

*Our Redeemer Lutheran*  
**Child Care Center**

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**Family Handbook**

## MISSION STATEMENT

The mission of Our Redeemer Lutheran Child Care Center is to offer Christ as the central focus in the life of every child, so that every facet of their day relates to Christ and His purpose for them.

We seek to provide for their physical, social, emotional, cognitive, and spiritual needs, and to provide the foundation of a Christ centered education.

Our Redeemer Lutheran Child Care Center  
416 West Geneva Street  
Delavan, WI 53115

Phone: 262-728-5602

Fax: 262-728-5581

### Room Extensions

Director	136
Infants	138
2 yr olds	131
3 & 4 yr olds	139
5 yr olds & SA	127

Janelle Flintrop, Director  
jflintrop@orlcs.org

PIN Number 1: \_\_\_\_\_

PIN Number 2: \_\_\_\_\_

JANUARY 2010

## CONFIDENTIALITY

A file containing enrollment records, attendance records, and health/medical information is maintained on each child attending the center, and for one year following termination of enrollment. Information provided by the parent on state enrollment forms is available to the state licensing agent.

Staff having access to children's files will not discuss or disclose information from the files, or discuss or disclose information known about the children and their relatives. Parents may authorize, in writing, for any agency and/or person to receive the information. A parent has access to all records and reports maintained on his/her child.

## REPORTING CHILD ABUSE

Any teacher, who knows or has reasonable cause to suspect that a child has been abused or neglected, shall immediately contact the county Department of Social Services or Human Services or a local law enforcement agency. All staff members have received training in the Child Abuse and Neglect Law, how to identify children who have been abused or neglected, and the process for reporting known or suspected cases of child abuse or neglect.

## STATE LICENSED

Our Redeemer Lutheran Child Care Center is licensed by the State of Wisconsin and operates under the administrative codes set out in 'DCF 251 Licensing Rules For Group Day Care Centers.' A copy of this document all policies relating to the center are kept in a policy binder at the parent check-in stand for parent reference. The center's parent handbook is issued to each family at the time of enrollment.

## GUIDANCE PHILOSOPHY

The teacher/caregiver is as a God-appointed guardian while the child is in his/her care. This implies that the child is to obey and respect his/her teacher(s) the same as he/she would his own parents. As with our heavenly Father, guidance and direction takes many forms and is always done with loving and thoughtful consideration for the individual.

Realizing that other people have feelings, ones that may be different than their own, is a difficult but important concept. Children need to learn to understand the problems that occur and work towards solving their own conflicts. Adults can assist the child in various ways, depending upon the age of the child and the way he relates to other children.

The teacher/caregiver manages behavior by controlling the environment. The controls will be positive and helpful. The teacher(s) will model desired behavior for children who are attempting to develop independence and self control. Controls vary with the age of the child, from removing an object from sight with an infant, to distraction or substitution for older toddlers. Adding verbal decisions or safety rules is appropriate for older children.

To increase the staff's skills in positive guidance, they are encouraged to attend workshops, seminars and conferences that deal with positive guidance and discipline. Staff meetings may also be used to discuss guidance and discipline strategies.

*Any teacher who punishes children in a manner prohibited by licensing rules or center policy will be dismissed immediately.*

## NON-DISCRIMINATION POLICY

There will be no discrimination on the basis of race, color, gender, religion, national origin, sexual preference against any enrolled child or family, or applicant for enrollment. Children with special needs will be accepted provided their needs do not impede the teacher's ability to provide for the other children in his/her care.

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## HOURS OF OPERATION

The center is open Monday through Friday, from 6:00 am to 6:00 pm, year round.

The center is closed on these holidays:

New Year's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Thanksgiving Friday  
Christmas Eve Day  
Christmas Day

The center may be closed on additional school vacation days if the number of children requiring care is less than three children in the Infant and Toddler room and a combined total of less than ten in the remaining classrooms.

Parents will be asked to submit their school vacation schedules in advance so that child and staff schedules can be determined, and parents can be advised of any additional days that the center will be closed.

