior notice must be given if an authorized person will be picking up your child.
  - 29.3.6. Children won't be released to anyone who has a court order stating that they may not have contact with the child. Order must be on file at the center.
  - 29.3.7. Parent/Guardian is responsible for notifying the Child Care Center of the court order or restraining order status.
- 29.4. **Emergency Pick Up Plan**
  - 29.4.1. The emergency pick-up contact plan is designed by the parents/guardians for staff to follow in case the center or classroom needs to close unexpectedly, and staff is unable to contact parent/guardians.
  - 29.4.2. Parents must have current Emergency Contact Cards completed, and on file with Oneida Child Care.
- 29.5. **Early/Late Pick Up/Drop Off**
  - 29.5.1. Children need to be dropped off /picked up by their scheduled drop off/pick-up time.
  - 29.5.2. Failure to drop off or pick up at the child's scheduled time will result in an early or late fee of \$3.00 for every 5 minutes (rounded to the nearest upper 5 minutes)
  - 29.5.3. Classroom teacher will fill out an "Early/Late Drop-off/Pick UP" fee form and provide a copy to the parent and the supervisor within 24 hours.
  - 29.5.4. If family has sufficient credit to cover the late fee, then the fee will automatically be deducted from the credit balance
  - 29.5.5. Families have 3 working days from date of incident to pay the early/late fees.
  - 29.5.6. Unpaid early/late fees will result in a suspension of services until the fees are paid in full.
  - 29.5.7. Families on suspensions for unpaid fees will be charged their regular rate while on suspension.
  - 29.5.8. Families may use vacation/personal time to cover days off while services are suspended.
  - 29.5.9. Suspended services will be reinstated upon fees being paid in full to the Child Care

Oneida Child Care is licensed by the state of Wisconsin Administrative Code 257, Department of Children and Families, Licensing Rules for Group Child Care Centers, last revised January 1, 2009 or Receptionist.

## 29.6. Vacation/Sick Time

29.6.1. Each enrolled child will be permitted vacation/sick days per year and don't carry over from year to year. (The year is calculated by the calendar year – January 1<sup>st</sup>. to December 31<sup>st</sup>.)

29.6.1.1. Each child enrolled full time will be permitted 10 days of vacation/sick time each year.

29.6.1.2. Each child enrolled part time will be permitted 5 days of vacation/sick time each year.

29.6.2. Vacation/Sick time can be interchangeable.

29.6.3. Children's start date will determine the accrual time for the remainder of their first year of enrollment

29.6.4. Children changing from part time to full time status must be enrolled full time for a period of 12 consecutive weeks or more to get full time status benefits of vacation or sick time will be prorated.

29.6.5. Request (to use Vacation/Sick time) must be completed within 30 days of actual absence to receive credit on account if time is available.

29.6.6. Child must be absent to use Vacation/Sick time.



## 30. Daily Sign In/Out

### 30.1. Front Desk Signing:

30.1.1. All parent/guardians must sign in and out at the reception/front desk area.

### 30.2. Door Key Card:

30.2.1. Families will be provided a security door key card to enter their child care center.

30.2.2. One (1) extra code key will be available upon request at a cost.

30.2.3. A lost or stolen key card must be reported to a supervisor and a replacement key card will be provided at a cost of \$5.00 per key to the family for replacement.

30.2.4. The replacement key cost will be increased by \$5.00 increments every time a replacement key is needed.

## 31. Fees

### 31.1. Tuition Payments

31.1.1. Weekly tuition fees are based on a sliding fee scale.

31.1.2. Weekly tuition fees must be paid each Friday before care is needed, by full week charges.



### 31.2. Payment Methods

31.2.1. **NO CASH PAYMENTS ARE ACCEPTED**

31.2.2. All payments must be made with: Check, money order, or cashier check.



### 31.3. Delinquent Tuition Fees

31.3.1. Late payments of weekly tuition fees may result in suspension of child care services until fees are paid in full.

31.3.2. If parent/guardian lost their child care spot due to past due balance, and their account has gone through the grievance process, that parent/guardian will not be considered for future enrollment.

