














PARENT HANDBOOK, POLICIES AND CONTRACT

Revised 12/03/2019 Effective 01/01/2020

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Journey Together Childcare Mission, Vision and Values

Journey Together Mission

- ✚ Journey Together childcare exists to create new experiences within children that will be everlasting to their development and give parents the peace of mind to know that their child is growing intellectually to carry out in the world and to learn through structure.

Journey Together Vision

Journey Together will be considered successful when:

- ✚ We have successfully implemented the creative curriculum that children are able to achieve through demonstrations.
- ✚ We have established positive relationships with families and are on the same page in the developmental process for their child's education process.
- ✚ When we are considered as an umbrella center providing the ability to offer more than just childcare for families.

Journey Together Values

- ✚ We believe in keeping our children happy, healthy and hearty though building peer relationships that will encourage the children to have respect.
- ✚ We believe that through the positive structure of the creative curriculum approach, children will be able to have respect for one another and adults.
- ✚ We believe that Journey Together Childcare centers' success is built on the employees, families and children that we serve on a day to day basis.
- ✚ We believe that Journey Together Childcare will help foster relationships that offer self-worth, and teach accountability that will help apply to staff, parents and children.

POLICY HANDBOOK LICENSED GROUP CHILDCARE CENTERS

Journey Together Childcare

4657 Verona Road

Madison, WI 53711

Phone: (608) 298-7684

Fax: (608) 298-7694

I. Admissions: Policy Effective Date: 01/01/2020

Journey Together Childcare is licensed by the State of Wisconsin Department of Children and Families (www.dcf.wiscosn.in.gov). We are licensed to care for up to 50 children at one time. We are inspected regularly to ensure that Journey Together continues to meet licensing standards.

Childcare services are available without discrimination based on sex, race, color, creed, disability, sexual orientation, national origin, ancestry or anything that qualifies as grounds for discrimination.

Americans with Disabilities Act Statement:

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communication and governmental activities. The ADA also establishes requirements for telecommunications relay services.

Journey Together Childcare will not have pets on the premises other than fish. Parents will be notified with the intent of adding pets to the center should we choose to add a pet in the future.

Journey Together Childcare will provide care for children ages 6 weeks through 13 years and 11 months of age. It is not necessary for the child to be toilet trained prior to enrollment; however, staff are not obligated to rinse soiled underwear and will put them in a bag to be sent home and laundered.

Childcare services will be provided between the hours of **6:00 a.m. and 5:30 p.m. Monday through Friday all year round.** No services will be provided on the following days;

2 Days for staff trainings	New Year's Day	Martin Luther King Jr Day	
Memorial Day	July 4 th	Labor Day	Thanksgiving Eve
Thanksgiving Day and Friday	Christmas Eve	Christmas Day	

All regular fees will be charged for these holidays, if a holiday falls on a Saturday, we will be closed the previous Friday. If a holiday falls on a Sunday, we will be closed the Monday following. The center will also close for snow days following the Inclement Weather chart. Reference: <https://www.madison.k12.wi.us/weather>

We will post the following items for your review on the family board:

- ✚ License certificate
- ✚ Center policies and rules
- ✚ Any stipulation, conditions, exemptions or exception that affects the license
- ✚ Results of the latest monitoring visit (Non-compliance Statement, Correction Plans, Compliance Statement)
- ✚ Any enforcement action-order, forfeiture, temporary suspension, denial or revocation-issued by the Department as soon as it is received. These items will remain posted until the violations have been verified as corrected and the action is closed.

Absent Child Policy: Effective 01/01/2020

If your child will not attend on a regularly scheduled day, please let the center know within 30 minutes of your child's schedule arrival time. If a child who is scheduled to arrive at the center does not arrive within 30 minutes after the specified time on the written agreement signed by the parent, and the center has not been notified in advance of the child's absence, we will attempt to contact the parent or guardian to determine the child's whereabouts. All attempts, whether successful or unsuccessful will be documented. If a child is expected to arrive at the center from someplace other than home (i.e. school, head start, etc.) and does not arrive as scheduled; the center will immediately attempt to contact the facility and parents if necessary, to determine the child's whereabouts.

Attendance Methods Policy: Effective 01/01/2020

Children must arrive to the center prior to 9 a.m. for ratio purposes. Child(ren) who arrive after 9:00 a.m. risk not being able to attend the center the day of if that child(ren) puts us out of ratio.

Parents must adhere to the times specified in the Provider-Parent/Guardian Childcare Contract. You are **not** able to drop any child(ren) off before your scheduled time. This is very important because we schedule our employees

according to your child's contracted time. When a child arrives early that child puts the center at risk for being over ratio. We as a center cannot be over ratio at any time during operating hours. We will ask families to come back during their contracted time.

If your child(ren)'s teacher will be absent and there is no other teacher to fill in, parents will be notified of such an event and other arrangements must be made. We apologize in advance if this should occur.

- ✚ Full-time attendance is considered any child(ren) who are in attendance for more than 25 hours a week
- ✚ Part-time attendance is considered any child(ren) who are in attendance for less than 24:59 hours a week

Journey Together Childcare does not offer an hourly rate. Journey Together Childcare is a full year program we do not offer services on an am/pm schedule.

Drop in families are defined as a family seeking care who do not wish to attend the center on a regularly scheduled basis but have approached us and seek care for the day. The length of care is determined for that specific day and a fixed rate will be paid for that day before care is given. Drop in families will also have to pay a \$25.00 deposit fee which will be returned at the end of care. The fixed rate for a day of drop-in care is \$ 75.00 per day. If you schedule a drop-in day and do not show up the deposit fee will not be refunded. Drop in families will be able to receive care ONLY IF SPACE IS AVAILABLE.

Absolutely no refunds will be given for days when children do not attend due to illness or other reasons such as the center closing for snow days or unforeseen events. All fees will still be due.

Additional fees for fields trips will be made known in advance of the field trip

Journey Together Childcare does not offer a sliding fee scale

Parents who arrive after the 5:30 p.m. time limit will be charged a late fee of \$ 10.00 per minute. This is considered after hours and these fees are to be paid by that Friday. If parents are unable to pay that Friday, you must make arrangement with the Center director and plan how you will make sure that fee is paid.

When parents continue to violate the center closing hours by arriving late to pick up the child the center will notify the parent that the child must be picked up at a designated time or the center may drop the child from enrollment.

Confidentiality Policy: Effective 01/01/2020

To protect each family's confidentiality individually Journey Together Childcare will not disclose any personal information to anyone who is not authorized to view any information collected at the center.

**** All child(ren) files including information, family and medical records, will be restricted to parents and kept confidential between staff who work with the child. No volunteers may have access to your child files except for the emergency contact which will already be inside of a backpack, folder or the child's cubby.**

Child Abuse and Neglect Policy: Effective 01/01/2020

All Staff members employed by Journey Together Childcare are Mandated Reporters. This means that all staff are required by law to report any abuse and neglect that is suspected of any child in our care during their employment. If staff members suspect any form of abuse and neglect, they will contact the Dane County Child Protective Services at 608*261*5437. It should be noted that not all CPS reports require a home visit.









Administrative Structure/Delegation of Authority: Effective 01/01/2020

Owners Jimmie & Shirmiel Duncan
Administrator – Shirmiel Duncan
Center Director – Amanda Olivares
Lead Teachers- Sonia Runk
Assistant Teachers

Enrollment Policy: Effective 01/01/2020

Parents must meet with the center director to discuss their child's specific needs and to review program policies. Enrollment paperwork may be completed at home; but is required to be 100% completed in the center. We will make a reasonable accommodation for a child with disabilities as specified under the Americans with Disabilities Act. *Please be advised that all child records and medical logs will be kept confidential and in a locked and designated location at all times.