## CLOSINGS DUE TO SNOW OR COLD WEATHER

If the Delavan-Darien Schools close due to **SNOW CONDITIONS**, the Center will be closed and no charges will be applied that day. Please tune to one of the following TV or radio stations for information regarding school closings:

WTMJ – 620 AM, CHANNEL 4  
WISN TV – CHANNEL 12

If the Delavan-Darien Schools close due to **COLD WEATHER**, the center will be open. Parents may use a 'grace day' to offset charges if they choose to keep their child home on a cold day.

School closings cause a shift of operations at the center, and we need your help to keep things flowing smoothly.

## PERSONAL CLEANLINESS

Children's hands will be washed with soap and water before and after eating, diapering, and toileting. Faces will be washed as needed. Persons working with children will wash their hands with soap and water before handling food, before and after assisting with toileting and diaper changing, and after wiping noses. Wet or soiled clothing will be changed promptly from a supply of clean, labeled clothing which is provided by the parent.

## MEDICATIONS

All medications shall be provided by the parent. Only the director or classroom teacher will dispense medication. Prescription medication can only be given when a Medication Authorization Form signed by the doctor is submitted. Parents may submit a Medication Authorization form for non-prescriptive over-the counter (OTC) medications. All medications must be in the original container, labeled with the child's name, dosage, and directions for administration. Parents will provide the appropriate dropper, medicine spoon, or cup to be used. A written record, including type of medication given, dosage, time, date, and the name of the person administering the medication, shall be made in the center's medication log on the same day that the medication is administered.

## NOTICE OF EXPOSURE TO DISEASE

Parents will be notified of communicable diseases that their child may have been exposed to by an 'ALERT NOTICE' posted on the entrance doors to all classrooms. The Public Health Officer is notified of 'reportable' communicable diseases transmitted through normal contact, such as Chicken Pox, Measles, German Measles, Mumps, Scarlet Fever, and Infectious Hepatitis.

**IF YOUR CHILD'S ILLNESS REQUIRES  
A VISIT TO THE DOCTOR —  
PLEASE BE SURE TO BRING A NOTE FROM THE  
DOCTOR STATING WHEN YOUR CHILD  
MAY RETURN TO THE CENTER.**

## YOUR CHILD'S HEALTH

*Deciding when a child is sick, or just not feeling well can be difficult for teachers as well as parents. Unfortunately, children in group child care settings often spread diseases to others. We recognize that finding care for a sick child can pose a problem for working parents, and for this reason, we strongly recommend that you make prior arrangements for alternate care on days when you child is ill, and plan for transportation and an alternate caregiver if they are sent home from the center.*

*The decision to send a child home is not made lightly, and we ask that parents respect this decision as one made in the best interest of their child, and the health of the other children and center staff.*

### IS MY CHILD TOO SICK TO ATTEND?

As the parent, you know best how your child reacts to illness, but here are some guidelines that may help you make that early morning decision:

- Do not bring your child if he or she has vomited or has had diarrhea within the last 24 hours.
- Do not bring your child if he or she has a temperature over 101°.
- Do not bring your child if his or her cough or cold symptoms are so severe that he or she will be too uncomfortable to participate in regular center activities.
- Do not bring a child who has had head lice until you have treated him or her with an over the counter lice treatment shampoo, and you have thoroughly combed and removed all nits (eggs) from his or her hair.
- Do not bring your child if he or she has a rash, tearing or matted eyes, or you suspect that he or she has the symptoms of a contagious disease such as Strep, Chicken Pox, Scabies, Impetigo, or Pink Eye.
- Do not bring your child if he or she has been diagnosed with a contagious disease but has not been on medication for the amount of time specified by the doctor.

PLEASE CALL IMMEDIATELY IF YOUR CHILD WILL ARRIVE EARLY OR LATE, IF YOUR CHILD WILL BE ABSENT. School closings mean that there are additional children who may need to come to the center, so we appreciate knowing immediately if your child's schedule has changed. We do not have a hot lunch program when the schools are closed, so we will need an accurate lunch count to order out for lunch.

