

Children's Palace Preschool & Childcare
520 Amy Drive
Holmen, WI 54636
(608) 526-2392
POLICY EFFECTIVE DATE: June 2025



Licensed Capacity: 82

Ages Served: 4 weeks- 12 years.

Hours of Operation: 6:00AM-6:00PM

Days of Operation: Monday - Friday

Months of Operation: Year Round

Philosophy

Children's palace Preschool and Childcare believes that each child has individual needs to be met by a team of qualified and loving caregivers. All children need to be treated with love and respect and in return each caregiver will have the same expectations. Children's Palace offers a loving and nurturing environment for all children to learn and grow through play. We believe that the Wisconsin Department of Children and Families provides a sound set of childcare provider rules and regulations, which we follow at all times to provide a safe and positive childcare experience.

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Children's Palace Preschool and Childcare is committed to providing an inclusive and welcoming environment for all individuals. We do not discriminate based on race, color, religion, sex, national origin, age, disability, genetic information, or any other characteristic protected under applicable federal, state, and local laws. We are an equal opportunity employer and ensure that all employment decisions are based on merit, qualifications, and business needs.

ADMISSION

Children's Palace Preschool & Childcare is licensed by the State of Wisconsin, Department of Children and Families (www.dcf.wisconsin.gov). We are licensed to care for no more than 75 children at any one time. We're inspected regularly to ensure that our center meets licensing standards.

Childcare services are available without discrimination based on sex, race, color, creed, disability, sexual orientation, national origin or ancestry.

Children's Palace will provide care for children ages four weeks through twelve years.

Childcare services will be provided between the hours of 6:00AM and 5:30PM, Monday through Friday January through December.

All centers operate year-round and are closed on all major holidays. Please note that tuition fees remain the same during holiday closures, and no fee credits will be issued for these dates. For a complete list of observed holidays, please refer to your enrollment contract.

Emergency Closings – There may be times when an emergency arises which require the childcare center to close. In any such situation we will ask the local radio and television stations to broadcast the closing. We will also post on social media.

The center will have posted in the entry way the following items for the public's review:

- Licensing rules
- License certificate
- Results of the most recent licensing inspection
- Notice of any enforcement action, stipulations, conditions, exceptions or exemption

The center will also have posted in the entry way, social media and/or daily connect the following items for the parent's review.

- Center policies
- Parental notices

Absent Child without prior notification - Parents are responsible for the schedules they provide us with. We expect children to be in attendance on those days at those times. If a child who is scheduled to arrive at the center, does not arrive within 30 minutes of the specified time on the written agreement signed by the parent, and we have not been informed of the child's absence, we will attempt to contact the parent or guardian to determine the child's whereabouts. If a child is transported to the center and does not arrive and we have not been informed, they will not be

attending that day we will attempt to contact the facility from which they were transported to determine their whereabouts. All attempted contacts will be documented.

Attendance methods - Children may be enrolled on a full-time basis for more than 3 days per week, or a part-time basis 3 days or less per week. Part time is not available for children under the age of 2.

Children's Palace will accept children over the age of 2 for drop-in care if prior enrollment arrangements have been made, enrollment forms are on file, and space is available.

To protect each family's **confidentiality**, Children's Palace will not share information about a child or a child's family with anyone who is not authorized to receive this information. Only those people or agencies that have been given permission in writing by a parent/guardian will be allowed to receive information on a child and/or her/his family. At the families' request and with written consent from the family we will transfer any child's record to the new setting whether it be a new childcare facility, head start, public, private or parochial school, etc.

The Department of Children and Families licensing representative may visit and inspect any group childcare center at any time during licensed hours of operation. A department licensing representative shall have unrestricted access to the premises identified in the license, including access to children served and staff records and any other materials or other individuals having information on the group childcare center's compliance with the DCF 251 rules.

All childcare providers are mandated reporters of suspected child abuse and neglect. If a childcare provider suspects a child has been abused or neglected, that provider is required to report the abuse or neglect to the county's Child Protective Services (CPS) office or law enforcement. La Crosse County CPS (608) 785-5875. Each childcare provider and substitute will receive training at least every 2 years in child abuse and neglect laws; how to identify children who have been abused or neglected; and the procedure for ensuring that all known or suspected cases of child abuse or neglect are immediately reported to the proper authorities. If an employee or volunteer is suspected of having mistreated a child that person will be subject to immediate suspension pending the outcome of the CPS investigation. The incident will be reported to the Department of Children and Families within 24 hours of occurrence.

Our administrative structure is as follows:

ADMINISTRATOR
PROGRAM DIRECTOR
TEACHERS
ASSISTANT TEACHERS
COOK

Parents interested in enrolling their children at Children's Palace must meet with the Director to discuss their child's specific needs and to review program policies. We appreciate and respect each families' culture and values. We strongly believe that you as a parent have the right to make decisions for your child and we want to encourage you to give us as much information about your child as possible at enrollment. You are more than welcome to offer this information at parent-teacher conferences, via phone call, text or any other method or time you feel comfortable doing so. We want to collaborate with you and your family to make the transition into our center as

comfortable as possible. We encourage you; the child being enrolled and any other family members to visit the center before the child's first day of attendance.

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

- Form DCF-62, "Childcare Enrollment"
- Form DCF-44, "Health History and Emergency Care Plan"
- Form DCF-104, "Alternate Arrival/Release Agreement" (if applicable)
- Form DCF-56, "Childcare Center Transportation Permission" (if applicable)
- Form DCF-61, "Childcare Intake for Child Under 2 Years" (if applicable)
- Photo Release Form
- Child Emergency Card

The Director will inform parents when updates are needed, giving 30 days' notice to submit updated forms.

Due, completed, within 30 days after the child starts attending:

- Form DPH-4192, "Day Care Immunization Record" or an electronic record of your child's immunizations.

Due, signed by a medical professional, within 90 days after child begins attending:

- Form DCF-60, "Child Health Report"

Children's Palace has an open-door policy. Parents are welcome to visit the 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 the order. Please understand that we cannot legally limit access to a parent if there is not a copy of a court order on file at the center.

Children's Palace Preschool & Childcare will not have regular pets on the premises.

Medication log procedures are as follows: All medication administered, accidents or injuries occurring on-site, marked change in behavior or appearance, or any observation of injuries to a child's body received outside of center care will be entered the center's medical logbook. The director will review the medical logbook every six months and document this procedure.

Materials and resources for families are provided in their native language and are made available in a way that they can be understood. If materials are not available in a family's native language a translator will be contacted

Non-discrimination - We will never refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, handicap, ancestry or sexual orientation. Parents must meet with the Administrator or the Director to discuss their child's specific needs and to review program policies.

Americans with Disabilities Act – Children's Palace will make a reasonable accommodation for a child with disabilities as specified under the Americans with Disabilities Act. For more information on the ADA go to: <https://www.ada.gov/chcinfo.pdf>

Accesses to children's records - Parents have full access to review their child's records. Please call the main number to make a request to review the records so that they can be prepared for you. Parents will have access to entries regarding their child.

Use of children's photos – Children's Palace may take photos or videos of children from time to time. These may be used in children's portfolios, for hanging on walls within the center, in the center's newsletter, etc. As the saying goes "A picture is worth a million words". The center may also use the photos and/or videos in our marketing materials. We will never take or use photos of you or your child/children without a signed and dated photo permission form.

DISCHARGE OF ENROLLED CHILDREN

Child's progress communication between center and parents: It's important we communicate daily concerning the needs and interests of each child. If there are issues or concerns that need to be discussed, parents should arrange a convenient time to talk on the phone or schedule a conference with us. To foster communication on a regular basis, Children's Palace provides written newsletters/parent bulletin board, updates on daily connect and daily conversations.

Circumstances and procedures for termination of enrollment

Child related: Children's Palace will regularly advise parents on their child's progress through daily sheets, daily conversations and scheduled conferences. When children have problems adjusting to the center's daily schedule and classroom rules, parents will be contacted for a face-to-face conference. At this meeting, the teacher will state her concerns and discuss observations made of the child's behavior, and an action plan will be developed. If after two weeks the behaviors have not improved, another conference will be scheduled to either revise the action plan or to terminate placement and refer the child to other services.