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

-  Parent Contract
-  Childcare Enrollment Sheet
-  Health and History Report (Including Immunization Records)
-  Emergency Care Plan
-  Alternate Arrival/Release Agreement (If Applicable)
-  Intake for Child Under 2 Years (If Applicable)
-  Authorizations for Wisconsin Shares (If applicable)
-  Registration Fees

**** All health-related forms must be completed and on file in order for our child to attend the facility.**

We will inform you of any updates that are needed and give you 2 business days to submit the updated forms. The exception to this is when a child is scheduled for a doctor visit to update health information.

The following items must be completed and returned to the center director:

Child Report (Due within 2 weeks of enrollment)

Daycare Immunization Record or an electronic record of your child's immunizations (Due within 30-days of enrollment)

**** When immunizations are not up to date or are not complete, your child will not be able to attend the facility until immunizations form are completed and returned from your child's doctor.**

Journey Together Childcare's procedure to ensure that the number, names and whereabouts of children in care are to be known to the provider always is by having parents sign their children in and out of care upon drop off and pick up from the facility. While in care, Staff will account for the children in care by taking attendance for each transition (i.e. before and after outside time). We are required to maintain a current, accurate written record of daily attendance for all the children.









All parents will receive a copy of a pamphlet called "*Your Guide to Regulated Child Care*" which is a summary of childcare licensing regulations, as part of an enrollment packet, as well as being posted throughout the facility.

We do not walk children who attend school to and from the center in the morning and after school at this time. If the parents wish is to allow a school aged child to leave or arrive at the center unescorted, they must provide written authorization for this activity. (Alternate Arrival Agreement) School aged children who leave the center unescorted must be traveling to home, school or another activity where adult supervision is present. Parents may use the form Alternate Arrival/Release Agreement- Childcare Centers to provide this information to the center.

It is important that we communicate daily concerning the needs and interests of your child. If there are issues or concerns that need to be discussed, please work with the center director to arrange a convenient time to talk on the phone at nap time or in the evening after so we can give the issue the attention it deserves. If the issue persists a meeting will be arranged so the facility and the parents can come up with a plan that will benefit the child while attending Journey Together Childcare.



To foster communication on a regular basis between parents and Journey Together Childcare Staff, we as a center will provide scheduled conferences (If needed), Written Newsletters, Parent Bulletin Board, Daily Sheets, E-mails or any written document that will be handed directly to the parents. During this scheduled time, we will also discuss the child's progress. We also encourage parents to call with any questions or concerns and not wait until conferences as staff is always available. Parents may also use the center's email address of jtcc@journeytogetherchildcare.com

Items to be provided by Parents: *Effective 01/01/2020*

-  Diapers
-  Baby wipes
-  Sleep sacks for infants and children 12 months & under
-  Blankets for children 1 year & older
-  Formula & water (Center provides filtered water)
-  2 – 3 Sets of extra clothing for accidents/dirt filled activities
-  Sunscreen & insect repellent
-  5 Clean bottles daily










**** Diaper bags will be given back to parents upon drop off. Parents will be charged an extra fee when the center has to provide any of the listed above items.**

The center will always send reminders home when the child is running low on items listed above. However, if the parent has been reminded and no supplies have been replenished a fee will be applied to the account and the fee will need to be paid that Friday before care can be given the following Monday. The following fees will apply;

-  Diapers
-  Baby wipes

Breast Feeding Infants- Parents who are breast feeding infants can breast feed in the center. If applicable they can come in at any point of operating (contracted) hours and breast feed their child(ren). Breast milk that is provided for their child(ren) will be stored in the classroom refrigerators. Fridge temperature must be stored at 77 degrees Fahrenheit or colder for no longer than 4 days at a time. Breast milk must be stored in containers that are meant to support breast milk specifically such as disposable bottle liners or plastic bags that are intended for breast milk.

Center Provided Policy: Effective 01/01/2020

-  Cots
-  Cribs
-  Playpens
-  Formula (Donated or provided for certain situations)
-  Bottles (Donated/Provided for certain situations)
-  Eating Utensils & Sippy Cups
-  Meals
-  Donated Baby Food
-  Spare clothes for Accidents

Parent Center Access Policy: Effective 01/01/2020

Parents are welcomed to visit Journey Together Childcare program at any time during the hours of operation unless parental access is prohibited or restricted by a court order. If so, we will need a copy of that order. Please understand that we cannot legally limit access to a parent unless a copy of a court order on file at the center that **SPECIFICALLY** states the restriction of the restriction. Journey Together Childcare staff members will not be able to assist in any child custody disputes.

CHILDREN WILL ONLY BE RELEASED TO PERSONS LISTED ON THE ENROLLMENT FORM AND ONLY ON THE ENROLLMENT FORM!!!!

Authorized persons must be 18 or older and must be on the child's pick-up list!!! ID must be presented before the child will be released into the care of the authorized person(s).

Unauthorized persons must immediately present pictured identification and wait for the phone call from the parent. If the parent(s) cannot be reached the child ***will not*** be released into the unauthorized persons care. Not even if it is the child(s) parent who is not listed on the authorized list.

We reserve the right to restrict a parents' alternate pick up person from entering the facility should the alternate pick up person cause any type of conflict/problems for the center staff!!!

Center Educational Philosophy: *Effective 01/01/2020*




Journey Together Childcare exists to become a cultural beacon for different cultures to come together, under one roof and share different experiences. Exposing children to different cultures will help them learn more about the world around them and become great citizens.

Children Photo Policy: *Effective 01/01/2020*

Journey Together Childcare must ensure that all children have parental permission to include a parent's child(ren) in the photo to be used in the class for class pictures or part of the curriculum. Parents will be provided with a Permission to Photograph form requesting different permissions for uses of their child(ren)'s photo.

Discharge of enrolled Children Policy: *Effective 01/01/2020*

A child may be discharged from the center for reasons such as, but not limited to:

-  Parents failure to pay fees on time on more than one occasion (this is grounds for immediate termination without notice)
-  Lack of parental cooperation for behaviorally challenged children
-  Inability of childcare program to meet the needs of the child who has parents that do not want to communicate with the children

- ✚ Parents recruiting or suggesting any staff members for other employment outside of Journey Together Childcare
- ✚ Child(ren) who have 3 or more late pickups (Parent(s)/Guardian(s) who pick up children after their contracted times/after 5:30 p.m. pickups)
- ✚ ***Repeated failure to complete and return required forms***
- ✚ ***Failure to comply with the Written Payment Agreement Terms and Conditions***
- ✚ ***Repeated endangerment of other children or self***
- ✚ ***Loss of childcare subsidies***
- ✚ ***Parents who fail to comply with company/state policies, rules and regulations***
- ✚ ***Parents who verbally abuse, belittle or aggressively attempt to argue with any staff member or other parents within the center. (Parents who yell at staff members will be asked to immediately vacate the premises and possible dismissal from the program. We take respect very seriously!!!)***
- ✚ ***Parents who threaten anyone employed by Journey Together Childcare (the center reserves the right to notify law enforcement)***

In some cases, we will not be able to give notice when discharging a child. We may discharge a child for any of the listed reasons. If the parents chooses to remove the child during anytime of the month, the parent will be responsible for the remainder of the month.

Parents may voluntarily choose to withdraw their child from the program but must give a 4-week notice of their intent to withdraw the child and will be required to pay for the remainder of the month. Even in the event of a mutual decision to withdraw or if the child is discharged, the parent will be responsible to pay fees whether their child is in care or not. **The center reserves the right to take any and all legal action to settle any outstanding debts including referring to accounts to Dane County courthouse or contacting the credit agency.**

All relevant communication as it pertains to your child in care, between center staff and parents will be documented and become part of a child's file.

Steps to Discharge: Parents will be notified of issues verbally or via email. If there are no improvements within the child a meeting will be called by the center between the center director and the child's family. If there is still no improvement made the family will be referred to an outside community agency for mental health

evaluation (if the discharge is due to aggressive behaviors). If there is no resolution between the center and the family due to the family being uncooperative, the child may be discharged from the center.

When a child is discharged from the center; staff will be unable to provide any immunization or medical records to the families and the families will be required to return to their child's doctor to obtain any immunization and medical records.