### 31.4. Enrollment Fee

31.4.1. A onetime \$50.00 enrollment fee charge per family will be deposited into the Center Enhancement budget.

### 31.5. Diaper Replacement Fee



- 31.5.1. When child care needs to supply diapers for your child. You will be charged \$2.00 for each diaper.
- 31.5.2. Replacement diapers in place of the “replacement fee” will not be accepted.
- 31.6. **Reimbursement Payments**
  - 31.6.1. Family accounts that build up a credit balance, will be reimbursed upon request from the parent/guardian or upon request of the billings manager.
  - 31.6.2. The Family may save time by stating in their request “Please reimburse me what I currently have available on my account”.
  - 31.6.3. A parent/guardian whose name appears on the monthly billing statements must make the request in writing. E-Mail requests are acceptable and provide it to the Child Care Administrative Assistant.
  - 31.6.4. The Oneida Child Care is licensed by the state of Wisconsin Administrative Code 257, Department of Children and Families, Licensing Rules for Group Child Care Centers; last revised January 1, 2009 will review the account, determine the available credit and process paperwork to pay the family their credit due.

## 32. Health

### 32.1. Health Observations

- 32.1.1. Upon arrival, each child shall be observed by a staff person for symptoms of illness.
- 32.1.2. Temperatures will be taken only if a fever is suspected or if requested by the parent/guardian.
- 32.1.3. Any visible bruises, contusions, lacerations or burns shall be noted on the child’s record and reported immediately to a supervisor. **(Staff will not fully undress the child to observe)**
- 32.1.4. Known allergies that children may have must be noted by a health care provider and shall be made known to other persons in need to know positions.
- 32.1.5. Supervisors will notify center cooks of any known food allergies a child may have.
- 32.1.6. Head checks will be conducted the first day of attendance and each week during high peak head lice seasons or as needed.
- 32.1.7. Children who are sent home with head lice will need to be “Nit Free” before returning to the center.



### 32.2. Mildly Ill Child

- 32.2.1. OCCD may only provide care for a mildly ill child for a short amount of time, until the child is picked up by the parent/guardian or designated emergency person.
- 32.2.2. If a child exhibits or complains of mild symptoms but is still able to participate in classroom activities, parents will be afforded a courtesy call informing of them of the situation.
- 32.2.3. At this time it is up to the parent if they wish to pick up their child. The child will not be isolated unless the symptoms become severe enough to isolate.

### 32.3. Ill Child

- 32.3.1. The purpose of this policy is to prevent the spread of illness.
- 32.3.2. If a child has any illness or impairment that prevents him/her from participating in daily classroom activities, including outdoor play, or causes one on one care, then the parent/guardian will be contacted to pick up the child.
- 32.3.3. If the parent/guardian is not able to pick up the ill child within 1 hour the parent/ guardian must ensure that an emergency person can pick up in the provided time frame.



- 32.3.4. For the health of the child, if the child isn't picked up within that hour Social Service could be called with approval of the classroom Supervisor or Lead Teacher
- 32.3.5. The child should remain out of child care until they are able to participate fully in daily classroom activities.
- 32.4. **Symptoms requiring child's removal:**
- 32.4.1. Fever **and any one of the following**: A sore throat, rash, vomiting, diarrhea, earache, pulling at their ear, irritability, excessive nasal drainage or confusion.
- 32.4.2. Fever is defined as having a temperature of 101 °F. (Child Care is only able to take a child's temperature under the arm).
- 32.4.3. Diarrhea of two (2) episodes or one (1) time if the stool is bloody.
- 32.4.3.1. Diarrhea describes bowel movements (stools) that are loose and watery
- 32.4.4. Vomiting two (2) or more times in a 24 –hour period.
- 32.4.5. Severe coughing. When a child gets red or blue in the face or makes a high pitched whooping sound after coughing.
- 32.4.6. Eye discharge: thick mucus, pus-like drainage or pink eyes.
- 32.4.7. Yellowish skin tone, or yellowish eyes
- 32.4.8. Wheezing/difficulty breathing
- 32.4.9. Excessive itchiness
- 32.4.10. Any opening in the skin that has drainage.
- 32.4.11. Headache, stomach pain, when a child continuously complains of pain.
- 32.4.12. If a child continuously cries and requires more attention than staff can provide without compromising the health and safety of other children in the classroom.
- 32.4.13. An ill child will be provided an area of care separated from space used by other children. Separation may be in another room, separated by a partition, screen or another means.
- 32.4.14. The ill child must remain isolated until they are picked up by parent/guardian.
- 32.4.15. If the ill child can't be picked up by parent/guardian within one (1) hour, the emergency pick up plan will be activated (Please see sec. 28.4)
- 32.4.16. The classroom teacher and a supervisor/lead teacher will determine if the child should go home due to health symptoms.
- 32.5. **Child Return Requirements:**
- 32.5.1. **The child who was sent home due to illness may return 24 hours later if the child no longer displays symptoms and can participate in all classroom activities and does not require individual care for long periods of time.**
- 32.5.1.1. **Example: If a child is sent home at 2:00 p.m., they may return the next day after 2:00 p.m. if they no longer display symptoms and can participate in all classroom activities.**