Parent related:

If the problem leading up to termination is due to non-compliance with the center's policy by the parents, the teacher will contact the parents for a face-to-face meeting. At this meeting, the teacher will state her concerns and review and clarify agency policy with the parents. Input from parents will be encouraged so that common understanding can be reached. If after 2 weeks the problem is still present, parents will be advised in writing that their child's enrollment will be terminated. Parents will be given 2 weeks' notice regarding the termination of their child's enrollment. The parent will be responsible for childcare fees for the final 2 weeks even if the child does not attend.

Parent initiated mutual decisions, center initiated, and involuntary discharge:

A child may be discharged from the center for many reasons. Often **parents initiate** the termination. Occasionally, after an action plan has been tried without positive result, the center and the parents come to a **mutual decision** to end the child's enrollment. In some circumstances the termination may be **center initiated**.

Involuntary discharge of a child could result for the following reasons:

1. Failure to pay fees on time. (Grounds for immediate termination, without notice.)
2. Lack of parental cooperation
3. Inability of childcare program to meet the needs of the child. Staff will consult with the parents concerning how any problems might be solved before ending the care arrangement. These steps will be documented in the child's file. The parent will be referred to other community resources.
4. Repeated failure to pick up the child at scheduled time.
5. Failure to complete and return required forms.

Behavior related discharges. Acting out, inability to follow classroom rules, inability to follow teacher's directions are all examples of reasons why a child could be discharged due to behavior.

Steps will be taken prior to the child's discharge. All efforts will be made to work out a plan for behavior management between staff and the parents to see if problematic behaviors can be managed and/or corrected. The teacher will ask for a parent/teacher conference to discuss the behaviors in detail. Input from parents on behavior management is vital. If after two weeks the behaviors have not improved, another conference will be scheduled to either revise the action plan or to terminate placement and refer the child to other services. All meetings, behavior plans, and outcomes will be documented and placed in the child's file.

Outside agency involvement:

Prior to any child being terminated, efforts may be made to seek additional services from other care providers to address the problem. For example, children may be referred to as a physician for a vision or hearing screening. Referrals to birth to 3, speech and language screenings are some of the outside agencies that could be utilized. Should the child require additional services that are not available directly through the center, an outside agency may be contacted to meet those needs. Staff will consult with parents before contacting any outside agency.

Decision making:

All decisions regarding the discharge of enrolled children are summarized in the section above, *Circumstances and procedures for termination of enrollment.*

Discrimination issues:

If you feel your child has been discharged due to discrimination, please bring these concerns to the Director for a thorough review. It is our policy to never refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, handicap, ancestry or sexual orientation.

Appeal process:

Should you disagree with the termination of your child for any **reason**, please discuss your concerns with Ms. Kim 608-790-1355 or via email ms.kim@childrenspalacepreschool.com

Reasons: e.g., fee payment, policy compliance

Children's Palace will give 2 weeks' written notice of our intent to discharge a child (and try to inform parents of local resources that may be of help to them), except when due to parents' failure to keep current with fees owed. Parents are expected to comply with all the policies and procedures of the childcare center; failure to comply could result in the termination of your child's enrollment.

FEE PAYMENT AND REFUNDS

- For current fees, see the attached Rate Sheet.
- If there is a third- party payment, as from an employer or the county, a special payment schedule will be arranged and detailed in the contract. Parents will be responsible for any specified co-payments or unpaid amounts.
- There will be an extra fee assessed for late payment or late pick up of a child.
- You will be charged an additional fee of \$25 NSF Fee if your check does not clear the bank.
- **Refunds/absences** will not be given for days when children do not attend for illness or other reasons.
- Children's Palace does charge a registration fee. A registration fee of \$50 per child/ \$75 per family must be paid prior to enrollment / with the first tuition payment.
- There will be **additional fees for field trips and enrichment activities** from time to time. Parents will be advised of any additional fees in writing a week or more in advance.
- There will be a multi-child family discount provided, and it is outlined in the rate sheet.

Fee determination methods Children's Palace will charge a fee based on your child's enrollment. These fees are outlined in the rate sheet. A contract will be drafted and signed by parents with an agreement on the rate per week/month for your child's care. Additional fees will be assessed for additional hours beyond those outlined in the parent contract.

Fee calculating methods (hourly, daily, sessions) a full-time rate is offered for children who will be in care for 3 or more days per week.

CHILD EDUCATION

There is not a religious component to our program. We do sing mealtime songs and celebrate religious holidays.

There is a childcare worker/teacher assigned to each classroom in the center and staff to child ratios are always maintained. Depending on the number of children present on any given day there may also be an assistant childcare worker in the classroom as well. Each group/classroom of children is supervised by a teacher who is within sight and sound of the children to guide the children's behavior and activities, prevent harm and assure safety.

Groups of children may be combined at the beginning and at the end of any given day. Being that Children's Palace is open in the early morning and late afternoon; we have a written plan for activities which meet the individual needs of the children during those time periods. Activities at the beginning and at the end of the day will be designed for a wide age range of children working and playing together. Our plan includes opportunities for children to rest and eat and to use materials and engage in activities which for the most part do not duplicate activities planned for a major part of our program.

Children, including infants and toddlers, will go outdoors daily when the weather permits, so dress your child appropriately for the weather. The children may be kept indoors during inclement weather such as any of the following:

- Heavy rain

- Temperatures above 90 degrees F.
- Wind chills of 0 degrees F. or below for children age 2 and above
- Wind chills of 20 degrees F. or below for children under age 2.

Make sure your child/children wear sturdy shoes that will allow them to be active. Best practices recommend at least 15 minutes of teacher-led physical activity each time children are outdoors. We will be running, jumping, exploring and playing. We will go for walks and have races. Our playground provides a variety of equipment for all ages to enjoy while allowing for developmental growth in balance/coordination and large motor skills.

There is an outdoor play space on the premises of the center. Trampolines and inflatable bounce surfaces are not allowed. If we choose to provide a wading pool for the children, staff will be outside providing sight and sound supervision when the wading pool contains water and is present in the outdoor play space.

Infants and toddlers will have a flexible schedule, which reflects the child's individual needs. They will be given individual attention, including lots of time for talking. The body position of non-mobile infants and their location in the center will be changed frequently. We will provide safe, open spaces for children who are creeping and crawling. Infants and toddlers will be encouraged to play with a wide variety of safe toys and objects. A report will be maintained documenting through daily connect what each child ate, when they slept and when they wet or soiled a diaper. We will use daily connect to share information with parents about the child's activities and disposition for that specific day.

Preschool age children will have opportunities to play and explore their surroundings. They will be given many learning experiences in a variety of developmental areas that are age appropriate. Daily activities will include math, science, large and small muscle movement, art and literacy.

School age children will have a quiet place to study or relax, access to appropriate materials and activities, and will have ample time for large muscle activities and to participate in food preparation.

Night Care

We are not licensed to provide care between the hours of 9 P.M. and 5 A.M.

Staff will help children transition without having to stand in line or large groups by offering small group activities and planning transitions.

We occasionally take field trips, including walks around the neighborhood. Emergency information for each child will be taken whenever the children leave the premises. You will be notified in advance of any field trip requiring transportation.

Children's Palace has a written program of activities which are suitable for the developmental level of each child and each group of children. Creative Curriculum is used in our program. The program provides each child with experiences which will promote all the following: self-esteem and positive self-image, social interaction, self-expression and communication skills, creative expression, large and small muscle development, intellectual growth and literacy.

The Wisconsin Model Early Learning Standards are voluntary standards that were designed to help centers develop programs and curriculum to help ensure that children are exposed to activities and opportunities that will prepare them for success in school and into the future. The Standards are primarily intended as guidance on developmentally appropriate expectations and are not intended to be used as a checklist to gauge a child's progress. The Standards are based on scientific research. Copies of the Wisconsin Model Early Learning Standards are available on the Wisconsin Early Childhood Collaborating Partners website at <http://www.collaboratingpartners.com> or through the Child Care Information Center at 1-800-362-7353.

A schedule of daily activities is posted in each classroom. A program of activities is planned a week in advance. Staff use a variety of resources in their planning. We will also use the services of the Wisconsin Childcare Information Center (800-362-7353) and access their resources to plan activities. The activities focus on weekly themes based on the interests of the children and lesson plans are available for parents to review. We value your input on providing fun experiences for children to learn through play.