Appeals of Discharge: Appeals must be made in writing submitted within 3 days of receiving a decision of Discharge. After the written appeal has been submitted it will be reviewed by the Center Director. After the Center Director has reviewed the appeal and reached a decision, parents will be notified via letter of the final decision. The letter will be either mailed or handed to the parent(s).

Written vs Verbal Communication Notice

Verbal Communication is between the center staff and Parents/Guardian(s) and any person representing the parent directly. **Written** Communication between the center staff and Parents/Guardian(s) and any person representing the parent via email, texts, notes of any kind, etc.

Parent/Center Communication Policy: Parents/Guardian(s) will be able to communicate with the center at any given time via email or phone call. Parents may email complaints to jtcc@journeytogetherchildcare.com. The center likewise must be able to contact parents at any time via email, phone calls and text.

The center will also be sending home via daily report sheets or E-mails as well as emailing the child's progress. The center will host parent teacher conferences, but parents may also call a conference to discuss their child's progress.

Parents may view the parent handbook and center policies at any time as they will be posted in the main lobby on the communications boards.






Fee Payments and Refunds:

All parents must pay for the full month of care on the 1st of every month. If the first of the month lands on a weekend, then payment is recommended to be made that Friday so there is no lapse in care or Monday before care is received. If a payment plan is needed to be made you may contact the Center Director to set up a payment plan. Protective Daycare Parents will have subsidies paid for by the Dane County Human Services (DHS) by the center calculating the hours and assigning the total cost for care that month. A voucher form will be sent to the SHARES contact for

processing. For parents who misplace or lose their subsidy card will need to order a new card. While they order a new card, care for their child will not be provided until the payment has been made. Otherwise, parents may pay out of pocket for that week of care if they would like access to childcare. **Payments need to be made before** care is received if you have ***not paid your co-pay, we will not accept your child for care, This is non-negotiable.*** The payment will need to be made or you will be asked to keep your child home. Reference numbers will be checked and if not matched a late fee will be added to your account. ***NO EXCEPTIONS!!!***

Cash Payments will no longer be accepted at Journey Together Childcare

Acceptable forms of Payment:

-  **Money orders-** Made out to Journey Together Childcare
-  **Checks-** Made out to Journey Together Childcare
-  **Credit-** Can be taken through our ProCare Application
-  **Debit Cards-** Can be taken through our ProCare Application
-  **Wisconsin Shares Program-** Called in for payment or use terminal on site

***Please Note: The center reserves the right to not accept further check payments after the first check is returned for NSF (Non-Sufficient Funds) ***

*Payments **Cannot** be handed to any staff member other than the Center Director or the Administrative Assistant. A drop off box will be placed in the main lobby for payments.*

Registration/ Enrollment Fee Policy:

Registration/Enrollment Fee for families is \$75.00 this enrollment fee secures your child's spot. These fees must be paid before your child(ren)'s start date. This fee is also annually and must be paid on time. A reminder for annual fees will be given to the parent(s)/guardian(s).

Additional Fees:

Late Fees: \$ 50.00 per occurrence (Paying tuition or co-pays after the first of the month)

Returned Checks because of NSF (Non-Sufficient Funds) Fee: \$40.00

Material Fees: \$100.00 (Material fees are due Annually)

Diaper Fee: \$ 25.00 per occurrence

Wipe Fee: \$10.00 per occurrence

Referral Bonus: \$25.00 discount off tuition for any family that refers a family and completes their first month of enrollment

Annual tuition fee: \$75.00 Due by the 15th of the month your child start date

Late Pick Up Fees: \$10.00 every 5 minutes late after ,6:00 p.m. a \$30.00 charge will be added to the account on top of the fees already incurred

Arriving after Contracted Time: \$10.00 every 5 minutes late after the contracted time will be added to the account for the fees being incurred

Journey Together Childcare will not provide any refunds for child's absences or illnesses and does not provide a sliding fee scale

Fees are determined and calculated at a set rate and whether the child is enrolled in the program full time or part time.





Full time is defined as a child in care for more than 25 hours a week

Part time is defined as a child in care for more than 24 hours a week

Child Education Policy:

Religion: Journey Together Childcare is not a faith-based program. We do not offer any association with any known religious practices, institutions, prayers, songs, stories or any associations with known religions.

Outdoor Play: Children will be offered an outdoor area to be able to focus on gross motor skills such as running, jumping, climbing, riding bikes and free play. Children including toddlers will go outdoors daily when weather permits. We advise parents to dress their children appropriately for different seasons. Infants are not required to go outdoors. All children will be kept indoors during inclement weather which includes the following;

-  Heavy Rain
-  Temperatures above 90 degrees Fahrenheit
-  Windchills of 0 degrees Fahrenheit or below (children over 2 years of age)
-  Windchills of 20 degrees Fahrenheit or below (children under 2 years of age)

Cultural Diversity

Children are being accepted without discrimination in anyway. Each child's background will be acknowledged and celebrated. Our families are important to us

and would like to celebrate their holidays/celebrations. If there is specific holidays that the parents would like the center to celebrate, we will meet with the parent(s) to ensure all students are able to participate. If there is specific holidays that the parents would like the center to **Not celebrate**, we will meet with the parent(s) to ensure that the child does not partake in that specific holiday(s).

Daily Activities

We plan activities according to the age and development level that's appropriate for their child's development. We do provide children with a variety of activities and experiences. We include a balance of outdoor and indoor play, we introduce quiet play during nap time(s) for children who do not take naps, individual play, group play, opportunities to explore different cultures, textures, experiences, materials, art, languages, sign language, literacy skills, math skills, creative thinking, story time, imaginative play, large and small motor skills, developmental milestones, regulation of feelings/emotions and a range of activities that will stimulate and enrich your child's lives while at the center. These activities are designed to provide protection from excess fatigue and over stimulation and to ensure that each child can be successful and feel good about themselves.

Some of the activities include;

Language Development-Books, Music, Intro to Letters, Name Spelling, Etc.
Large Motor Skills- Out Door play, Using large balls, hula hoops, Etc.
Small Motor Skills- Blocks, Arts & Crafts, Writing Utensils, Etc.
Creative Expression- Puppets, Dress up, Dancing, Using I feel, want Etc.
Self-Help skills- Serving themselves during meal, wiping themselves after a mess
Literacy Skills- Alphabet, Story Board, Puzzles Number & ABC's, Eyesight Words

Play; Play is the major component of our program. Enough time, materials and space will be provided for children to actively explore the world around them. Children will have an opportunity to use a variety of art materials and manipulative and housekeeping equipment. We are a play-based program so a lot of our opportunities for learning are made to look like the child is playing as opposed to sitting down and doing printed worksheets and curriculum. We still send home projects and materials your child has done inside the classroom.

Infants and Toddlers (Children under 2 years of age) will have a flexible schedule which reflects the child's individual needs. They will be given individual attention including lots of time for talking, singing and face to face interactions. Body positions for non-mobile infants and their location in the center will be frequently changed throughout the day. Non-Mobile infants **will not** remain in one position throughout the day. We will provide a safe, open space for children who are creeping and crawling. Infants and Toddlers will be encouraged to play with a wide variety of safe toys and objects. The scheduled coordination between home and the center will be discussed upon enrollment to ensure that the infants and toddlers needs are being met. Children's communication logs need to be taken home on a daily basis to ensure that supplies are being replenished, milestones are met, any information pertaining to your child is delivered verbally or written. It is the responsibility of the parents to make sure that your child's cubby is being visited upon pick up and drop off.

Schedule of Daily Activities

Journey Together Childcare center will operate between the hours of 6:00 a.m. and 5:30 p.m. Monday thru Friday. Your Child's activity schedule will be posted in the classroom for all parents to view. Here is a general sample of the schedule your children will follow throughout the day.