### 33. Medication

#### 33.1. Administering Medication:

- 33.1.1. Child Care can only administer medication under the following circumstances:
- 33.1.1.1. When a medical authorization form is completed and signed by the parent/guardian.
- 33.1.1.2. If the time to administer medication falls within the center's operating hours.
- 33.1.1.3. Prescription medication must be in the original container and labeled with the child's name, dosage and directions for administration.
- 33.1.1.4. Non-prescription medication must be in the original container and will not be given to children under the age of 2, unless prescribed by a doctor.



### 34. Emergency Plans

#### 34.1. Tornado or Disaster – Code Blue

34.1.1. All staff are trained on emergency procedures for when a tornado warning has been issued.



#### 34.2. Fire – Code Red

34.2.1. All staff are trained on emergency procedures for when a fire has been reported.



#### 34.3. Emergency Evacuation – Code Black

34.3.1. All staff are trained on emergency procedures for when an emergency evacuation is required.



#### 34.4. Missing Child – Code Adam

34.4.1. All staff are trained on emergency procedures for when a child is reported missing at the center.



#### 34.5. Intruder alert.

34.5.1. All staff are trained on emergency procedures for when an intruder has entered the building or is attempting to enter the building.



### 35. Medical Emergencies

#### 35.1. Medical Emergencies:

35.1.1. Loss of consciousness, including seizure activity, persistent bleeding.

35.1.2. Breathing difficulty

35.1.3. Accident resulting in an open wound, puncture, or a potentially broken bone or sprain.

35.1.4. Inflammation.

35.1.5. Burns.

35.1.6. Any signs of allergic reactions.

35.1.7. Immediate attention will be given to any child who has sustained any type of injury, life-threatening or otherwise.

35.1.8. Should the injury indicate the need for immediate care, a rescue squad will be summoned and your child will be transported with a staff member to **Bellin Hospital** Emergency facility.

35.1.9. Parents/guardian will be notified as soon as possible of the situation.

35.1.10. If a staff person suspects that a child has swallowed a poisonous substance, a call will be made to the **Oneida Health Center (920) 869-2711** or the **Poison Control Center at 1-800-222-1222**

35.1.11. All injuries result in a teacher completed accident report and are recorded in the “Medical Log Book”

35.1.12. Copies of the accident reports are kept in the children’s files.

35.1.13. A completed accident report will be turned into the Child Care Supervisor and Director within twenty-four (24) hours.

35.1.14. Injuries resulting in hospital visits will be reported to our State licenser within 24 hours by a supervisor.

#### 35.2. Minor Injuries

35.2.1. Minor injuries will be recorded on an incident report form and logged into the “Medical Log Book” by the person who wrote up the incident report.



### 36. Child Abuse and Neglect Reporting

- 36.1. All staff are trained in reporting suspected cases of child abuse and neglect
- 36.2. All staff are mandated reporters while performing their job duties.

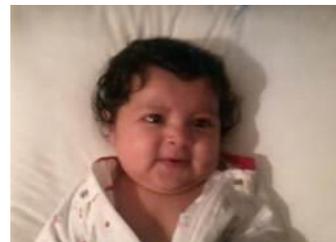
### 37. External Defibrillator

- 37.1. All staff are trained to utilize an automated external defibrillator.

### 38. Infant/Toddler (I/T) Care

#### 38.1. Calming an Infant

- 38.1.1. All babies cry. When a baby can't stop crying the teachers will use different calming techniques such as:
  - 38.1.1.1. Repositioning the child.
  - 38.1.1.2. Check to see if the infant is sick or in pain.
  - 38.1.1.3. Feed the infant slowly and burp often.
  - 38.1.1.4. Change the diaper.
  - 38.1.1.5. Wrap the infant in a blanket.
  - 38.1.1.6. Play soothing music.
  - 38.1.1.7. Gently rock the infant.
  - 38.1.1.8. Gently massage the infant's tummy or back.
  - 38.1.1.9. Sing, read or talk softly to the infant.
  - 38.1.1.10. Reduce noise, light or movement.
  - 38.1.1.11. Walk around while holding the infant.
  - 38.1.1.12. Sway side to side or back and forth while standing in one place holding the infant.