CHILD GUIDANCE POLICY

When a child is crying, fussy or distraught, staff will work to calm and comfort the child, in ways that are appropriate for the child's age and personal disposition. This may include stroking, cuddling, rocking; offering a drink; acknowledging the child's fear, or separation sadness, or conflict; distracting or redirecting to another activity; talking calmly with the child about how s/he is feeling or what has happened. If unhappiness persists, we may contact a parent to share what is occurring and inquire if this might indicate the onset of an illness.

Children's behavior will be guided by setting clear limits or rules for children. We will talk with children about expected behaviors and model those behaviors consistently for them. We will state positively what children can do, using specific terms, e.g., "you need to use an inside voice" rather than "don't yell"). Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age-appropriate activities to choose from and will be given the attention they need before they demand it. Behavior management will help children develop self-control, self-esteem and respect for the rights of others. Opportunities for physical activity are not withheld as a behavior management strategy. Children are redirected to safe physical activities and are involved in discussion about safety concerns, when necessary.

"Time-Out" is a guidance technique that can be effective when dealing with unacceptable behaviors of young children. Time outs may not be used with children under age 3, and never for more than 3 minutes. Usually, this strategy requires that a child be removed from an ongoing activity for a brief time, typically by having a child sit on the outside of the activity within the classroom until the child calms down and is ready to rejoin the activity and try again. Time-out is intended to be a non-violent response to conflict that stops the conflict, protects the victim, and provides a 'cooling off period' for the child.

Effective management of behavior should always start with praise and encouragement for pro-social behavior and self-regulation and be accompanied by distraction, redirection, withdrawal of attention, and logical and natural consequences." The child will be praised after completing the time-out and will be helped to rejoin the group.

We recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with parents to consider how to deal with the behavior. If the behavior continues, the next steps may include referrals to appropriate community resources, and/or discharge of the child from care. In accordance with "Wisconsin Rules for Group Childcare Centers," actions that are aversive, cruel, humiliating, and actions that may be psychologically, emotionally or physically painful, discomforting, dangerous or potentially injurious are prohibited. Prohibited actions include spanking, hitting, pinching, shaking, slapping, twisting, or inflicting any other form of corporal punishment on the child; verbal abuse threats or derogatory remarks about the child or the child's family; physical restraint, binding or tying the child to restrict the child's movement or enclosing the child in a confined space such as a closet, locked room, box or similar cubicle; withholding or forcing meals, snacks or naps; punishing a child for lapses in toilet training. These forms of punishment will never be used, even at a parent's request.

Routines such as toileting and eating and intervals between activities are planned to avoid keeping children waiting in lines or assembled in large groups.

Classroom arrangement, materials and programming are scaled to the developmental level, size and ability of children which will contribute to providing clear guidelines and promoting positive behavior:

Parental Involvement in Solving Behavior

All efforts will be made to collaboratively develop a behavior management plan between staff and parents to address and support any challenging behaviors. Teachers will request a parent/teacher conference to discuss specific concerns in detail, and input from parents is considered vital in creating a consistent and effective approach.

In cases where a child is exhibiting ongoing behavioral challenges that require additional one-on-one support beyond what is allowable within our staff-to-child ratio, accommodation may be limited. If it is determined that the child's needs cannot be met within our standard ratios during the full day, we will require that the child be picked up no later than 4:30 PM daily to ensure the safety and well-being of all children and staff.

Our goal is always to work in partnership with families to find solutions that are in the best interest of the child and the classroom environment.

Biting Policy

At Children's Palace Preschool & Childcare, we understand that biting is a common behavior in early childhood, particularly among infants and toddlers. It is often a developmentally appropriate response to frustration, teething, limited verbal skills, or a desire for attention. However, repeated biting—especially in older children—can become a safety concern and behavioral issue.

Infants and Toddlers

Biting in children under the age of 3 is typically viewed as a normal developmental stage. Our staff respond calmly and consistently to each incident, using redirection, environmental changes, and verbal guidance to help the child learn more appropriate ways to communicate needs.

Preschool-Age Children and Older

While occasional biting may still occur, repeated biting at this age is not considered developmentally typical. If a preschool-aged child bites more than twice in a single day, or if a bite breaks skin or poses serious safety concerns, the following steps will be taken:

Immediate parent notification after each incident.

Child will be sent home if biting continues after the second incident in a day.

A behavioral follow-up plan will be requested from the parent/guardian. This may include a meeting with the Director and a documented plan for addressing the behavior.

Ongoing Biting

If biting becomes a recurring issue over multiple days, even with intervention, the center reserves the right to temporarily suspend care until a plan is in place to support the child's needs safely. Our goal is to ensure a safe and respectful environment for all children.

We are committed to working with families to support behavioral growth while keeping all children safe and secure. If your child is showing biting behavior at home, we encourage open communication so we can align strategies between home and school.

Additional Support Care Policy and Fee Structure

At Children's Palace Preschool & Childcare, we strive to meet the individual needs of every child in our care while maintaining compliance with Wisconsin's staff-to-child ratios as outlined in DCF 251.

We recognize that some children may require additional support to thrive in a group setting. In such cases, where a child's needs exceed what can be reasonably accommodated within the standard ratios, or where one-on-one care becomes necessary for health, safety, or behavioral reasons, the following additional fees will apply:

Supplemental Care Fees

Enhanced Support Care (Above Ratio Support):

If a child requires consistent care beyond the standard staff-to-child ratio (e.g., additional supervision, behavioral support, or accommodations), an additional fee of **\$10.00 per hour** will be charged.

One-on-One Care:

If a child requires dedicated one-on-one care with a staff member, the additional fee will be **\$20.00 per hour** during the time such care is provided.

These fees help to offset the increased staffing needs required to support your child appropriately and safely. They also assist in covering the costs associated with excessive wear and tear or damage to classroom materials, toys, and books that may occur as a result of a child's behavior or needs.

These fees will only be applied:

- After a formal assessment and consultation with the family.
- With written agreement and acknowledgment from the parent or guardian.
- When such care is deemed necessary by staff and/or recommended by a relevant professional (e.g., therapist, behavioral consultant, medical provider).

We are committed to partnering with families to find the best possible solutions for each child's development and safety. These fees are intended to ensure your child receives the support they need while preserving a safe, engaging, and nurturing environment for all.

Please speak with the Center Director if you believe your child may require enhanced support so we can collaborate on a care plan.

Children's Palace promotes and practices Wisconsin Pyramid Model of Social/Emotional development. This model has techniques to prevent behaviors such as biting that are implemented in the daily programming, such as Book Nook

Rest or naptime will be provided for all children younger than five years of age who are in care for more than four consecutive hours. Children who do not sleep may get up after 30 minutes, and children who awaken early will be allowed to get up when they awake. Staff will help awake children find quiet activities. Parents will launder the bedding after every five uses, or sooner if necessary.

****If bedding is not taken home, our center will wash it, and a \$10 fee will be applied for each instance.**

CONTINGENCY PLANS

Fire and Tornado evacuation plans will be practiced monthly. The Director or Administrator will document dates of fire and tornado drills and the weekly testing of smoke detectors on a form provided by the state.

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit. The attendance form and list of phone numbers for parents and emergency contacts will be taken out by the staff member designated to be "in charge" to assure that all children are accounted for, and all families can be notified. Infants will be evacuated four to a crib with emergency provisions and all children will be taken outdoors to THE DESIGNATED LOCATION OUTSIDE OF THE BUILDING. The director or person in charge will check classrooms, bathrooms and staff areas to make sure all the people are evacuated. The Director or person in charge will call all clear to re-enter the building once it is safe to do so. If we are unable to return to the building following an evacuation, the children will be taken to St. Elizabeths Church 515 Main Street Holmen, WI until parents or another authorized adult can be reached and come for them.

In the event of a tornado warning, the children will be taken to the restrooms and hallway by all available staff members. Blankets from classrooms, cellular/tablet as a portable radio and flashlight, with extra batteries, are kept in the office always. The attendance form and emergency contact information will be brought along by the staff member designated to be "in charge". The director or person in charge will check classrooms, bathrooms and staff areas to make sure all the

people are evacuated. Staff will engage the children in quiet activities until we are assured by the authorities that the danger has passed. Tornado drills will be conducted monthly from April to October.