- ❖ 6:00 a.m. – 8:59 a.m. Arrival time, Separate into respective classrooms, Breakfast
- ❖ 9:00 a.m. – 10:00 a.m. Circle time, Morning Meeting, Learning time
- ❖ 10:30 a.m. – 11:15 a.m. Free choice/ Outside Play
- ❖ 11:16 a.m. – 12:00 p.m. Wash Hands & Lunch Time & Bathroom time
- ❖ 12:00 p.m. – 2:30 p.m. Nap Time/ Quiet Time
- ❖ 2:30 p.m.- 3:00 p.m. Wake up/Snack Time
- ❖ 3:00 p.m. – 4:30 p.m. Observations, Centers, Learning Time
- ❖ 4:30 p.m. – 5:20 p.m. Free Choice

Transitions

Transitions will be made through singing a song to get the child ready for the next activity. Children will be shown how to line up and transition outside or to the classroom. Transitions are not easy for some children especially children who have never attended a daycare facility before, transitions will never be for long periods

of time. However, transitions will happen every day from activity to activity so a period of adjustment will be given to the child, so they get comfortable with the routine.

Transitions will also occur one month prior to a child's "age out". Age out refers to when a child is about to reach a birthday that will have them transition to a class of their peers in the same age group. This transition is implemented a month before the child's birthday. We start your child with a two-hour visit in their new classroom setting the first week, the second week starts off at four hours a week, the third week is six hours a week, and the final week that will have the child's birthday will start full emersion into their new classroom. (This is also dependent on your child's part time/full time status on how the transitions will go) Part time transitions will still be in effect. Transitional periods are not easy for any child at any stage so there will need to be a period of adjustment.

Field Trips

We may occasionally take field trips, Seasonal walks around the neighborhood are considered field trips. Emergency information for each child will be taken whenever the children leave the premises. Permission slips will be a part of the initial enrollment for walks and any forceable trips. All Parents will be notified on when and where the field trips will be. If the field trips are not approved by the parent(s), then the parent will need to provide written notice that the child is not to go on that specified field trip(s).

Swimming Pools

Journey Together Childcare does not have a swimming pool on the premises. Children may have the opportunity to have water inside or outside of the classroom via water table, water activities, water sprinkler, water balloons, water cups, and water sports. All water activities will be monitored closely. There may be times where the children will be taken to neighboring Splashpads. We **do not** take the children into swimming pools at this time.

Curriculum

Journey Together Childcare will use the creative learning curriculum (Play Based). Teachers will be responsible for implementing the curriculum and incorporating the curriculum in their lesson plans. Teachers will post their lesson plans and daily activities within their classrooms and be visible to parents. Teachers will have 1

week to plan their curriculum. Teachers will be active and involved in being part of your child's learning process.

Child Guidance

Child Management

If a child seems to be distraught, crying profusely, fussing, yelling, etc. staff must console the child and try to determine the cause of intense emotion. The staff member must redirect the child to a positive activity to help the child adjust to the environment.

Teachers will set boundaries for the children and will maintain self-control when children are overwhelmed or appear to be out of control. Teachers will teach children to have respect and be respectful to the rights of others. Parental involvement is essential to a child's development. When negative behaviors arise (if at all) the teacher will set up a meeting with the parent(s) to discuss the methods or practices to ensure the child is redirected from further negative behaviors that could potentially turn into habits. When negative behaviors persist, and parents are not on the same page as the center your child will be unenrolled from the program.

For children 3 & older, teachers will use a (time out) Method that will consist of doing a small one on one activity with the child displaying behaviors. A discussion will be held with the child and the child will be reminded of positive peer interactions and safe behaviors. Boundaries for the child will be set. A child will not be in a time out for more than 3 minutes at a time.

For children 2 & under who are displaying negative behaviors or interactions, teachers will redirect the child with a fine motor skill exercise such as peeling tape or putting stickers on a piece of paper. The teachers will use this time to talk about the child's feelings and set boundaries with the child.

At no point will any Journey Together Employee use corporal punishment or any form of negative punishment on any child at any time even with the permission from any child's parent. It is not allowed!!!!

The classes shall be structured in different centers that is identifiable to the children. Example: *The child knows and shows visitors/peers/parents the difference between the reading area and the dramatic play area.*

Healthcare Policy Effective 01/01/2020

All sick children will be isolated and within sight and sound of center staff and made as comfortable as possible until the child(ren)'s parent/guardian arrives.

Parent(s), Guardian(s), Authorized Person(s) are required to pick up any sick/ill or behaviorally aggressive children. If your child is deemed sick by any Journey Together employee, the parent/guardian will be contacted first. The parent/guardian will be informed of the situation. The center will give the parent/guardian an hours' time from the end of conversation to pick up the child from the facility. The next set of calls will be to the Authorized Person(s) listed on the child's emergency card. When the parent/guardian reaches the time limit a second call will be given and the third will be to child protective services.

When a parent/guardian does not come to pick up their child the center may have to shut down for the remainder of the day or the following day to fully clean and sanitize the facility to prevent further spread of any diseases/viruses. This also applies to any child diagnosed with a communicable disease that spreads through touch, airborne or bodily fluid exchange. The center will shut down for a 24-hour period in order to contain and eliminate the threat/spread.

Children may return to the center after 24 hours from the time they leave the center only if they are symptom free without medication. We will follow procedures on personal cleanliness and communicable diseases in accordance with licensing rules and guidelines for exclusion of children from childcare as adapted from the Departments of Health Services, Division of Public Health.

We realize that it is not always easy for parents to take off work to attend to their sick child. However, your child should be your first priority and picked up rather than letting your child sit in the center to spread the bacteria/virus that they may potentially spread.

Immunizations/Physical Exams/Health History Requirements- Must be done in a timely manner. The health history must be completed during the enrollment process and everything about your child must be specified at that time.

Immunizations/Physical Exams must be turned in within 30 days of enrollment or the center will need to hold your child spot until they have been turned into the center. Your child's spot will be held for up to 2-weeks if the noncompliance lasts longer than two-weeks Journey Together Childcare reserves the right to discharge your child from enrollment and your spot will be filled. Parents may have their child's physical exam and immunizations faxed to the center at 608*298*7694.


Universal Precautions- We will practice universal precautions when handling all blood injuries and bodily fluids. All staff will use disposable gloves when treating any blood situation. All surfaces touched by blood will be washed, disinfected, and sanitized. All materials used to treat blood situations will be wrapped in an airtight plastic bag and disposed of immediately. Journey Together Childcare will handle the same protocol for bodily secretions. All staff will sanitize and wipe down (with cleaner) all surfaces to prevent the spread of germs and communicable diseases. Staff will use gloves to change children during diaper changes/potty time.

Confidentiality of Special Health Care Needs- Will only be shared with the staff member who will be giving care to your child. The Staff member will be given your child's file to review and the file will be kept in a locked file box inside your child's classroom. All health-related forms will be placed in the locked box as well.

Mildly Ill Children- We will provide care for children who have common cold symptoms. However, if the child vomits, has more than 2 loose BM's (Bowel Movements), Seems to be lethargic, inconsolable, slightly feverish, or not able to function throughout the day with the other children, your child will be sent home. We do not provide care for mildly ill children who display symptoms or have fevers.

Child Illness/Injury- Children who are ill are not to be brought to the center. The list below is a set of examples of children who are ill;

- ✚ A temperature of 100 degrees Fahrenheit or higher
- ✚ Vomit
- ✚ Diarrhea or consecutive loose bowels for longer than a 24-hour period
- ✚ Contagious Diseases; Chicken Pox, Hand foot & Mouth, Strep Throat, Thrush, Pink Eye, Airborne Illnesses, Ring worm, ETC.,
- ✚ An unidentified rash in which you will need to have the child evaluated and return with proof of medical clearance
- ✚ Has not been prescribed medication for at least 24-hours or continues to have symptoms of illness
- ✚ Has a constant thick colored nasal discharge
- ✚ Constant cough that sounds whopping like
- ✚ Eyes that have thick green puss coming out (child may not return to the center unless a doctor note states the child has been medicated for 24-hours or is not contagious and may return to the center)

 **Lice** (The center will not shut down, but the child will be sent home immediately)

Source of Emergency Medical Care- When the center has to call 911 for medical treatment for your child, often times they will ask which hospital that the parent wants the child to go to. At that time the child will be taken to whichever hospital is listed on the Emergency Forms that were completed during the enrollment process. If no hospital is listed the center will designate the American Children's Family Hospital as the hospital they will be sent to.