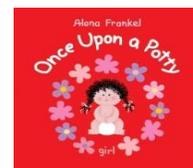


#### 38.2. Calming Toddlers

- 38.2.1. Calming Techniques (Please see Programming section under “Calming Toddlers and older children”.)

#### 38.3. Toilet Training

- 38.3.1. Child Care workers shall plan toilet training in cooperation with the child parent/guardian so that a child's toilet routine is consistent between the center and the child's home.
- 38.3.2. No attempts at Child Care are to be made to toilet train a child less than 18 months of age as per DCF 251.09(4)(a)1.



#### 38.4. Naps Infant/Toddlers Specific

- 38.4.1. Each infant and each toddler shall be allowed to form and follow his or her own pattern of sleeping and waking. DCF 251.09(2)(b).
- 38.4.2. Child Care teachers are not able to encourage an infant or child to sleep at a specific time.
- 38.4.3. Child Care teachers are not able to wake a sleeping infant or toddler at a specific time.

#### 38.5. Back to Sleep

- 38.5.1. Infants are to be placed in a supine (on back) position for sleeping to lower the risk of SIDS (Sudden Infant Death syndrome).
- 38.5.2. Other sleeping positions may only be allowed with a written note from a physician specifying allowable positions.
- 38.5.3. When infants can easily turn over from the supine position to the prone positions, they should still be put down to sleep on their back, but allowed to adapt to whatever position they prefer to sleep in.



38.5.4. Only with a doctors order's, will a positioning device that restricts movement within the child's crib be used

38.5.5. Infant's heads shall remain uncovered while they are sleeping.

38.6. **Shaken Baby Syndrome "SBS"**

38.6.1. Child Care Teachers are trained on ways to prevent and identify SBS, and will follow appropriate practices.



38.7. **Unscheduled Head Start/Pre-K or 4-K Closings:**

38.7.1. When there is an unexpected closing of a public school or other entity a child regularly attends happens prior their start of day, the family must call first to ensure that OCCD has coverage for their child to attend.

38.7.2. Families will be charged accordingly if this extra time moves them up to full time care status.

38.8. **Children who have been sent home:**

38.8.1. When a child is sent home from a public school or other entity they regularly attend it will be the parent's responsible to find outside care for the duration that the child is removed from the public school or other entity.

38.8.2. Child Care will care for the child starting at their regular start time in Child Care.

**39. Clothing and Supplies**

39.1. **OCCD will not be responsible for lost, misplaced, damaged or stolen clothing or supplies.**

39.2. Programming provides a balance of indoor and outdoor activities.

39.3. Children are outside weather permitting and should dress accordingly.

39.4. Please ensure your child wears "play" clothes and to bring a change of clothing to be kept at the center that are clearly labeled with the child's name.

39.5. Lack of availability of a washer or dryer, prevents opportunities for drying articles that have become soiled/wet, items will be sent home in a plastic bag.

39.6. Parents will be provided a list of clothing and supplies that are needed.

39.7. Replacement of clothes by parents is recommended seasonally in case of any growth spurts.

39.8. Ensure children wear shoes that cover the toes and heels for safety precaution all year around.

**40. Toys**

40.1. **OCCD will not be responsible for lost, damaged or stolen items.**

40.2. OCCD provides learning toys that are developmentally, age and safety appropriate.

40.3. Toys from home may only be allowed for special situations such as "Show and Tell".

40.4. A (soft) sleep buddy, or blanket for use during nap time is appropriate for children able to roll over completely on their own and older.



**41. Birthday's/Special Occasions**

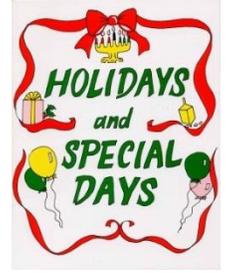
41.1. **Birthday's**

41.1.1. With advanced notice to the teacher in the classroom parents, guardians are welcome to bring a special "Birthday" treat to share with all the children in their child's classroom, on or near their child's birthday, please provide advance notice to the teachers in the classroom.