In the event of a missing child, staff will check all areas of the center. If the child cannot be found, the child's parents and/or emergency contact and the police will be notified immediately. The Director will notify the Department within 24 hours after the occurrence. If a staff member is alone on the premises, they will contact the five-minute emergency person.

In the event of severe weather children will be kept indoors and if necessary, tornado evacuation plans will be initiated.

Procedures for extreme heat or cold:

The children may be kept indoors during inclement weather such as any of the following:

- Heavy rain
- Temperatures above 90 degrees F.
- Wind chills of 0 degrees F. or below for children age 2 and above.
- Wind chills of 20 degrees F. or below for children under age 2.

If there is a threat to the building or occupants, if possible, evacuation of the building will be initiated using the fire evacuation procedure. If it is not possible to evacuate the building each classroom will take cover in a secure area. The main door will be closed and 911 will be called. The teacher will keep the children calm and in one area of the room until the threat has passed or the police or fire department has arrived. Law enforcement and the parents will be immediately contacted to advise them of the threat.

Loss of building services procedures are as follows, if the center should lose the use of heat, water or electricity before the center opens; parents will be notified by 6:00 AM and will be advised that the center is closed, and the parent will be responsible for finding alternate care for their child until the situation is resolved.

If there is a medical emergency with a child or adult staff will perform first aid, initialing check, call, and care procedure. Children who are present will be taken from the area calmly by available staff for supervision and safety. If there is a need for **emergency medical treatment**, 911 will be called. If it is a life-threatening situation, with no time to consult the child's file or parent, the child will be taken to Mayo Health System-Franciscan Healthcare 700 West Ave S. La Crosse, WI Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. All staff will have training in infant and child CPR, AED and first aid. First aid supplies will be stored in each classroom.

When children or staff are off-site for a walk or field trip, teachers will take along emergency contact information, attendance sheets and a first aid kit in case an injury occurs to children or staff. The injury will be recorded in the medical logbook upon return to the center. A cell phone will be carried along, in case help is needed. If the injury is serious 911 will be called and taken to the nearest hospital.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about minor injuries when they pick their child up.

Attendance: Staff will be trained to manage the established system of knowing the whereabouts of all children in their care always. Parents are encouraged to call if their child is not attending or will be arriving late. If a child is being transported by a transportation company and does not arrive at the scheduled time, staff will call the parent or authorized adult to check on the child.

Daily arrival/departure times are recorded via accurate documentation for each group of children. During early AM arrival and late PM pick-up, teachers will be kept aware of the children they're responsible for, as rooms are condensed, and staff leave the center. Teachers will know the names of each child and their whereabouts always.

Parents or authorized adults are required to bring children into the building and to sign the children in at the beginning of the day (documenting arrival time) and sign them out at the end of the day (documenting departure time). Staff will maintain classroom attendance records recording children's arrivals and departures as they occur to ensure accurate, on-going accounting of the children's whereabouts always. Comparison of the attendance record to the actual children in care will occur at each transition and frequently throughout the day.

Children's Palace does not allow concealed weapons to be carried on persons (any person or employee entering the building), or on the premises. If a person is found to be in noncompliance with this regulation, they will be asked to vacate the premises. If a person should refuse to vacate the premises the local authorities will be contacted.

Premises means the tract of land on which the center is located, including all buildings and structures on that land.

If parents wish to allow a school-age child to leave or arrive at the center unescorted, they must provide written authorization for this activity by completing DCF-104, "Alternate Arrival/Release Agreement." School-age children who leave the center unescorted must be traveling to their home, school or another activity where adult supervision is present.

When there is only one staff person on site with eight or less children, we will ensure that an emergency provider is available within 5 minutes. That person will be trained in Shaken Baby Syndrome (SBS) and will sign a document agreeing to serve as an emergency back-up.

Children will only be released to people listed on the enrollment form. If anyone other than the child's parent or someone who is listed on the enrollment form is to pick up a child, we need to be notified in writing or by telephone in advance. The person picking up the child may need to show a driver's license or other picture ID.

If an unauthorized person arrives to pick up a child, we will ask them to wait in the entry area and phone the parent/guardian. If no contact is made, we will ask the unauthorized person to leave.

First aid equipment storage in vehicles if applicable (not applicable)

Reports to the department, the center will report to the Department of Children and Families any situation as it pertains to statute 251.04(3) (a-n) DCF 251 *Licensing Rules for Group Childcare Centers*.

Emergency supplies such as cellular phone/tablet and flashlight with extra batteries for both, first aid kit and blankets will be kept in the office.

Emergency phone numbers will be posted in each room occupied by children as well as in the center's office and kitchen. The address and phone number of the facility will appear on the phone list as well.

A motor vehicle is immediately available at the center at all times in case of an emergency or there is a public or private rescue or emergency vehicle available within ten minutes of a phone call.

Special evacuation considerations Any child who has a limited ability to respond in an emergency will be identified at time of admission. Staff will be aware of any **special evacuation needs** the child will have and accommodation will be provided to ensure their safe removal from the building.

Custody Issue Disputes will be determined by official court documents provided to us by the parent/guardian.

If the parent or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While staff cannot legally withhold a child from the legal guardian, we will not hesitate to call the local authorities if we feel the child is in danger.

HEALTH CARE

Sudden Infant Death Syndrome (SIDS)

To reduce the risk of SIDS staff will do the following with any child under the age of ONE year.

- All infants will be placed to sleep on their backs, unless the **child's** physicians authorize another position in writing.
- Soft objects will be removed from the crib.
- Blankets will be tucked tightly around the child and away from his or her face.
- Sheets will be tight fitting.
- If a child falls asleep in a swing or car seat, we will move them to their crib.
- Staff will ensure that awake, non-mobile children have time each day to spend in a prone position ("tummy time").
- All staff members, substitutes, and volunteers will be trained in these procedures before they begin working with children.
- **Children under two years of age:**
 - Cribs and playpens shall contain a tight-fitting mattress and any mattress covering shall fit snugly over the mattress. Waterbeds may not be used.
 - Sheets or blankets will be tucked tightly under the mattress and shall be kept away from the child's mouth and nose.
 - If a child falls asleep in a swing or car seat, the child will be removed from the swing or car seat and placed to sleep on his or her back in a crib.

Ill Child - Children who are ill are not to be brought to the center. Examples of children who are ill:

- A temperature of 100.4 degrees F. or higher. Vomiting or diarrhea has occurred more than once in the past 24 hours.
- A contagious disease such as chicken pox, strep throat or pink eye
- An unidentified rash
- Have not been on a prescribed medication for 24 hours or continue to have symptoms of illness.
- Has a constant, thick colored nasal discharge

If a child should become ill or seriously injured while at the center, parents will be contacted immediately. Sick children will be isolated within sight and hearing and made as comfortable as possible. Children should be picked up as soon as possible. If the child is not picked up within the hour, the emergency contact person on the child's enrollment form will be called.

Children may return to the center when they are fever and symptom free, have been appropriately treated, or have been given medical approval to return to childcare. We will follow procedures on personal cleanliness and communicable diseases stated in licensing rules and the guidelines for exclusion of children from childcare as adapted from the Division of Public Health.

In the event of communicable disease exposure at the center, parents will be informed. Certain diseases must also be reported to the public health department and to our licensing specialist.

All medication administered, accidents or injuries occurring during the time the child is in our care, marked changes in behavior or appearance and any observation of injuries to a child's body received outside of our center, will be entered the center's medical logbook. All staff are required to report suspected child abuse or neglect to the local authorities.

Medications

Children's Palace will administer medications under the following conditions:

Prescriptive and non-prescriptive medication will only be given to children if parents have completed the authorization form provided. Once the authorization to medicate is expired parents will be asked to take the medication home if it doesn't go home, it will be disposed of.

All medicine must be in its original container, bearing the label with the child's name, dosage and administration directions. Additionally, prescription medication will bear the name of the doctor and pharmacy. It will be stored in a medication box that is inaccessible to children. Medicine requiring refrigeration will be kept in a covered, labeled container in the refrigerator.