Injuries- Minor injuries will immediately be tended to and given first aid. Parents will be notified upon pick up in most cases; however, if it is anything head related it will result in a prompt call to parents within ten minutes of the injury. All Injuries will be documented. Offsite injuries will be considered anything that did not occur on center property. Likewise, the center will notify parents upon pick of any injuries that occurred off/onsite. (offsite will be considered any field trip) All injuries that did not happen on site will still be documented.

Serious Injuries/accidents- When serious injuries occur, we will call 911 first and then call the parents immediately after securing emergency medical care. Parents must notify the center immediately of any injuries that occurred to the child off site. Off-site injuries will be considered anything that did not occur on center property. Likewise, the center will notify parents upon pick of any injuries that occurred off/onsite. (offsite will be considered any field trip) All injuries that did not happen on site will still be documented.

Ear Infections- If your child has an ear infection, they are considered ill and they should stay home. The center will not honor the parents request to keep the child indoors in the event that the class is scheduled to go outside. Teachers will be required to take all children outside. The parents may stay with the child until the class comes back in from their outside time if need be. Ear Infections on babies can be detected by the baby's irritability and the constant scratching/pulling of a particular ear(s). When staff suspect an infant/toddler of having an ear ache the parents are responsible for the child to be seen medically. The child will be sent home on suspicion of ear infections.

Lice- No live, no nits, staff check upon arrival. Staff does head-check once a month, daily upon knowledge of infestation. If we have a case, we send them home. We send their siblings home as well even if we don't see any on them, just

in case. We recommend to the family that they go ahead and treat all members of their household. We usually have to tell them how to treat them—what products to use, to treat all fabrics they may have come into contact with, to bag up things like bed linens, stuffed animals, and hair bows for at least 24 hours, etc. because they often don't know it's necessary to do all of that to successfully get rid of the lice. We take the same steps at our center to treat rugs, blankets, etc., and also check to make sure none of the staff has gotten it. Some cases may be immune to certain treatments, so we require a note from a treatment specialist or the doctor. We will check the child daily before being allowed to enter (check whole classroom if one child comes down with it) and don't stop checking for 3 weeks from onset. If we find more the time clock starts again. No exclusion that day but when child is picked up, they are not allowed to bring back until they show proof of treatment—the box of treatment, receipt....and we give information how to treat the house. Also understand there will be more than one treatment necessary and sibling possibly need treatment as well. Teachers bag up all soft items for 1 week then wash and dry in hot water.

Communicable Diseases- Journey Together Childcare will follow the Wisconsin communicable Disease Chart, licensing rules and center policies when excluding children from the center for any given period of time. Parents should also not that in some cases, center policies will be enforced over the Wisconsin Communicable Disease Chart. Communicable Diseases are defined as **Communicable**, or infectious **diseases**, are caused by microorganisms such as bacteria, viruses, parasites and fungi that can be spread, directly or indirectly, from one person to another. Some are transmitted through bites from insects while others are caused by ingesting contaminated food or water.

Medical Authorizations/Administrations- All staff members must ensure that the parents have an Authorization to Administer Medications on file prior to giving the child any medication. When the medication is given, it should also be documented in the medical logbook with the date, child's name, time of dosage administered, dosage administered, Name/Initials of Staff Member. Example; Jane Doe was given (name and how much of medication) on (date) at (time) by (Staff Member Name). The staff will need to also sign the back of the med authorization form as well with how much was given and the time it was given.

First Aid- All wounds will be washed with soap and water and provided with a bandage if applicable.

Missed Doses- Parents will be notified at pick up of any missed doses of medication.

Medical Log- It will be the responsibility of the staff to ensure that the medical log is documented accurately. The medical logbook should exclude names except for the person that wrote it but not required to exclude names. The medical logbook will be kept in the child's classroom. The center director will review all entries for accuracy.

Medications- We will administer medications to children under the following conditions:

- ✚ Parents must fill out a form called the Authorization to administer medication form (We cannot administer any medicine whether prescribed by a doctor or not to any child in our care unless this form is filled out prior to administering medication) The form can be obtained by your child's teacher or center director. **All forms must be filled out and signed by the child's Parent(s)/Guardian(s).**
- ✚ Prescription Medicine must have the label from the doctor displayed on the bottle or the container and must be kept in a safe area out of the reach of any child(ren) in our facility. Prescription medication must have the label with the child's name, dosage and administration dosages on it. All dosages given will be documented in the centers Medical Logbook.
- ✚ Non-Prescription Medicine must be accompanied with a filled out and signed Authorization to Administer Medication Form. This includes Diaper rash cream, any topical ointments, Vaseline or anything that needs to be administered to the child.
- ✚ We will not exceed the age-related dosages on medications (Prescribed or Non-prescribed without a doctor's authorization)
- ✚ Parents will be notified of any missed dosages upon pick up of the child(ren). Journey Together Childcare will need to have an authorization for anything that the center will need to give to the child other than soup and water.

Parent Notification/Confidentiality- Parents will be notified when children are running low on medication upon pick up. Children medications will not be discussed with any other parent. Medical Logbooks shall be kept in an area that is not easily viewable to parents.

Smoking- All Smoking is NOT ALLOWED ON CENTER PREMISES AT ALL TIMES!! Please do not enter the center with scents of smoking on your clothing, we do have children and staff with asthma and the scent can trigger asthma attacks.




Sudden Infant Death Syndrome (SIDS) & Shaken Baby Syndrome (SBS)

To reduce the risks of SIDS/SBS, All staff members will be trained on SIDS and SBS before working with your child. Trainings will be provided via the Center Director. The Center Director is an approved trainer recognized through the state of Wisconsin. If at any given time the Center Director is not an approved trainer, the center director will have the employee(s) sent to a training and provide the center with a certificate of completion to prove the trainings were given within 6 months of hire. Staff who have taken these classes “*Intro to childcare profession and the Fundamentals of Infant and Toddler care*” do not need to take the SBS training as the training is included in these courses. Employee(s) who have completed the high school “Assistant Childcare Teacher” class will have met the requirement for the “*Shaken Baby Syndrome*” and will not need to take the training upon hire.

Children under 1 will be placed in a ***nonrestrictive*** sleep sack. The child will be placed on their back to sleep in a crib; unless the child’s physician authorizes another position in writing. The crib that the child is placed in must be free of bibs, pacifiers that attach to clothing, stuffed animals, blankets, and any or all objects. If the child falls asleep in a swing or bouncer, the child shall be removed from the swing or bouncer and placed to sleep on his or her back in a crib. All cribs will have a tight-fitting sheet on their mattresses. Children under 1 may also be placed in a playpen with a tight-fitting sheet covering the mattress. Sheets, cribs & playpens will be cleaned and sanitized every week.

Children Over 1 will be placed on cots with a fitted sheet. A blanket will be provided by the child(ren)’s parents. The blanket will be sent home every week to be cleaned by the child’s Parent(s)/Guardian(s). Sheets and cots will be cleaned and sanitized every week.

Glove Usage and Disposal- Journey Together Childcare requires all staff members to wear gloves during the following situations;

-  Changing Diapers
-  Preparing/Serving Food
-  Cleaning/Sanitizing Restrooms

- ✚ Handling Bodily Fluids/Secretions (Blood is included in this section)
- ✚ Anything else that Journey Together Childcare deems appropriate situations for glove usage

After gloves are used, staff will take the gloves off using the one finger technique which is pulling the glove under and over the hand and repeating the process for the second hand and discarding it in the appropriate receptacle.

Diaper Disposals- It is recommended that after diaper changes, teachers wrap in the gloves and place them in the hands-free diaper pail. Otherwise, after the diaper has been changed, and the teacher decides not to wrap the diaper in the gloves, then the teacher may place the diaper in the hands-free diaper pail; but will need to change the diaper pail twice per day. Diaper changing stations must be sanitized after every diaper change.