41.1.2. Please try to keep treats as nutritious as possible.

#### 41.2. **Special occasions:**

- 41.2.1. Valentine’s Day, Winnie the Pooh’s Birthday, Mother’s Day, Grandparent’s Day, Provider Appreciation Day, Sweetest Day, or non-religious Special days, etc.
- 41.2.2. With advanced notice to the teacher in the classroom, parents/guardians are welcome to bring a “Special Occasion” treat to share with all the children in their child’s classroom.
- 41.2.3. Please provide advance notice to the teachers in the classroom.



#### 42. **Parent Teacher Relations.**

##### 42.1. **Parent to Staff Communication**

- 42.1.1. The OCCD encourages daily parent/guardian and teacher communication via:
  - 42.1.1.1. “Dailies” (daily communication for children under 3 years of age), Classroom monthly newsletters (3 years and older),

##### 42.2. **Parent Contacts**

- 42.2.1. Communication about a child will be documented by staff completing a “Parent Contact” form and providing a copy to the parent/guardian within 24 hours.

##### 42.3. **Parent Board’s**

- 42.3.1. ARCC will have a “Parent Board” located near the entrance door of classrooms and the entrance door of the building. Information posted on the “Parent Board” will be specific to Child Care.



##### 42.4. **Parent to Parent Communication**

- 42.4.1. Parents who wish to contact other parents of children enrolled in one of the centers regarding non child care issues must do so outside child care premises.
- 42.4.2. Parents are encouraged to contact each other to set up a fund- raiser for the benefit of the Child Care program. Supervisor’s involvement is required.

##### 42.5. **Parent Meetings/Conferences**

###### 42.5.1. **Parent meetings:**

- 42.5.2. ARCC has monthly parent meetings.
  - 42.5.2.1. Times and days are posted at each center on the parent boards.
  - 42.5.2.2. Times and days are also available upon request.
- 42.5.3. Subjects added to the agenda must pertain to the whole center.
- 42.5.4. Individual issues, concerns, grievances must follow the “Grievance Process”
- 42.5.5. Note: The “Grievance Process” is currently being revised

- 42.5.5.1. Child care will provide updated process as soon as it is available.

###### 42.5.6. **Parent Conferences:**

- 42.5.6.1. Infants/Toddlers-children up to age 3 have daily communication and are exempt from biannual parent teacher conferences.
  - 42.5.6.2. Pre-School – children 3 – 5 (not in Kindergarten) have parent conference opportunities that are held twice a year, in the spring and the fall.
  - 42.5.6.3. School Age children 5 (in kindergarten) and older have conference opportunities once a year in the spring. ( only)

**Note: The grievance process is in a revision process, once approved all families will receive the up dated copy until then all must follow the grievance process.**