We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization. If a dose is missed, we will not double up. You will be notified and missed dosages will be documented in a medical log.

Non-medicinal products: Sunscreen, insect repellent, lip balm, diaper creams and other non-medicinal products will only be used on a child when signed authorization is on file, and the specific products are supplied by the parent and labeled with the child's name.

The center will maintain confidentiality of children and family regarding health care needs. Information will only be shared with those staff that provide care for the child.

Cleanliness will be maintained always. Tables will be washed before and after meals and snacks. Floors and bathrooms will be cleaned and disinfected daily.

Diapering

In accordance with Wisconsin DCF Licensing Rule **DCF 251.07(5)(a)-(e)**, all diapering procedures will follow required health and safety standards.

Before changing a diaper, the staff members will wash their hands. After the diaper changes, the soiled diaper will be bagged and disposed of in a plastic-lined, foot-activated diaper pail. Any wet or soiled clothing will be placed in a tied plastic bag to be sent home. Both the child's and the staff member's hands will be washed immediately after the diapering process. The changing pad will be thoroughly cleaned and disinfected after each use to maintain sanitary conditions.

Toys: Toys used by infants and toddlers will primarily be ones that may be washed and sanitized. Any toy that has been in a child's mouth will be picked up as soon as the child lets go of it and placed into a basket to be washed, sanitized and air dried. Toys requiring laundering, such as stuffed dolls or animals, will be laundered weekly or sooner if needed. Toys in classrooms for older children will be cleaned and disinfected weekly or as needed.

We will practice **universal precautions** when handling all blood injuries and bodily fluid. All staff will wear disposable gloves when treating blood injuries. Surfaces touched by blood will be washed and disinfected, and all materials used to treat the injury will be wrapped in an airtight plastic bag and disposed of immediately.

Proper hand washing procedures will be followed to prevent the spread of disease. Hand washing procedures will be posted at all sinks.

Minor injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about minor injuries when they pick their child up.

Serious Injury: If there is a need for **emergency medical treatment**, 911 will be called. If it is a life-threatening situation, with no time to consult the child's file or parent, the child will be taken to Mayo Health System-Franciscan Healthcare 700 West Ave S. La Crosse, WI. Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. All staff will have training in infant and child CPR, AED and first aid. First aid supplies will be stored in each classroom.

Procedure for sharing information on a child's special health Care Needs with everyone responsible for caring for the child. "Special health care needs" includes children with physical, emotional, social and cognitive disabilities.

When a child is known to have any special health care needs, that information will be shared with those staff who are assigned to care for the child and will otherwise be treated with confidentiality. Such special needs, including dietary requirements, will be posted on the inside of the staff cupboard door, where medication and medical logbook are stored. When specialized equipment is needed, such as a nebulizer or epi-pen, the child's parent or a medical professional will train staff in correct procedures. All staff will sign the special needs binder upon orientation.

Health related forms:

All children will need to have a **Health Report** on file. The examination for a child under age 2 needs to be dated not more than 6 months prior or 90 days after the first day of attendance at Children's Palace. The examination for a child age 2 and older must be dated no more than 12 months prior or 90 days after the first day of attendance. Physicals for children under 2 years of age will need to be updated every 6 months. Physical exams for children over 2 years of age will need to be updated every 2 years. School aged children will need only a health history on file.

Children will need to be **properly immunized**, and an immunization record will need to be on file within 30 days of the first day of attendance.

Child biting health procedures will be as follows. The area of the bite wound will be washed with soap and water and a bandage applied. If necessary, an ice pack for comfort. The incident will be documented in the medical logbook and parents informed upon pick up.

CARE OF MILDLY ILL CHILDREN

We are not licensed to take care of mildly ill children. If your child is ill and not able to attend childcare, you are strongly encouraged to keep siblings' home as well.

NUTRITION

Food service personnel orientation and training:

The cook and any kitchen staff shall receive the annual mandatory training of at least 4 hours in kitchen sanitation, food handling and nutrition.

Mealtime routines: We will provide breakfast, lunch, morning/afternoon snacks, and late pm snacks to all children in attendance at the times identified in the daily schedule. Children will eat family style and will be allowed to serve themselves. As caregivers we make sure the food we provide is healthy, nourishing meals and understand that it is a child's role to decide whether and how much to eat.

Child guidance and food:

Children will not be forced to eat; they will be encouraged to try new foods as appropriate. Meals will not be withheld as a form of punishment. To support development, we provide child-sized dishes and utensils.

Mealtime socialization:

Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners, and develop sound nutritional habits. Our staff model healthy eating behaviors in the presence of children by refraining from eating or drinking unhealthy foods in front of children. Often, our staff spend time talking with children about healthy foods and nutrition. Children will be encouraged to clean up after themselves.

Menu requirements, preparation and changes, age-appropriate menu, USDA guidelines

All food is prepared on the premises. We follow USDA guidelines when preparing and planning our menus. Serving sizes will match age-appropriate amounts as outlined in the USDA guidelines. Any changes or substitutions in the menu will be posted with the original menu. Refer to Healthy Bites: A Wisconsin Guide to Promoting Childhood Nutrition for recommendations on specific nutrition policies related to fruits, vegetables, whole grains, meats, alternates and beverages.

Early AM and late PM feeding:

Children who attend during the early morning or late afternoon hours will be offered a snack to ensure that they never go without food for more than 3 hours.

Infant and toddler feeding:

Children younger than 12 months must be served formula or breast milk, unless written directions are on file from the child's health care professional. All bottles and commercial baby food must be labeled with your child's name and dated. Babies will be held for bottle-feeding. Bottles will never be propped, and unused formula or breast milk will be disposed of immediately. Refer to Healthy Bites: A Wisconsin Guide to Improving Childhood Nutrition for more ideas on infant feeding policies. We are breast feeding friendly.

School age children and eating: School age children will be offered a snack upon arrival after school.

Specialty menus (vegetarian, kosher): Accommodations can, in most instances, be made when **specialty menus such as vegetarian, and kosher** are requested by the parent. The parent always has the choice to provide an alternate meal that meets the same guidelines.

Food allergies: If your child has food allergies parents must notify the center in writing. Food allergies will be discreetly posted in the classroom and the kitchen.

Special Diets

If your child has special dietary needs, parents must notify the center in writing. Special dietary needs will be discreetly posted in both the classroom and the kitchen to ensure all staff are aware.

Please note that if the requested special diet does not meet the requirements of the Child and Adult Care Food Program (CACFP), a signed statement from a licensed medical professional will be required in order for the substitution to be approved and implemented.

Menu posting: Weekly records of meals and snacks are available for parents to review. If a menu must be changed for any reason, the food substituted will be noted on the posted menu.

Kitchen cleanliness, dishwashing: Eating surfaces will be sanitized before meals and snacks and everyone will wash their hands before and after eating. Dishes will be washed and sanitized in accordance with licensing regulations.

Food Storage

In accordance with **Wisconsin DCF Licensing Rule DCF 251.07(6)(i)**, all food will be stored off the floor to prevent contamination. Once opened, food items will be placed in airtight containers that are clearly labeled and dated to ensure freshness and safety.

Special treats, holidays, etc. Birthday and holiday treats are allowed. Only treats that are store purchased, and factory sealed will be allowed. We cannot accept anything homemade. Please try to provide nutritious choices low in fat and sugar. We encourage nutritious alternatives for special treats, as well as replacing food-based treats with creative activities.

Detailed kitchen instructions (equipment, requirements, food sources, cleanliness, food prep., hand washing, cleaning aids):

- Children's Palace does have a kitchen with a stove, refrigerator and microwave. The kitchen has been inspected and meets all building code requirements.
- Refrigerator (40 degrees or colder) and freezer temperatures (0 degrees or colder) will be properly maintained. Proper hand washing procedures will be followed to prevent the spread of disease.
- Hand washing procedures will be posted at all the sinks.
- All cleaning products will be kept in a separate locked cabinet apart from all food and food items.

TRANSPORTATION POLICY

Procedure to ensure no child is left unattended in a vehicle:

Children may not be left unattended in a vehicle. A second adult, in addition to the driver, must be present if more than 5 children under age 5 are in the vehicle, or if more than 3 children are under 2 years in age or with a disability which limits their ability to respond in an emergency. The Driver will make a visual check of the vehicle above and below the seats when children enter or exit.