Cleanliness- Teachers will encourage children to wash their hands before moving to the next activity, before meals, coming from any outdoor activity, after nap time and when necessary or upon request. Teachers will be required to clean and sanitize their rooms to help stop the spread of germs and communicable diseases. Teachers are required to wash their hands at the same times listed above to model safe practices. Teachers are required to wash their hands after every diaper change!

Sanitation of Center Equipment- Teachers are required to sanitize toys, tables, chairs and counters during the children's nap time when the children are out of the way. This should happen daily however realistically since some children don't sleep everyday staff choose a designated day to sanitize their toys and that is generally on Fridays.

Contingency Plans

Prior to evacuation all children will be accounted for in a timely manner. Children will be taught and practice drills monthly.

Lost Child- In the event of a lost child we will check all areas of the center and playground. When the child cannot be found the child's Parent(s)/Guardian(s) or emergency contact and the police will be notified immediately. We will notify licensing within 24-hours after the occurrence.

Tornado Warning- In the event of a tornado warning the children will be taken to the centers designated areas where there are no windows. Emergency backpacks

will be kept in the room that contains basic survival needs such as a first aid kit, batteries, flashlight, water bottles. Etc.

Active Shooter- When an active shooter is on or near the premises all staff members will gather the children and secure themselves at the back of the building away from any and all windows/doors. The staff members may also barricade the children and themselves in the laundry room while they call 911 immediately. If possible, the teacher will evacuate the children through the backyard playground and into the nearby Skate rink or McDonalds restaurant next door. In the event the Active Shooter is on the playground and is attempting to enter the building that way the staff will immediately gather the children, call the authorities and run next door to McDonald's for safety.

Emergency Situations- In the event of an emergency that would require an evacuation such as a fire, gas leak, electrical shortage, electrical fire, etc. the children will be evacuated through the nearest safe exit. Staff will have all kids' emergency contact cards inside of their clipboards to take along and ensure all kids are accounted for and families notified. Children and Staff will reassemble near the kitchen area when it is safe to do so. In the event we are unable to reenter the building after a necessary evacuation, we will take the children to the nearest building and contact the appropriate authorities. Emergency supplies for emergency situations will be stored in a backpack in each classroom.

Special evacuation considerations for children/staff with physical/mental disabilities will be escorted with the class. However, a staff member will designate themselves as the responsible staff member for that child/person.

Loss of center functions- If the center should **lose** the use of **heat, water, or electricity** before the center opens the center will contact the families and inform them of an **unexpected center closure for the day**. If the center should lose the use of heat, water or electricity **during** the centers operating hours, staff will contact families to have their children picked up and the center **will be closed for the day**.

Inclement Weather- The center will close due to inclement weather or severe weather per the states of Wisconsin's Inclement weather closures district or statewide closures. When the center closes due to inclement weather staff will notify parents 24-hours before closure happens. If an emergency closure is mandated parents will have to pick up their child(ren) from the center and the center will be closed for the remainder of the warning estimated time.

Threats- If the center receives a threat to the building or its occupants (ex; bomb threats, intent to physically harm a person on the premises, any threats) law enforcement and the parents will be contacted immediately to advise them of the threat. Depending on the nature of the threat, evacuation and or closure/lockdown maybe required.

Serious Injury- If center staff or children are injured on the premises staff will follow the center protocol for providing First Aide, bandage wound, document incident into the appropriate medical logbook for the situation at hand. (child logbook or staff medical logbook). If it is a serious injury staff will follow protocol by calling 911 and emergency contact person and proper documentation.

Emergency Contacts

Parents must provide the names, addresses, phone numbers of all emergency contacts and this contact should ideally live 5 minutes from the center. When the parent's emergency contact or authorized person arrives to pick the child up the child will be signed out by center staff after being correctly identified. The name of the person picking up the child will need to present their ID card and be documented. The center will have emergency numbers posted on the parent board in the front lobby and inside each of the classroom in the centers.

Required Reports

In the event of a required report, the report will be sent to licensing via email, fax or phone. A copy of incident reports will be sent home with the parent(s)/guardian(s). The original will be kept in the child's file. Emergency supplies for emergency situations will be stored in a backpack in each classroom.

Intoxicated/Inebriated Parent(s)- When parent(s)/guardian(s)/authorized person(s) arrive at the center that appears to be intoxicated/under the influence, smell of alcohol, marijuana or any hard substances, staff members will not release the child to person picking them up. Please do not show up to the center smelling of marijuana it is not legal, and the authorities will be called. Please keep in mind that we are mandated reporters and we will alert the authorities in the event that a parent/guardian or authorized person arrives to pick up their child under the influence of alcohol or drugs.

Nutrition

Food Service Personnel- These employees will complete the staff orientation upon hire. Food Service Personnel can be considered staff or volunteers and do not have to have a professional license to cook. Food Service personnel will be provided with training through Earl Education Station and various trainings throughout the year with outside training agencies such as the registry, 4C's, ServSafe, Etc. We will follow USDA guidelines when planning our menus. Staff will be trained on food safety and preparations according to OSHA regulations. Mealtime routines can be found on the daily activity schedule in your child's classroom. Menus will be displayed in your child's classroom, the front lobby and in the kitchen area itself. **NO CHILD WILL GO WITHOUT NOURISHMENT FOR LONGER THAN 3 HOURS!!!** We will offer the following meals and snacks to all children in attendance at the times identified in the daily schedule. Infants will be fed upon demand.

Kitchen Cleanliness

All kitchen staff will ensure that all equipment is functioning properly and in working order. Kitchen staff must report any inoperable pieces of equipment to management immediately. All staff must wear hair nets, aprons and gloves while cooking, cleaning and preparing meals.

The kitchen shall be cleaned after every meal. Floors must be swept and mopped each day. Counters and other equipment must be cleaned and sanitized and ready for the next use. Constant handwashing is a must when preparing food and switching between food products. Kitchen staff must not cross contaminate food.

Dishwashing- Kitchen staff must use the state approved three step method which is as follows; scrape the food off the plate/bowl into the proper receptible, wash the dishes, rinse the dishes and then sanitize the dishes for two minutes before removing them and stacking them properly to air dry.

Mealtime Routines- Staff will prepare the children for mealtime (breakfast, lunch & snack) by cleaning and sanitizing the table surfaces in which the children will eat on, the teacher will have each child wash their hands and sit at the designated eating spot at the table. Food is served Family Style, so portions are not measured out. The children feed themselves Teachers do assist when necessary, but we prefer the children to feed themselves as part of their individual self-help skills. Daily records of meals and snacks are available for review on the family board located in the front lobby as well as on your child's daily communication log.

Food Delivery & Storage- Food delivery is once a week on a weekly basis. The licensee will either drive the food to the center from the grocery store with milk in a cooler or order from an online source to be delivered directly to the center. The center will inspect the food upon arrival for dented, damaged, opened or punctured food products. Food that has been found to fit the categories listed above will be discarded from the inventory and not given to any person in or outside of the facility. All Frozen food will be stored for no more than 6 months in the freezer. Refrigerated foods will be discarded by the expiration fat on the item. Dry foods will be stored in pantry areas and will be discarded by the expiration date. Refrigeration's cleaning will be scheduled for every other Friday to ensure the health and safety of the children and preventing any food borne illnesses. Each food product will be labeled with when the item was opened and the date that it was opened along with the staff's initials who stored the food.

Allergies- An allergy list will be kept in each classroom and kept confidential. If your child has any allergies or intolerances towards any food or beverages, parents must note that on the health history section of your child's enrollment form. Please be specific as possible and include a plan of things you want to happen for your child in the event of an allergic reaction occurring.