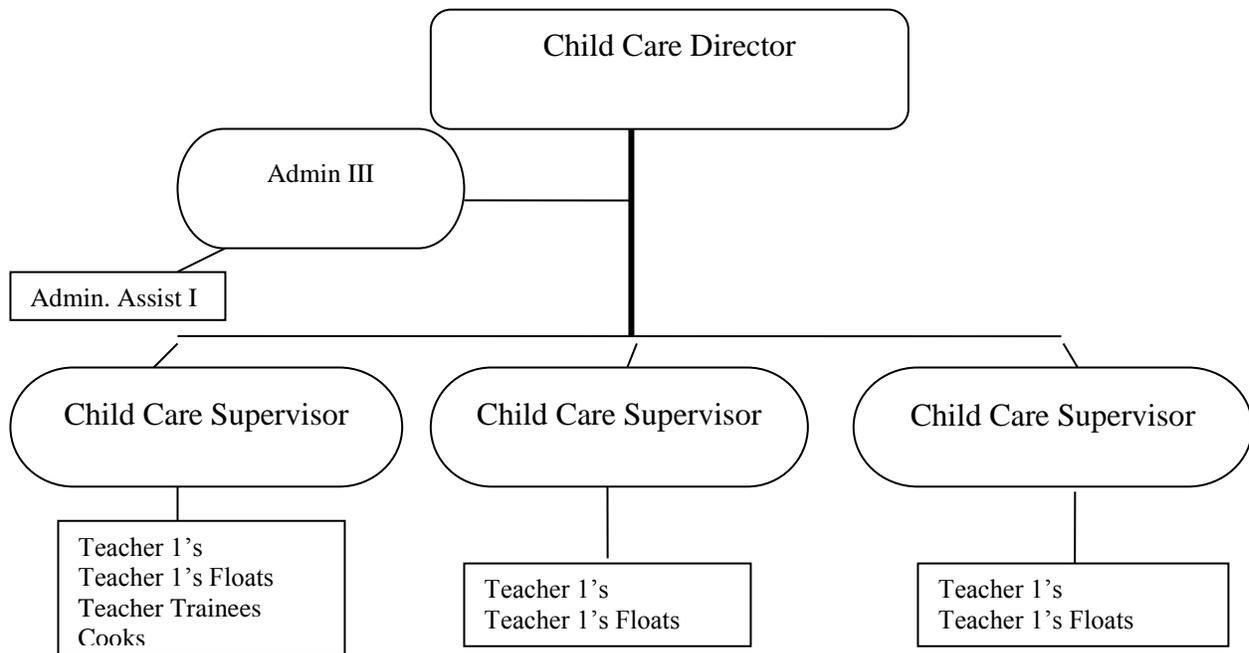
#### 43. **Grievance Process**

##### 43.1. **Grievance Process Posted on Parent Boards**

- 43.1.1. Copies of the parent grievance process will be posted on the parent boards in each classroom.
- 43.1.2. Copies of the grievance process will be available upon request at .50¢ per page.
- 43.1.3. Parents/guardians who have a grievance regarding their children must follow the parent/guardian grievance process.
- 43.2. **Investigations Training:**
  - 43.2.1. All Staff in supervisory positions are trained on conducting investigations from the Oneida Human Resource Department and follow their investigation processes
- 43.3. **Grievance Process Basic Steps:**
  - 43.3.1. Parents/guardians who have an issue, concern, or complaint (**I.C.C.**) are first encouraged to address it with their child's assigned primary care giver.
  - 43.3.2. If parent is unable to resolve it the next step bring it the classroom supervisor.
  - 43.3.3. If parent/guardian is dissatisfied next step is to the Child Care Director.
  - 43.3.4. Area Manager is the final appeal process in the child care department.

**44. Organization Structure**

44.1. **Org. Chart.**



**45. Employee Parent/Guardian – Child Enrollment Procedures.**

- 45.1. Employees who are parents/guardians may not have their own children enrolled in the same OCCD classroom as where they work.

**46. Staff Services Outside Working Hours**

- 46.1. OCCD is not liable when a staff provides care outside working hours to individual families.

**47. Parking**

- 47.1. Handicap parking spots are for authorized vehicles with approved handicap signs or plates.
- 47.2. The OCCD staff are instructed to report to the Oneida Police Department any violators of the Handicap Parking, by supplying the time, date, make and model of the vehicle, along with the license plate number and person driving the vehicle, if known.



## 48. Liability

- 48.1. **The OCCD Department is not liable for medical bills incurred during a child's attendance at ARCC.**

## 49. Open Door Policy

- 49.1. Parents/guardians are welcome to drop in and visit their child's classroom at any time.

## 50. Smoke Free Environment

### 50.1. NO SMOKING ON PREMISES

- 50.1.1. **Premises starts once you enter ARCC's Driveway,**
- 50.2. OCCD is a smoke-free for the health and safety of all children.
- 50.3. Throwing cigarettes butts on the Child Care property endangers our young children who may (unbeknownst to their parent's/ guardians or staff), put the cigarette butt into their mouth.



## 51. Discharging/Separation of Services

### 51.1. Parent Initiated Separation of Services

- 51.1.1. Parents/guardians must provide a written notice of intent to withdrawal their child from services 10 business days prior to the child's last day.
- 51.1.2. Failure to provide proper notice will result in the family being charged at their regular weekly fee until notice is given or for 2 weeks, whichever comes first.