Procedure for notifying parents of the date, time, and destination of any field trip which requires the use of a vehicle: Parents will be notified in advance of any field trip requiring the use of a vehicle. A form outlining the date, time and destination of the field trip will be given to parents. No child may participate in a field trip without the signed permission form from parents. Children who are unable to attend a field trip will be given the option to stay home or remain at the center under staff supervision.

Tracking policy when transporting children: To be sure no child is left unattended in a vehicle an attendance form will be carried along, with children checked whenever they board the vehicle and whenever they exit. General emergency numbers, emergency contact information for all children and a cell phone will be carried along by the teacher(s) in charge. A first aid kit will always be in the vehicle. The vehicle(s) will be kept clean and uncluttered, with the aisle open for quick exit.

Transporting Children with Disabilities or Limited Ability to Respond in an Emergency
Special care will be given to all children with disabilities or those who have a limited ability to respond in an emergency. Staff will ensure that these children receive additional assistance in exiting the vehicle should an emergency occur.

In certain cases, if a child is determined to be at risk due to significant safety concerns or an inability to respond appropriately during transportation, the child may not be permitted to ride without a parent or designated adult chaperone present. This determination will be made in the

interest of the child's safety and that of all passengers, and parents will be notified in advance to discuss accommodations.

When a child is transported to his/her destination, an adult must wait until the child enters the building or is in custody of an adult designated by the parent, unless otherwise authorized by the parent of a school-age child.

When regularly scheduled transportation is provided, such as to and from school or home, Children's Palace maintains a list of children to be transported, the transportation route and scheduled stops, name and address of the person authorized to receive a child if the child is dropped off at a place other than the child's residence and a written procedure to be followed when the parent or designated authorized adult is not at home to receive the child.

Driver requirements:

Drivers must be at least 18 years of age, hold a valid Wisconsin operator's license for the type of vehicle driven and have at least 1 year's experience as a licensed driver. The driving record for all drivers will be checked annually. Smoking is prohibited in vehicles while children are being transported.

Volunteer drivers: Volunteer drivers may be used on occasion. These drivers will meet all licensing requirements.

Center provided transportation: Children's Palace provides transportation for field trips and/or to and from school.

Contracted transportation services: Children's Palace does contract for transportation services. Contracted transportation services are provided through Lamers Bus Lines, located at 326 Sky Harbour Drive LaCrosse, WI. They can be reached at (608) 781-8166.

Use of staff vehicles: Children's Palace does not transport children in staff vehicles.

Required forms: All children who are transported will have the following completed and signed forms on file:

- *Transportation Permission – Childcare Centers*
- *Field Trip or Other Activity Notification / Permission – Childcare Centers*

Child safety restraints:

Vehicles must be equipped with car seats, booster seats and seat belts, appropriate for the age and size of children being transported. Children under age 13 may not ride in the front seat.

Vehicle inspections:

The vehicle must be registered in Wisconsin, seating area must be enclosed, and vehicle must be inspected annually.

Vehicle alarm requirement:

All vehicles that have a child capacity of 6 or more passengers in addition to the driver that are owned or leased by the child care center or a contractor of the child care center and are used to transport children are equipped with a child safety alarm that prompts the driver to inspect the vehicle for children before exiting the child care vehicle.

Should there be an accident, the Administrator or Director will verbally inform the licensing office within 24 hours and provide a written report within 5 business days after the incident.

ORIENTATION OF NEW STAFF AND VOLUNTEERS

All staff, volunteers and emergency providers will have an orientation within one week of assuming responsibilities.

The orientation will include all the items on the Staff Orientation Checklist (DCF-2026) provided by the state. This form documents the date, the person being oriented and the person performing the training/orientation.

The owner is responsible for the orientation of the Director and the Director will be responsible for the orientation of all other employees.

The orientation checklist will be reviewed regularly, and it will guide the Continuing Education Plan for the center. Items such as child abuse and neglect, emergency procedures and licensing regulations will be reviewed at our regular staff meetings.

Emergency training must include CPR and Automated Electronic Defibrillators (AED).

CONTINUING EDUCATION

Children's Palace will **document continuing education** hours on the form provided by the state. Employees will maintain their own record of continuing education. These records will be kept in the employee file and reviewed by the Director on a regular basis.

Staff are required to attend the **regularly scheduled staff meetings**. Agendas for these staff meetings will be kept on file for licensing to review. We will conduct staff meetings monthly. Staff will be paid for the time they spend at required staff meetings.

Staff continuing education requirements in accordance with Wisconsin DCF Licensing Rule DCF 251.05(3)(c), all childcare staff—regardless of full-time or part-time status—are required to complete 15 hours of continuing education annually.

All staff must maintain a current certificate in **child and infant CPR and AED training**. Copies of certificates will be kept in employee files. Training in reducing the risk of SIDS and Shaken Baby Syndrome is also required.

All staff are mandated reporters of **child abuse and neglect** and will make a report to Child Protective Services at (608) 784-4357. All staff will receive training every two years in child abuse and neglect recognition and reporting procedures and documents in file.

Fire Extinguisher Training

All staff will receive training on the use and location of fire extinguishers within the building. Any

staff member who is not familiar with how to properly use a fire extinguisher will have the opportunity to watch a training video as part of their orientation or ongoing safety training.

Any courses taken for credit through an institution of higher education may be used to meet the continuing education requirement during the year the credits were earned and for two years after.

A limited portion of continuing education can be obtained through reading pertinent information or viewing appropriate informational videos. The state provides a form to document this,

Children's Palace will utilize a variety of **community resources** to obtain the required continuing education.

There is an area provided for staff to study, plan and take a break.

If we include topics that pertain to programming rather than Children's Palace business, staff meeting hours may be counted as continuing education. Staff meetings will be held to share information, discuss issues and concerns and provide continuing education.

PERSONNEL POLICY

Children's Palace offers full-time and part-time positions. Hours of work are determined by enrollment. Staff are expected to show up for work on time and to be prepared to get started immediately. If you will be late you are expected to call as soon as possible. We design our staff schedule around the children's arrival time and departure time. We need to follow staff/child ratios always. If you are unable to work due to illness or other situation you are expected to call the Director as soon as possible so she can plan to have your position covered. If you fail to do so, it may result in loss of PTO or termination of your employment at Children's Palace.

The following benefits are recommended, though not required:

One-hour unpaid break will be given to all full-time employees. One week of paid vacation is granted after one year of employment to full-time employees whose staff file has been completed with current continued education requirements met for 180 days. After one year of employment, staff are granted paid holidays. Paid holidays include New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day. To be eligible to receive holiday pay, all employees must work the last scheduled day before the holiday and the first scheduled day after the holiday.

There will be a 90-day probationary period for all new employees. Wages are based on training and experience.

The owner will conduct annual performance reviews with the Director and with all staff at Children's Palace. Results of the performance review will assist the owner in determining any wage increase.

Grievance Procedures: In the event an employee has a grievance regarding an employment issue, s/he needs to discuss it with the immediate supervisor. If still unsatisfied with the decision, employees may discuss and/or negotiate the issue with Children's Palace. However, Children's Palace will make the final decision.

Disciplinary Action: If an employee's behavior is inappropriate or against an established policy s/he will be issued a verbal warning for the first offense. If the behavior continues or if an

additional infraction occurs a written warning will be placed in the employee's personnel file. The third infraction would result in loss of PTO.

Staff must notify the licensee when any of the following occurs, ASAP, within 24 hours. This responsibility will be explained during new staff orientation. "Employee" refers to anyone subject to a caregiver background check, including substitutes and volunteers serving as staff.

- An employee has been or is being investigated by any governmental agency for any act, offense or omission, including charges related to abuse or neglect of a child or other client, or misappropriation of property.
- Employee has substantiated findings against them for a charge listed above.
- Employee has had a professional license denied, revoked, restricted or otherwise limited.
- There are other known convictions, pending charges or other offenses which could potentially relate to the care of children or center activities. The licensee will report such an occurrence to the licensing office no later than the next business day.