Specialty Diets- Children may be placed on a specialty diet due to medical reasons or parents' lifestyle we will adhere and accommodate your child to the best of our ability. When the specialty diet conflicts with the centers ability to provide the proper meals the center will ask the parents to provide the specialty products for their children. We encourage parents to provide a small menu of items the child can eat; Journey Together Childcare will attempt to make a menu with those items included in the menu and served to all the children, so your child does not feel excluded from mealtime. Please provide their dietary needs in writing. ***Some examples of Specialty Diets are Feeding Tubes, Diabetic Meals, Gluten Free, Pedialyte with meals or Ensure, etc.*** If necessary, a child's physician must submit a written request for dietary restrictions and clarify what the child can and cannot have. If a child is placed on a specialty diet via the child's physician that requires nutrient concentrates and supplements must be served according to written instruction.

Mealtime Socialization- During all meals, the children and center staff will engage in a family style. This will entail staff engaging with children as a part of

child guidance and positive modeling of self-help skills while eating. Teachers will engage in conversations and use this time to inform the children of their daily activities and recollection of the day's events. Children will also be introduced to new foods, culturally different foods, and drinks.

Special treats will be allowed for Birthdays, Holidays and Nutrition experiences. It is strongly recommended that the special treats be store bought. Otherwise, if being home made all treats will need to contain an ingredient card and specifically state the possible allergens, so parents are aware of what their child ingested.

Children Under 1 Children younger than 12 months must be served formula or breast milk unless written discretion is on file from the child's health care provider. We will not provide formula; however, we will keep a backup emergency supply. If the parent(s) does not supply the milk for the child, the backup formula will be used, and the parent will be charged for the total cost of the milk being supplied. All bottles and commercial baby good must be labeled with your child's name.

Children over 1 Children over the age of 1 will be served foods and provided with plastic utensils that are age appropriate such as spoons, forks, bowls, plates, cups. Children over the age of 2 will serve themselves and with assistance if necessary. School aged children will serve themselves completely on their own.

CACFP Information

Journey Together Childcare will participate in the USDA Child and Adult Care Food Program. In accordance with Federal Law and the U.S. Department of Agriculture Policy, Journey Together Childcare is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington D.C. 20250-9410 or call toll free at (866) 632-9992. Individuals who are hearing impaired or have speech disabilities may contact USDA through Federal Relay Service at (800) 877-8339 (English) or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Camera Policy

All camera footage will remain confidential to protect the privacy of other children in the video and in the center. Incident reports will be based on facts surrounding the incident/accident. The center will be unable to provide parents with snippets from the video. If parents would like to see what goes on each day, the parent is welcome to come to the center. Parents may not make a request to view the video

footage. The security system is in place to keep the center secured and give parents a peace of mind knowing their children and staff are monitored.

Conflict of Interest Policy *Effective January 1st, 2020*

Journey Together Parent(s) that work at the facility and leave on terms whether positive or negative may not return to the facility to recruit, suggestively recruit or unintentionally recruit any staff member for other employment. Parent(s) who own their own facility may not recruit or attempt to recruit any Journey Together Staff member. These offenses are grounds for your child to be terminated from the program.

Provider-Parent/Guardian Childcare Contract

Journey Together Childcare

4657 Verona Road Madison WI, 53711

608*298*7684



Journey Together Childcare welcomes you and your family to a dynamic place for you and your child. We are glad that you decided to enroll your child(ren) to our center. We are currently licensed for up to 50 children ages 6 weeks to 13 years old. This contract is to be completed and signed before the first day of attendance by the child(ren)s parent/guardian. You will receive a copy of the signed contract for your records. If you have any questions or concerns pertaining to this contract, please feel free to speak to Amanda Olivares (The Center Director) or Shirmiel Duncan (Owner).

This contract is between:

Journey Together Childcare located at 4657 Verona Road Madison WI 53711

and

Parent/Guardian Name: _____

Parent/Guardian Name: _____

To provide care for

Name: _____ Date of Birth: _____

Name: _____ Date of Birth: _____



Name: _____ Date of Birth: _____

Name: _____ Date of Birth: _____

**** The Center may change the contract/policies at will, Parent(s)/Guardian(s) will be provided with a copy of the new contract/policies at prior to any changes taking effect. ****

Hours of Operation: Journey Together Childcare hours of operation are from Monday through Friday 6:00 a.m. to 5:30 p.m. we will begin to shut down the center at 5:20 p.m.

Hours of Care Needed: Make sure you are specific as possible. Parent(s) and Guardian(s) will adhere to the timeframes specified in this contract and not exceed the specified times.

-  Full time is defined as a child in care for more than 25 hours a week
-  Part time is defined as a child in care for less than 24:59 hours a week

Times	Monday	Tuesday	Wednesday	Thursday	Friday
Drop off					
Pick up					








Payment of Care Provided:

Child's Name	Weekly Rate
1.	
2.	
3.	
4.	

Total Payment per week: _____

The forms listed below are required that need to be completed and returned to the center before care can be received:

-  Childcare Enrollment
-  Child Health Report

-  Alternate Arrival/ Departure Form
-  Immunization Report
-  Field Trip Permission
-  Health History and Emergency Form
-  Under 2 Intake Form (If your child is under the age of 2)
-  Permission to Photograph
-  Emergency Child Card

Authorizations

Authorizations through Wisconsin's Share Program must be approved and in our system within 1 day of their child(ren) being enrolled in the program. The wait time for authorizations can last up to 4 days. When the child(ren) are not authorized in our system your child(ren) may not be accepted into the center. The exception to this rule is if the parent signs an additional contract stating that they will be held financially responsible for the days of care and will pay the amount before care is received.

Dane County Subsidy will only pay a portion of the parent's childcare expense. This means that parent(s)/guardian(s) **may have an out of pocket cost for childcare, *parents are responsible for paying these fees***. If an out of pocket cost is issued it is referred to as a co-pay. *All co-pays must be paid in full by the first of every month along with your Subsidy Payment.*

For parents who misplace or lose their subsidy card will need to order a new card. While they order a new card, care for their child will not be provided until the payment has been made. Otherwise, parents may pay out of pocket for that week of care if they would like access to childcare.

Payments

All payments are due the First of every month. When parent(s) are unable to pay upfront, a payment plan will be arranged, and a contract will be signed that the parent(s)/guardian(s) will adhere and follow through on. When that contract is breached payments will switch back to being paid upfront and in full. If payments are not made on time your child will be sent home and cannot return until payment is made. When payments are still not being made your child will be discharged from the center and parent(s)/guardian(s) will still be held financially responsible.

Payment Dispute Policy

Any payment disputes must be brought to the Center Directors attention ***within 1 week*** of the dispute. After 1 week has passed all payments will be made valid and may not be contested.

Additional Fees (When Applicable)

- + **Late Fees:** \$ 50.00 per occurrence this will occur when parent(s)/guardian(s) do not pay their tuition, co-pay or subsidy before the 1st of the month
- + **Returned Checks because of NSF (Non-Sufficient Funds) Fee:** \$40.00 will be applied to the account for any bounced checks or non-sufficient fund
- + **Material Fees:** \$100.00 (Material fees are due Annually) this is so our teachers may buy supplies for the classroom
- + **Diaper Fee:** \$ 25.00 per occurrence when supplies have not been replenished after being told/written about supplies being low
- + **Wipe Fee:** \$10.00 per occurrence when supplies have not been replenished after being told/written about supplies being low
- + **Referral Bonus:** \$25.00 discount off tuition for any family that refers a family and completes their first month of enrollment
- + **Annual tuition fee:** \$75.00 Due by the 15th of the month your child start date
- + **Late Pick Up Fees:** \$10.00 every 5 minutes late after ,6:00 p.m. a \$30.00 charge
- + will be added to the account on top of the fees already incurred
- + **Arriving after Contracted Time:** \$10.00 every 5 minutes late after the contracted time will be added to the account for the fees being incurred

Initial: _____

Requirements of Parent(s)

Parents are responsible for bringing in the following items for their child(ren):

- + Diapers
- + Wipes
- + Formula
- + Baby Food
- + Bottles for babies at least 5 (depending on how much your baby will consume while they are enrolled in our center)
- + Sheets for cribs

- ✚ Blankets for over 1 years of age
- ✚ 2 sets of Extra clothes
- ✚ Sunscreen and Bug spray
- ✚ Weather Appropriate clothing

Parents are responsible for labeling all belongings with your child(ren)s name or initials. We will not apply sunscreen or bug spray unless the parent provides it and has signed an authorization form for us to apply. Children will go outside with the weather permitting so please make sure to provide proper clothing for outdoor attire.