### 51.2. Department Initiated Discharge, Separation of Services:

- 51.2.1. OCCD reserves the right to deny or discontinue care if:
- 51.2.2. The classroom or center isn't able to meet individual needs of the child or parent.
- 51.2.3. Behavior of their child affects the safety of other children or staff.
- 51.2.4. The child causes damage to the child care facility, or property.
- 51.2.5. Severity of aggressive behavior justifying immediate termination.
- 51.3. Children over 3 years of age, who cause harm to another child, teacher, teacher trainee or volunteer that leaves a physical mark
- 51.4. Behavior requires another person to need medical attention.
  - 51.4.1. Cause damage to property.
  - 51.4.2. The child has abandoned their spot:
    - 51.4.2.1. A child spot is considered abandoned when a child hasn't attended 3 or more days and child care hasn't received a call from the parent/guardian providing a reason for the child being out 3 or more days.
  - 51.4.3. The family has an outstanding bill over 1 week old.
  - 51.4.4. A two (2) week (10 Business days) notice of discharge of services by the child care center may be provided to the parent/guardian depending on separation cause.
  - 51.4.5. Less than a two (2) weeks' notice will be given at the discretion of the Child Care Director for extenuating circumstances.
  - 51.4.6. Any credit on account will be reimbursed to the parent/guardian in a timely manner.

## 52. Governing Policies and Procedures

### 52.1. Policies and Procedures Available Upon Request:

- 52.2. State: Department of Children and Families, Licensing Rules for Group Child Care Centers "DCF 251"

52.2.1. [http://dcf.wisconsin.gov/childcare/licensed/pdf/pcf\\_p\\_205.pdf](http://dcf.wisconsin.gov/childcare/licensed/pdf/pcf_p_205.pdf)

- 52.3. Tribal: Any Policy directly related to Child Care Parent's needs.

- 52.3.1. <http://www.oneidanation.org/HumanResources/page.aspx?id=11580>
- 52.4. Child Care: Parent Handbook
- 52.5. Stand-alone policies or procedures directly related to Child Care Parent’s needs.
- 52.5.1. <http://www.oneidanation.org/HumanResources/page.aspx?id=18760>
- 52.6. **Cost for copies of the parent handbook or any policies are 50 cents per page**

**53. Revision process:**

- 53.1. **Current parents, guardians and staff were provided opportunities to supply suggestions with explanations and justifications for clarifications or revisions to this handbook This “OCCD Parent Handbook” was revised with considerations of those suggestions, per State Licensing regulations 251, best practices, clarification needs and/or revisions needed.**

**54. Policy/Procedures Interpretation Authority**

- 54.1. The OCCD Department has authority and flexibility to establish its own policies and procedures that pertain specifically to its own department. Hence, the OCCD Department has the authority to interpret their own policies and procedures.

Oneida Child Care is licensed by the state of Wisconsin Administrative Code 257, Department of Children and Families, Licensing Rules for Group Child Care Centers, last revised January 1, 2009

---

Supervisor

---

Supervisor

---

Supervisor

---

**Administrative Assistant I**

---

Oneida Child Care Director

---

Education & Training Area Manager

## Index

- Absent Child Process, 15
- Acceptable Emergencies Situations, 16
- Administering Medication, 19
- Ages Served, 7
- Americans with Disabilities Act, 7
- Area to Area Transitions, 10
- Authorized to Pick Up, 16
- Back to Sleep, 21
- Behavior Management Techniques*, 10
- Birthday's, 22
- Birthday's/Special Occasions, 22
- Calming a Toddler and Older Children, 12
- Calming an Infant, 21
- Calming Toddlers, 21
- Child Abuse and Neglect Reporting, 21
- Child Guidance, 10
- Child return requirements, 19
- Children 3-5 Naps, 13
- Children who have been sent home, 22
- Children's Records, 8
- Classroom to Classroom Transitions, 10
- Clothing and Supplies, 22
- Confidentiality, 7
- Conscious Discipline, 10
- Curriculum, 9
- Daily Schedules, 13
- Daily Sign In/Out, 17
- Delinquent Tuition Fees, 17
- Department Initiated Discharge/ Separation of Services, 25
- Diaper Replacement Fee, 17
- Discharging/Separation of Services, 25
- Door Key Card, 17
- Early/Late Pick Up/Drop Off, 16
- Emergency Closings, 8
- Emergency Evacuation – Code Black, 20
- Emergency Pick Up Plan, 16
- Emergency Plans, 20
- Emergency Schedule Changes, 15
- Employee Parent/Guardian – Child Enrollment Procedures, 24
- Enrollment, 14
- Enrollment Contracts, 15
- Enrollment Fee, 17
- Enrollment Orientation, 14
- Enrollment Schedules, 15
- Enrolment contracts, 15
- External Defibrillator, 21
- Fees, 17
- Field Trip Guidelines, 14
- Field Trip Restrictions, 13
- Field Trips, 13
- Fire – Code Red, 20
- Front Desk Singing, 17
- General Programming, 9
- Goals, 9
- Governing Policies and Procedures, 25
- Grievance Process, 23
- Grievance Process Basic Steps, 24
- Grievance Process Posted on Parent Boards, 23
- Growth and Development, 9
- Guiding Principles, 7
- Health, 18
- Health Observations, 18
- Holiday Closings Observed, 8
- Hours of Operation, 8
- Ill Child, 18
- Immunizations & Enrollment Records, 15
- Infant/Toddler (I/T) Care, 21
- Infant/Toddlers Naps, 13
- Intruder alert, 20
- Investigations Training, 24
- Liability, 25
- Literacy, 9
- Meal Times ARCC, 13
- Meals/Snacks, 13
- Medical Emergencies, 20
- Medication, 19
- Menu, 13
- Mildly Ill Child, 18
- Minor Injuries, 20
- Missing Child – Code Adam, 20
- Mission Statement, 7
- Months and Hours, 8