**Currently enrolled children are welcome on days when school is closed, however, YOU MUST CALL AHEAD TO BE SURE THERE IS ROOM.**

The center reserves the right to close due to weather conditions on vacation days when school is not in session.

## ARRIVALS AND DEPARTURES

**Parents must sign their child in and out every time.**

Please allow enough time to assist your child with hanging up his/her coat and gathering anything they will need in the classroom. Each child must be escorted to his/her classroom. Please be sure to make contact with the teacher so they know when a student has arrived or is leaving.

*In the event that you will be late, please call the center so the teacher will not worry if your child does not arrive, and staff schedules can be adjusted if your child will be remaining after his/her scheduled time.*

*Please call or leave a message by 8 am if your child will be absent so no lunch is ordered.*

*We appreciate your assistance!*

## **REGISTRATION AND ENROLLMENT**

A Registration/Orientation Conference is requested to discuss the center's policies, routines, and procedures, and to explain the enrollment process. A 'Family Handbook' will be given to each new family, and a non-refundable pro-rated annual Registration Fee will be paid by the parent.

The Enrollment Procedure involves completing or providing the following forms:

- Registration Agreement
- Attendance Schedule
- Child Care Enrollment Form
- Child Health Report
- Immunization Record
- Infant Intake Form (if applicable)
- School Age Release Form (if applicable)
- Emergency Medical Permission Form
- Religious Affiliation Survey
- Family Survey

When all forms have been submitted, a schedule has been confirmed, and a start date agreed upon, the parent will make a the first tuition payment equal to the hours reserved for the first week of care. This payment is due no later than the first day of care.

No child will be admitted until all registration and enrollment requirements have been met.

## **TERMINATION OF ENROLLMENT**

Our Redeemer Lutheran Child Care Center reserves the right to terminate enrollment because of unpaid tuition fees or disregard of center policy by child or parent. If you are going to be leaving the center a written two week notice is required.

## **REGISTRATION FEES**

An non-refundable prorated registration fee is charged upon enrollment and during each registration period thereafter.

## **BEFORE AND AFTER SCHOOL PROGRAM**

This program is designed for children who are attending Kindergarten through 5<sup>th</sup> Grade. It is not an extension of the school day, but allows for supervised free time in a fun, relaxing atmosphere. Whenever possible, the program will be conducted outside the classroom and may include: preparing the after-school snacks, board games, gym time, outdoor play, organized group play, or attending a volleyball, basketball, soccer, or softball game at our Day School.

## **SUMMER PROGRAM**

This program will run throughout the school summer vacation period, and is available to children who will enter Kindergarten through 5<sup>th</sup> Grade in the fall. Children may participate in a variety of activities located on and off of the premises. These activities may include: organized play and group games, cooking, art and crafts, outdoor activities, excursions to local parks, public library programs, swim lessons, local field trips, and Vacation Bible School.

## **VISITORS AT THE CENTER**

Parents are always welcome to stop in at the center, however, they may want to check the daily schedule to avoid busy transition periods, lunchtime, and naptime. We are always looking for interesting visitors to come and share their life experiences, special work skills, or creative talents with the children!

## **EMERGENCY PROCEDURES**

Staff members are trained in CPR and emergency first aid procedures. In the event that professional medical attention is necessary, the staff will call the Delavan Rescue Squad. Disaster and evacuation drills are conducted on a monthly basis. Staff is trained to assist infant and toddlers, and instruct older children in evacuation and disaster procedures.

## EDUCATIONAL PHILOSOPHY

A child is God's special creation; each one has been given unique gifts and talents. The classroom provides opportunities for children to explore and experiment within a secure and loving environment.

### GOALS FOR OUR CHILDREN

- Taking Care of Ourselves and Our Friends
- Taking Care of and Learning About Our Environment
- Learning about our Cultural Diversity
- Taking Christian Responsibility

### INFANT AND TODDLER PROGRAM

For children 6 weeks to 24 months. The program is designed to provide nurturing stimulation and lots of tender care. Parents and staff share information about the child's routine, unique behaviors, and daily events. The children in this program follow their own individual schedules as designed by their parent. The infant child will be held, talked to, sung to, and exposed to various stimuli throughout the day. The toddler child will be provided with appropriate play experiences that contribute to the developmental needs of the child.