Initial: _____

Late Pick Ups: Journey Together Childcare understand that traffic is busier at certain times of the day, but if a late pick up occurs we do not give out exemptions. Traffic is not a reason to pick up your child late. 3 or more late pickups will result in your child(ren) being discharged from the center. Parent(s)/guardian(s) will still be financially responsible for that month of care.

Initial: _____

Absences:

- ✚ **Sick Children:** Please call before 9 a.m. or at least 2 hours before your child's contracted time. We would like to know so we can always staff accordingly. When a child is sick, we urge parent(s)/guardian(s) to have your child(ren) checked out by a medical professional. This helps stop the spread of viruses and diseases within the center. Fevers- please do not send your child to the center with a fever. Medicating them will only mask the fever for so long. If your child has a temperature, they will be sent home and cannot return until they have been fever free for 24-hours. Parent(s)/Guardian(s) are still held financially responsible for any missed absence(s).
- ✚ **Illness:** Please call before 9 a.m. or at least 2 hours before your child's contracted time. We would like to know so we can always staff accordingly. Illnesses are different than a child being sick because illnesses require the center to administer medicine to your child that has been prescribed by a doctor. Also, illnesses may keep your child home for a period of time longer than 24-hours. When this happens, the center must be notified within hours

of the diagnoses so the center can properly clean and sanitize the center. This helps stop the spread of communicable diseases. Parent(s)/Guardian(s) are still held financially responsible for any missed absence(s).

✚ **Vacation:** Please notify the center with via email or written notice how long you will be gone and when you will return. Parent(s)/Guardian(s) are still held financially responsible for any missed absence(s).

✚ **Leisure Days:** Please call before 9 a.m. or at least 2 hours before your child's contracted time. We would like to know so we can always staff accordingly. These days are defined as parent(s)/guardian(s) telling staff members that they had some extra time off or they just wanted to spend the day at home with their child(ren). We do not discourage any time spent with parent and child. Parent(s)/Guardian(s) are still held financially responsible for any missed absence(s).

✚ **CPS/DPSS Situations:** If in the event your child(ren) are put into the care of CPS/DPSS and can no longer attend the facility, it is the parent(s)/guardian(s) responsibility to notify the center of the situation. At that point in time we ask the parent(s)/guardian(s) to submit a two-week notice of withdraw. Unfortunately, this does mean that parent(s)/guardian(s) are still financially responsible for the remainder of the month/next month fees (if applicable).

Initials: _____

Holidays:

The center will be closed the following days:

- ✚ New Year's Eve
- ✚ New Year's Day
- ✚ Martin Luther King Jr Day
- ✚ Memorial Day
- ✚ Independence Day (July 4th)
- ✚ Labor Day
- ✚ Thanksgiving Eve
- ✚ Thanksgiving Day
- ✚ Thanksgiving Friday
- ✚ Christmas Eve
- ✚ Christmas Day

✚ 2 days throughout the year for Staff Trainings. Parent(s)/Guardian(s) will be issued within at least 1 week of closure if not more time may be given.

✚ Inclement Weather-Weather related closures for the center.
Parent(s)/Guardian(s) will be notified as soon as possible of any center closure due to weather

Parent(s)/Guardian(s) are still held financially responsible for Holiday dates

Initials: _____

Discounts: Journey Together Childcare will not offer any discounts at this time to families.

Parent(s)/Guardian(s) Information

Name: _____

Address: _____

Primary Phone Number: _____

Secondary Phone Number: _____

Work Phone Number & Employer: _____

Name: _____

Address: _____

Primary Phone Number: _____

Secondary Phone Number: _____

Work Phone Number & Employer: _____

Termination/Discharge: A child may be discharged from the center for the following reasons listed below;

- + Parents failure to pay fees on time on more than one occasion (this is grounds for immediate termination without notice)
- + Lack of parental cooperation for behaviorally challenged children
- + Inability of childcare program to meet the needs of the child with special needs
- + Inability of childcare program to meet the needs of the child who has parents that do not want to communicate with the children
- + Parents recruiting or suggesting any staff members for other employment outside of Journey Together Childcare
- + Child(ren) who have 3 or more late pickups (Parent(s)/Guardian(s) who pick up children after their contracted times/after 5:30 p.m. pickups)
- + ***Repeated failure to complete and return required forms***
- + ***Failure to comply with the Written Payment Agreement Terms and Conditions***
- + ***Repeated endangerment of other children or self***
- + ***Loss of childcare subsidies***
- + ***Parents who fail to comply with company/state policies, rules and regulations***
- + ***Parents who verbally abuse, belittle or aggressively attempt to argue with any staff member or other parents within the center. (Parents who yell at staff members will be asked to immediately vacate the premises and possible dismissal from the program. We take respect very seriously!!!***
- + ***Parents who threaten anyone employed by Journey Together Childcare (the center reserves the right to notify law enforcement)***

We will give 1 day written or verbal notice of the intent to discharge a child; however, the center reserves the right to discharge immediately. We may discharge a child for any of the listed reasons. If the parents chooses to remove the child during anytime of the month, the parent will be responsible for the remainder of the month. No refunds will be given.

Parent(s)/guardian(s) must give a 4-week notice of their intent to withdraw their child(ren). Parent(s)/guardian(s) will still be required to pay for the remainder of the month. Parent(s) are responsible to pay all fees whether their child is in care or

not. The center reserve the right to take any and all legal action to settle any outstanding debts.

Parent(s)/Guardian(s) will be notified of issues before the child is discharged. When an issue arises the parent(s)/guardian(s) will be called to a meeting with the Center Director, The Child's Teacher and the Parent(s)/Guardian(s). An Action plan will be agreed upon and set into place. When there is still no improvement made the family will be referred to an outside community agency for a mental health evaluation (especially if the discharge maybe for aggressive behaviors). If there is no resolution between the center and the family due to the family being uncooperative, the child may be discharged from the center.

Journey Together Childcare will attempt to work with the child's behaviors that are more challenging. We will make every attempt to assist the child and their specific needs. Parent(s) are required to be cooperative at all times with the center. The safety of all children are priority. If a plan cannot be agreed on or a plan was set in place an no improvements have been made; the child will be terminated from the program.

All relevant communication as it pertains to your child(ren) will be communicated and documented in your child(ren)'s file.

When a child is discharged from the center, staff will be unable to provide the parent(s)/guardian(s) with copies of immunization or medical records. Families will be required to acquire these documents from their child's medical provider.

Initial: _____

Appeals of Discharge

Appeals must be made in writing and given to the Center Director within 3 days of receiving the decision. The Center Director will review the appeal and a final decision will be made. The Center Director will then hold a meeting with the family to discuss the outcome of the decision. The Center Director's decision will ultimately be the final decision on whether the child returns to the facility or not.

Parents Acknowledgement of Handbook & Contract

I, _____ acknowledge that I have received my Journey Together Childcare Parent Policy Handbook/Contract. I acknowledge that I have received a paper or electronic copy (via email). I understand that it is my responsibility to become familiar with the Parent Policy Handbook/Contract. I also understand and agree to the terms and conditions listed throughout the Parent Policy Handbook & Contract. This Policy and Handbook is subjected to change indefinitely. These contracts will be upheld if at any time legal action must be taken for any reason(s).

Name: _____ Date: _____

Signature: _____

Name: _____ Date: _____

Signature: _____

Name of Center Witness: _____

Date: _____

Signature: _____

Parent(s)/Guardian(s) are expected to adhere to the Policies Handbook and Contract. The Purpose of this signed contract is to know what and when things are needed by the parent(s)/guardian(s). Also, to inform parent(s)/guardian(s) of center policies and expectations that must be met while enrolled at Journey Together Childcare.