**Naps Infant/Toddlers Specific, 21**  
**Naps/Rest Times, 13**  
**Non Discrimination Statement, 7**  
**Open Door Policy, 25**  
**Operating Capacity, 7**  
**Org. Chart, 24**  
**Organization Structure, 24**  
**Parent Board's, 23**  
**Parent Conferences, 23**  
**Parent Contacts, 23**  
**Parent Initiated Separation of Services, 25**  
**Parent meetings, 23**  
**Parent Meetings/Conferences, 23**  
**Parent Teacher Relations, 23**  
**Parent to Parent Communication, 23**  
**Parent to Staff Communication, 23**  
**Parking, 24**  
**Payment Methods, 17**  
**Pets and Animals, 14**  
**Policy/Procedures interpretation authority, 26**  
**Positive Guidance, 10**  
**Prohibited Actions, 11**  
**Reimbursement Payments, 18**  
**Revision process, 26**  
**Rotating Schedule, 15**  
**Safe Classroom, 12**  
**Scheduled Closings, 8**  
**Shaken Baby Syndrome "SBS, 22**  
**Smoke Free Environment, 25**  
**Special Food and menu exceptions, 13**  
**Special occasions, 23**  
**Staff Services Outside Working Hours, 24**  
**Standard Schedule, 15**  
**Symptoms requiring child's removal, 19**  
**Toilet Training, 21**  
**Tornado or Disaster – Code Blue, 20**  
**Toys, 22**  
**Tracking children during transports, 14**  
**Tuition Payments, 17**  
**Unscheduled School Closings:, 22**  
**Vacation/Sick Time, 16**  
**Van Transportation, 14**  
**Vision, 7**  
**Walking Fieldtrips, 14**  
**Welcome Family, 6**  
**Wisconsin Model Early Learning Standards, 11**

This page is intentionally blank

Parent Handbook

Oneida Child Care Department
Tsi? thuwati?nekuhlalákhwa ka?nihana sa
(Where they take care of them) (the little ones)
Airport Road Child Care
P.O. BOX 365
2965 S. Overland Rd.
Oneida, WI 54155
Phone: 920-869-1645
Fax: 920-869-1650



56. Parent Handbook Agreement

I understand that, it is a choice and a privilege to have my child or children attend Oneida Child Care and will work with the Child Care Department's staff in a professional manner.

I understand that the Oneida Child Care Department has the authority and flexibility to establish its own Policies and Procedures that pertain specifically to its own department. Hence, the Oneida Child Care Department has the authority to interoperate their own Policies and Procedures.

I understand that if I choose not following the Oneida Child Care Department's policies and procedures that my choice may result in separation of my child care services.

I understand that it is my responsibility to read and understand this Parent Handbook; it is also my responsibility to request clarification when appropriate by communication with the Child Care supervisor of my child's classroom.

I understand that, if I choose to withdraw my child or children from the center, that I must give at least 10 business days' notice. I understand that, if I choose to withdrawal my child without prior 10 business days' notice, I will be charged my regular rate until I have given official notice plus the 10 days.

I further understand the contents of this book and have had an opportunity to ask questions during my Parent Orientation with a Child Care Supervisor.

By signing this page, I am acknowledging that I have read this parent handbook and agree to follow these policies and procedures while my child is enrolled in one of the Oneida Child Care

Parent/Guardian Signature

/ /20
Date

Witness

/ /20
Date