### TWO YEARS THROUGH KINDERGARTEN

Programs are designated for children two years old, three and four years old, and Kindergartens. The programs emphasize development of socialization and communication skills through creative play. Teachers prepare activities and curriculum that encourage independence and the development of a positive self-image. A combination of self-directed and structured activities allows children to learn at their own pace. Teachers provide many experiences and opportunities for children to learn basic skills through books, educational toys, blocks, games, songs, and art and craft activities. Daily activities may include: self selection, group time, Jesus Time, interest centers, and outside/ gross motor play:

Naptime: As specified in state regulations, each child under 5 years of age that is in a program for longer than 4 hours will be given the opportunity to nap.

## TUITION FEES

The weekly tuition fee is based on the hours reserved by the parent. Parents are obligated to pay for the hours they have reserved for their child. No credit is issued if the parent chooses to pick up early. No credit is issued during the time a child spends at preschool, or 'lessons,' if the parent wishes to reserve time before and after the child's absence.

Tuition payments are due on Monday of each week or the first day of attendance. A 'late payment fee' of \$20.00 may be charged on late tuitions. Parents may speak to the director if they wish to establish a payment schedule which corresponds to their payroll periods. If payment for the next week is not received by closing (6 pm) on Monday, the child may be dropped from the roster for the remainder of the week.

## TUITION FREE 'GRACE DAYS'

Children who attend year round or for the school year will be allowed two weeks of 'grace days' based on their regular schedule. Children who attend June through August will receive one week of 'grace days' based on their regular schedule. Grace days may be used for ANY day your child was scheduled but did not attend. Please fill out a yellow GRACE DAY VOUCHER and drop it in the cash box. No adjustments will be made until the voucher is received. Vouchers may be submitted up to one week after the absence. Unused grace days have no cash value and do not carry over to the next year.

## PERMANENT SCHEDULE CHANGES

Schedule change requests are due on Tuesday for the following week. Please speak to the director about the schedule you are requesting, No adjustments will be made to your schedule or tuition fee without the director's approval, based on the availability of the hours requested. The director will contact you if the center cannot accommodate your request.

## WAITING LIST

If the schedule change requires additional hours or days that are not immediately available, they will be placed on the waiting list in the order that their request was received.

Positions on the schedule are classified by the child's age (room) and the number of days and hours requested.

Families who are currently registered will be offered opening positions before they are offered to 'new families' on the waiting list.

## DAILY SCHEDULE CHANGES

We understand that circumstances arise where you may need to add a day or change your scheduled hours. Please speak with the director at **least** 24 hours in advance as we may need to rearrange our staffing to accommodate your child/ren.

## 'DROP-IN CARE'

Drop-In Care is provided for pre-registered children at the discretion of the director, based on the availability of the requested hours. Parents are welcome to register students who attend full days of school but occasionally need care on school vacation days. No discounts apply to drop-in care and all fees must be paid on the day care is provided.

## LEAVE OF ABSENCE

Parents who wish to withdraw their child for an extended period may hold the child's position on the schedule by paying the full tuition fee, or they may be asked to be placed on the waiting list to be reinstated when the requested hours become available. Parents who wish to withdraw their child for the summer may hold their position for fall by paying the registration fee by June 1st.

## PARENT COMMUNICATION

Communication is a key ingredient in the relationship between our parents and the Center. Parents are always welcome to call or stop in to observe their child during their day at the center. We hope that you will participate in all activities and programs!