Background Check Policy

In compliance with **Wisconsin Statute § 48.686** and **Wisconsin Administrative Code Chapter DCF 13**, all individuals working in or residing at a licensed childcare center are subject to comprehensive background checks, including fingerprinting.

Initial Background Checks:

- All employees, volunteers counted in staff-to-child ratios, and individuals contracted to provide services to children must complete a fingerprint-based background check prior to beginning work or having access to children.

Ongoing Background Checks:

- The Department of Children and Families (DCF) conducts comprehensive background checks every five years, which include fingerprinting, for all individuals as specified above.
- The licensee (center owner/operator) is also subject to a comprehensive background check every five years.

Shaken Baby Syndrome (SBS): All staff, including substitutes and emergency back-up providers, must have attended an approved training in the identification, prevention, and grave effects of shaking babies, before being allowed to work in the center.

Employee files will be maintained on all the staff at Children's Palace. The staff record checklist will be maintained to document the completion of required forms for all staff. Staff are required to have physical exams upon employment.

Children's Palace is an equal opportunity employer. We will not discriminate in our hiring practices.

When a position becomes available, we will advertise locally. Qualified applicants need to complete an application form and provide documentation of their training and experience in childcare. Job

descriptions will be available for all positions. The owner or Administrator will interview Director candidates, and the Director will interview for all other positions.

Since employment with Children's Palace is based on mutual consent, both parties have the right to terminate employment at will, with or without cause, at any time. The hiring of an employee does not constitute a contract between Children's Palace and the hired employee. Children's Palace will provide workers' compensation insurance as required by law. We will withhold the appropriate payroll deductions for taxes and other insurances as required by law.

Reduction of Hours: If enrollment numbers decrease, we may need to reduce the hours of employees. We will try to give all employees as much notice as possible and we will attempt to fill enrollment positions through child recruitment efforts.

Timecards or time sheets will be maintained by each employee and reviewed by the Director. Falsification will result in disciplinary action and possible termination. Employees will be paid Bi-Weekly. Each paycheck will include earnings for work performed through the end of the previous payroll period.

Personal time is or is not granted at the discretion of Children's Palace.

Overtime Pay is time and a half after 40 hours in a 5 consecutive day period.

Inclement weather closing - There may be times when an emergency arises which requires the childcare center to close. In any such situation we will ask the local radio and television stations to broadcast the closing. You can also find the information on our social media or via daily connect. When the center is officially closed due to an emergency the time off from scheduled work will not be paid.

Staff development reimbursement- We are a partner with the TEACH program.

Children's Palace expects each member of the staff to conduct themselves in a professional manner as a mature adult, respecting each member's contributions. Comments and complaints should be made to the Director. Employment and family records and conduct at the center are considered confidential.

In extreme cases of emotional instability, abusive behavior or theft, employees will receive immediate suspension without pay. Facts will be gathered about the incident and an employment decision will be made.

Alcohol/drug use policy - No person on the center's premises, vehicles or center field trips shall be under the influence of or consume alcohol or any other uncontrolled substances. Anyone engaging in such activity is subject to disciplinary action and possible termination of employment.

Smoking and/or the use of tobacco products are not permitted anywhere on the premises of the center indoors or out, in center vehicles or on field trips.

Dress Code: Employees are expected to dress in a professional manner that will allow them to appropriately perform their job duties. No high heels, short shorts or short skirts will be allowed.

Time off notification- A time off request form should be submitted 30 days before the request date if at all possible but must be received a minimum of two weeks in advance.

Parent Communication Procedures – Children’s Palace strives to keep parents regularly informed on their child’s progress. We do this by providing daily connect updates and through daily conversations with parents and/or guardians. With parental consent and consultation, we try our best to coordinate programming activities with the local school district, Birth to Three agency and/or any other agency for those families who have children who may have an Individualized Family Service Plan (IFSP) or an Individualized Education Plan (IEP)

Reasons for Termination

Children’s Palace reserves the right to terminate employment at will, with or without cause or notice, in accordance with applicable state and federal laws.

Employees are expected to provide a **minimum of 14 days' written notice** when voluntarily terminating their employment. If an employee resigns without providing the required 14-day notice, the final pay for the last pay period **will be issued at the current state minimum wage** rate, regardless of the employee’s standard hourly wage.

This policy is in place to ensure adequate staffing and a smooth transition for the children and families we serve.

Payroll Document Request Policy

Employees may request copies of payroll documents; however, due to administrative time and processing costs, the following fees will apply:

- **Pay Stub Copies:** \$5.00 per copy
- **W-2 Tax Form Copy:** \$10.00 per copy

Requests must be submitted in writing to the Center Director or Administrator. Requested documents will be processed within 5 business days.

Please retain your original pay stubs and tax documents for your records to avoid unnecessary fees.

Staff Parking- Staff should park furthest from the entry way.

Meals with children –Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners and develop sound nutritional habits. Children will be encouraged to clean up after themselves. Children will not be forced to eat and will be encouraged to try new foods as introduced. Meals will never be withheld as a form of punishment.

Discrimination – Questions and/or concerns regarding discrimination issues in the workplace should be brought to the attention of the director.

Sexual/other Harassment – Children’s Palace is committed to providing a work environment which is free of any type of harassment. Actions, words, jokes or comments based on an individual’s sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Any employee who wants to make a report regarding harassment should immediately, after the incident, make the report to the Director. Anyone engaging in any type of harassment is subject to disciplinary action and possible termination of employment.

Violence in the workplace will result in immediate termination and enforcement.

Health and safety for employees

Safety

All employees have a responsibility to themselves and their fellow employees to maintain safety at all times. If any unsafe incident occurs, it is to be reported to the director immediately. Not reporting such behavior by any employee who has information is grounds for termination. All employees need to follow the guidelines outlined in any and all manuals for equipment utilized. All employees need to ensure the safety of themselves and the children in their care at all times.

First Aid

A first aid kit—containing only bandages (band-aids)—will be accessible to staff at all times at each center.

Any employee offering first aid to another employee may only do so if they hold a current first aid certification or higher medical training and must first obtain verbal permission from the individual before administering aid.

Please note: The only first aid that may be administered to any child enrolled at Children’s Palace, including an employee’s own children, is the use of soap, water, cold compress and bandage only.

Personal Injury While Working

If you receive an injury while on the job, you must **immediately complete an accident report** and submit it to the Director for signature. If medical treatment is needed, this must also be documented in the report, and the Administrator will contact the Workers’ Compensation Insurance provider.

Please note: To be eligible for insurance compensation, **all injuries must be documented at the time of the incident.** Delayed reporting may result in a denial of coverage by the insurance provider.

JOB DESCRIPTIONS

Administrator

Qualifications:

- At least 21 years of age
- High school diploma or GED
- One year's experience as a manager **or** satisfactorily completed 1 DCF approved course in business or program administration.
- One year's experience as a center director or childcare teacher in a licensed center or kindergarten **or** have satisfactorily completed 1 course in early childhood education or its equivalent.
- Possess certificate from The Registry, verifying training requirements have been met.
- Typically, but not always: The licensee will act as the Administrator.

Duties:

- Implement all state and center policies.
- Report to DCF all necessary information required for licensing.
- Day-to-day operations
- Center finances
- Maintain staff and children's files.
- Hire/orient/evaluate staff; conduct criminal background checks.

Center Director

Qualifications:

- At least 21 years of age
- High school diploma or GED
- Meet training and experience requirements in one of the DCF approved combinations as stated in the rules book.
- Possess certificate from The Registry, verifying training requirements have been met.

Duties:

- Supervise planning and implementation of the center's program.
- Supervise staff.
- Conduct staff meetings.
- Assist director in orienting new classroom staff.
- Plan continuing education training for staff.

Supervised by: Administrator

Childcare Teacher

Qualifications:

- At least 18 years of age
- High school diploma or GED
- Meet training and experience requirements in one of the combinations approved by DCF as stated in the rules book.
- If working with Infants and Toddlers, must also have completed a course in the care of Infants & Toddlers.

- Possess certificate from The Registry, verifying training requirements have been met.
- Duties:
- Lesson plans, implementing the plans.
- Supervising daily activities for the classroom
- Interacting with children and parents
- Maintaining classroom in orderly and clean fashion

Supervised by: Center Director

Assistant Childcare Teacher

Qualifications:

- At least 18 years of age
- Satisfactorily completed 1 DCF-approved course or be enrolled in training within 6 months after assuming the position.