### COMMUNICATION WITH PARENTS WILL OCCUR IN THE FOLLOWING WAYS:

- Monthly calendar of events are posted in the classrooms
  - Menu calendar is posted at the parent sign-in center
  - Verbal updates between parents and teachers
    - Infant and toddler written reports
  - Weekly lesson plans are posted in the classrooms
    - Progress and Incident Reports
    - Parent/staff conferences as needed
- A 'parent communication book' is located at the parent sign-in station. Because drop-off times vary and are usually very busy, it is next to impossible for the teachers to remember every thing every parent tells them, and relay it accurately to the next teacher on duty. Parents should note information or concerns they have for their child (even if they have talked to the teachers on duty), so that everyone who cares for the child will have access to the information. Example: 'Bobby did not sleep well last night,' 'Grandpa will be picking up today at 2:00,' 'Bobby will not be here on Thursday.'
- Conversations and phone calls -- It is natural that parents want to speak with the teachers about their child's day, however, we ask that parents be considerate of the teacher's time when phoning or picking up their children. The teacher cannot give his/her full attention to the children when they are talking with parents. Parents who wish to have an extended conversation may arrange a convenient time for the teacher to call or meet with them.

## MEALS AND SNACKS

Meals and snacks are served in high chairs or at child-sized tables and chairs with teachers available to assist children. Children and teachers eat meals together. Snacks and lunch are served at designated times. When a child arrives after the designated time, parents are asked to be sure the child has eaten prior to arrival. Children who choose not to eat the items served at snack or lunch will not be served until the next designated snack or lunchtime. No food will be forced or withheld as a form of discipline or reward.

### BREAKFAST

Children may bring their breakfast to the center (until 7:30 am) if they do not have time to eat at home. Milk will be available at the center.

### LUNCH

The center contracts with the public school food service program to obtain lunch. When school is not in session, foods are purchased locally and prepared by the center staff, following state licensing guidelines. Children are encouraged to eat a well-balanced lunch and snack, and to select foods from all of the food groups offered. A copy of the menu will be posted for parents to review.

### SNACKS

A morning snack and an afternoon snack will be provided from a supply kept at the center. Snack foods are purchased at local stores. Snacks shall consist of two of the following: milk or milk product, fruit, 100% juice, vegetables, peanut butter or other protein product, whole grain or enriched bread or cereal.

### SPECIAL DIET

Allergies of children shall be posted in the classroom and discussed with teachers so that all are aware of the child's special dietary needs. Children under a doctor's special diet will bring their snacks and lunches from home. The Director will provide the parent(s) with a copy of the state guidelines for recommended foods and serving quantities.

## WHAT TO BRING

**INFANTS AND TODDLERS** – Parents are required to bring diapers, wipes, a change of clothes, bottles, and any infant food or snacks that the child will be eating while at the center. Parents may send a special blanket for crib or cot. Toddlers who have started on table food may begin eating the center provided lunch and snacks when the parent feels the child is ready. A snack and lunch menu is posted in the classroom.

*PLEASE APPLY A PERMANENT LABEL TO ALL ITEMS.*

**TWO YEAR OLDS** -- Parents are required to bring diapers, training pants, wipes, and sufficient clothing so that the child will have dry clothes throughout the day. Two year-olds sleep on cots and may bring a special blanket from home. *PLEASE APPLY A PERMANENT LABEL TO ALL ITEMS.*

**THREE THROUGH FIVE YEARS** — Children who nap will do so on cots, and may bring a special blanket from home. All older children must have a change of clothes, as any type of accident or spill may occur. *PLEASE APPLY A PERMANENT LABEL TO ALL ITEMS.*

**CLOTHING** — Please dress your child comfortably for the weather, and in clothing that is sturdy and WASHABLE! Tennis shoes are great for the gym and our playground. **Please** avoid open toed sandals in the summer. Don't forget hats, scarves, mittens, snow pants and boots for outdoor fun this winter.

*PLEASE APPLY A PERMANENT LABEL TO ALL ITEMS.*

*We have a large selection of toys and activities for children to use while at the center. We encourage children to learn about sharing and cooperation, so please use good judgment if you allow your child to bring a favorite toy from home. Please remember that toy guns or weapons, or any toy that promotes aggressive behavior, is never welcome at the center.*

***The center cannot be held responsible for loss or damage to your child's personal belongings.***