Duties:

- Assist the childcare teacher.
- When fully meeting training requirements, maybe the staff person in charge for the first two, or last two, hours of the day.

Supervised by: Director.

Cook

Qualifications: Must be at least 18 years of age and will receive 4 hours of orientation and training each year on proper food handling, kitchen sanitation and nutrition.

Duties:

- Preparing menus
- Preparing meals and snacks
- Maintaining sanitary conditions in the kitchen
- Washing and storing dishes

Supervised by: Director.

Thank you.

Staff Orientation & Development

Children's Palace is committed to recruiting and retaining qualified, caring staff members and providing ongoing professional development to ensure quality care and education.

Orientation Process:

- All new staff complete orientation prior to working with children.
- Orientation includes health and safety procedures, child abuse and neglect laws, emergency plans, and positive behavior guidance techniques.
- Staff review center policies, licensing regulations, and their job descriptions.

Training Requirements:

- Staff meet or exceed state-mandated training hours annually, including:
 - CPR and First Aid certification
 - Shaken Baby Syndrome/Abusive Head Trauma
 - SIDS prevention (for infant caregivers)

- Mandated reporter training
- Child development and behavior management

Ongoing Professional Development:

- Staff attend in-service training, workshops, or continuing education classes related to early childhood education.
- Training topics include inclusivity, trauma-informed care, special needs accommodations, and family engagement.

Mentorship & Supervision:

- New staff are paired with experienced team members for support and modeling.
- Directors and lead teachers provide ongoing coaching and conduct regular performance evaluations.

Staff Communication:

- Weekly team meetings and daily check-ins help ensure collaboration and consistency.
- Open communication is encouraged to support a respectful, responsive work environment.

Background Checks & Fitness:

- All staff pass comprehensive background checks and fingerprinting as required by state licensing.
- Staff must submit health screenings and be physically able to perform required job duties.

Professional Conduct:

- Staff are expected to model respectful, inclusive, and ethical behavior at all times.
- Confidentiality of children, families, and fellow staff is strictly maintained.

Personnel Policies

Children's Palace values professionalism, equity, and accountability among all staff members. These personnel policies reflect our commitment to a respectable and effective workplace.

Employment Eligibility:

- All staff must meet Wisconsin licensing requirements and maintain current certifications.
- Employment is contingent on the completion of required background checks and documentation.

Code of Conduct:

- Staff must demonstrate ethical behavior, respect for others, and adherence to all center policies.
- Personal cell phone use is limited to breaks and non-supervisory areas.
- Staff may not photograph or record children without prior written parental consent.

Dress Code:

- Staff should wear clean, comfortable clothing suitable for active play and messy activities.
- Closed-toe shoes are required for safety.

Scheduling & Attendance:

- Punctuality and reliability are essential.
- Absences must be reported to the Director as early as possible.
- Repeated tardiness or unexcused absences may result in disciplinary action.

Employee Evaluations:

- Performance is reviewed annually and informally throughout the year.
- Staff are encouraged to participate in self-assessment and goal setting.

Conflict Resolution:

- Staff are expected to resolve concerns respectfully and directly when possible.
- The Director is available to mediate unresolved issues confidentially.

Mandated Reporting:

- All staff are legally required to report any suspected child abuse or neglect immediately to Child Protective Services.
- Staff are trained in how to recognize, and report concerns in accordance with state law.

Confidentiality:

- Staff must maintain the confidentiality of child, family, and personnel information at all times.
- Breaches of confidentiality may result in disciplinary action, up to termination.

Termination:

- Employment may be terminated for cause, including policy violations, unsafe behavior, or performance issues, as determined by the Director.

Emergency Procedures & Contingency Plans

Children's Palace maintains clear, practiced procedures to ensure the safety of children and staff in the event of an emergency.

Emergency Drills:

- Fire drills are conducted monthly, and tornado drills are practiced seasonally.
- Staff and children are trained in evacuation procedures.

- Drills are documented in compliance with licensing regulations.

Evacuation & Shelter-in-Place:

- Emergency exits and evacuation routes are clearly posted in each room.
- Designated assembly points and shelter areas are reviewed with staff and children.
- Attendance is verified during and after every evacuation.

Medical Emergencies:

- In life-threatening situations, 911 is called immediately and parents are contacted.
- Staff trained in CPR and first aid will respond until emergency personnel arrive.
- An incident report is completed and shared with the parent.

Power Outages & Utility Failures:

- In the event of a prolonged outage or heating/cooling failure, families will be notified to pick up children as needed.

Severe Weather Closures:

- Closures or delayed openings due to inclement weather will be communicated through local news, social media, and direct parent contact.
- No credit is given for weather-related closures.

Intruder or Lockdown Events:

- Lockdown protocols are in place to secure children and staff within the building.
- Staff receive training in how to respond to active threats.
- Communication with authorities and families is prioritized.

Parent Communication:

- In all emergencies, communication will be initiated as soon as it is safe and practical.
- Parents are required to maintain up-to-date contact information.

Emergency Supplies:

- First aid kits, emergency food and water, flashlights, radios, and contact lists are maintained in each classroom.

Contingency Waiver:

- Parents acknowledge that while emergency procedures are in place, unpredictable events may occur. A contingency plan and liability waiver are part of the enrollment agreement.

Legal Notices & Disclaimers

Children's Palace Preschool & Childcare operates in compliance with all applicable federal, state, and local laws, and under the regulations of the Wisconsin Department of Children and Families (DCF).

Licensing & Regulatory Authority:

- Our center is licensed through Wisconsin DCF.
- Compliance records are available for public review upon request.

Non-Discrimination Assurance:

- This institution is an equal opportunity provider and employer.
- We do not discriminate based on race, color, national origin, religion, sex, disability, or age.

Mandated Reporting:

- All staff are mandatory reporters and must report any suspected abuse or neglect.

Confidentiality Policy:

- All information concerning children, families, and staff is confidential and used only for professional purposes.
- Breaches in confidentiality may result in disciplinary action.

Media Release & Photo Consent:

- A signed photo release form is required for any use of a child's image.
- Parents may revoke this consent in writing at any time.

Liability Waivers:

- Parents acknowledge risks inherent to group care, physical play, and transportation.
- Signed liability waivers are part of the registration process and required for enrollment.

Policy Revisions:

- Children's Palace reserves the right to update policies as needed.
- Families will be notified of major changes in writing and given access to updated handbooks.

Injury Liability Acknowledgment and Insurance Waiver

Child's Name(s): _____

Date(s) of Birth: _____

Parent/Guardian Name: _____

At Children's Palace Preschool & Childcare, we are committed to providing a safe and nurturing environment. Our staff follow all state licensing rules, supervision standards, and safety procedures. However, as with any environment where children play and interact, occasional accidents or injuries may occur.

By signing this waiver, you acknowledge and agree to the following:

1. Acknowledgment of Risk

I understand that while appropriate supervision and safety measures are in place, there are inherent risks in group childcare, and minor injuries such as bumps, bruises, and scrapes can occur during normal activities.

2. General Injury Waiver

I hereby release and hold harmless Children's Palace Preschool & Childcare, its owners, employees, agents, and volunteers from liability for injuries sustained by my child during normal participation in childcare, except in cases of proven gross negligence or willful misconduct.

3. Insurance Limitations

I understand that the center maintains general liability insurance as required by state law, but this insurance may not cover all types of accidents or injuries. In particular:

Certain playground injuries or incidents that occur due to normal play may not be covered.

The center does not carry individual health or accident insurance for children enrolled.

I acknowledge that it is my responsibility to maintain appropriate personal medical insurance coverage for my child.

4. Emergency Medical Care Authorization

In the event of a serious accident or medical emergency, I authorize the center to seek immediate medical care for my child. I agree to be financially responsible for any medical services provided and understand that the center will make every effort to contact me as quickly as possible.

5. Incident Reports and Communication

I will be informed of any injury sustained while my child is in care and will be provided with an incident report to review and sign.

Parent/Guardian Signature: _____

Date: _____