

Parent Manual



Apple Ridge
A C A D E M Y

Brookfield Location

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Brookfield, WI 53072
(262) 783-5437

New Berlin Location

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New Berlin, WI 53146
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www.appleridgeacademy.com

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Apple Ridge Academy LLC

Privately owned since 2010, Apple Ridge Academy LLC is licensed and complies with the Wisconsin Department of Children and Families, Division of Early Care and Education.

Locations:

New Berlin, WI- Opened February 2010

Brookfield, WI- Opened January 2014

Federal Tax ID: 27-1127967

Policy Governing Delegation of Administrative Authority

The Owner of Apple Ridge Academy, LLC, Tammy Imme, is the person in charge of the organization. In the absence of the Owner, the lines of authority for decision-making on the premises regarding the daily operations are as follows:

Both Locations (when on site)

1. Ashley French, Executive Director

Brookfield Location

1. Carolyn Bell, Center Director
2. Tiffany Goettler, Assistant Director
3. Ann Kopesky, Administrative Assistant

New Berlin Location

1. Meghan Alfors, Center Director
2. Cristlyn Krieger, Assistant Director
3. Traci Peters, Administrative Assistant

Legal responsibility for complying with all statutory requirements and administrative rules published under DCF 251 LICENSING RULES FOR GROUP CHILD CARE CENTERS rests with Tammy L. Imme and the above mentioned Administrative Teams.

Tammy Imme

Tammy Imme, Owner/Administrator

tammy@appleridgeacademy.com

Date: January 1, 2025

Our Mission Statement

“Apple Ridge Academy works in partnership with highly-qualified early childhood educators, families and the community to promote the development and happiness of the whole child, in an inclusive, nurturing and aesthetically rich environment. The collaborative culture of the program allows families to feel a connection with the staff and the greater community, and fosters a strong network of support. The classrooms are populated with teaching staff of the highest caliber, who believe in the philosophy and vision of Apple Ridge Academy, and who work tirelessly to advance the goals and mission of the program. The program staff is recognized as the expert in the field of early childhood education and as important contributors to the social structure of the community. “A Journey to Excellence!” accurately describes our focus on the process of continuous growth towards a dynamic future.”

To Support our Mission, We Believe:

- *All children are capable of learning and have individual needs, skills, and talents.*
- *Children learn best in an environment that reflects the diversity of the community and fosters acceptance of all families, in a safe and aesthetically pleasing way.*
- *Children learn best as active participants in cooperative, play-based experiences and through experiences that enhance their self-esteem.*
- *Parents are a child’s primary teachers and are an integral part of a child’s education.*
- *Open and honest communications between staff and families help to enhance a child’s education and foster a feeling of community.*
- *The sharing of diverse points of view and the encouragement of risk-taking will generate new ideas, for staff and children, and create a dynamic climate of growth.*
- *Providing each child with the foundation for a life-long love of learning and support encourages the child and family to become responsible partners in community life.*
- *An emphasis on social responsibility and contributions create connections that will enhance the lives of all families in the community and in the world.*

Admission Policy

I. Enrollments

- A. Apple Ridge Academy is licensed to serve children 6 wks-13yrs old.
- B. Total capacity for daily attendance is the licensed capacity as stated on the current license posted near the Parent Information Center.
- C. No discrimination of race, color, creed, sex, disability or income level, against any child, family, or applicant for enrollment will be practiced or accepted.
- D. Children 6 weeks old through 13 years old will be enrolled for 2-5 days per week. Children 6 years old through 13 years old may be enrolled hourly (before and after school care only) or for full days. Fees will be based on the number of days per week enrolled or number of hours per day attended. (Please see current "Tuition Rates" and "Payment Policies & Procedures" for more information)
- E. Enrollments for each classroom are accepted on a first-come, first-served basis. If no space is available in a specific classroom, families may choose to be added to a waiting list. As space becomes available, families on the waiting list will be contacted and given the opportunity to enroll. Preference is given to currently enrolled families first.
- F. Currently enrolled families must notify administration if they are expecting and would like to enroll their new child at Apple Ridge Academy. It is recommended that families speak with administration as soon as possible to ensure there is availability for their new child in the time frame they are looking for. Availability will consider families that have already completed enrollment for a future date. To secure enrollment for a new child, the same procedures that apply to all new enrollments are required and are outlined below.

II. Registration Procedures

- A. Families are encouraged to visit the classroom(s) they desire enrollment in, and to receive answers to any questions they may have, before deciding to enroll their child at Apple Ridge Academy.
- B. To secure enrollment, families must complete the following:
 1. The Apple Ridge Academy **ENROLLMENT CONTRACT**, completed, signed and dated. This contract also serves as signed acknowledgement for receipt of the Tuition Rate Sheet, Payment Policies & Procedures, and Parent Manual, which includes all applicable ARA Policies. This may be submitted in-person or via e-mail.
 2. Non-refundable Enrollment Fee.
 3. One-week tuition deposit to be applied to the child's first week of care.
- C. Families must complete and return the following forms at least one week prior to their child's first day of attendance:
 1. The **CHILD CARE ENROLLMENT** form (CFS-0062). This form must be completed and signed by a parent at admission and updated any time the information changes.
 2. The **HEALTH HISTORY AND EMERGENCY CARE PLAN** form (CFS-2345). This form must be completed and signed by a parent at admission and reviewed for necessary updates every 6 months.
 3. The **INTAKE FOR CHILD UNDER 2 YEARS-CHILD CARE CENTERS** form (CFS-0061). This form must be completed and signed by a parent at admission and reviewed for necessary updates every 3 months (form is only applicable to children under 2 years old).
 4. The **PHOTO PERMISSION** form must be completed and signed by a parent at admission and may be updated at any time.
- D. Families must complete and return the following forms within the specified time frame following the child's first day of attendance:
 1. The **DAY CARE IMMUNIZATION RECORD** form (DPH-44192) for each child is due within 30 days of the first day of attendance. This form must be completed and signed by a parent and updated as necessary. (See "Immunizations" in "Health Policy for Children")
 2. The **CHILD HEALTH REPORT** form (CFS-0060) for each child (except a school-age child) is due within 3 months of the first day of attendance. This form must be completed and signed by a licensed medical professional. Follow-up exams are required, every 6 months for children under 2 years old and every 2 years for children 2 years to 5 years old.
- E. The Apple Ridge Academy **PARENT PREFERENCES QUESTIONNAIRE** must be completed by one or both parent(s). The more information the family shares on this form, the better we may serve the family during their time at Apple Ridge Academy.

III. Days and Hours of Operation

- A. January – December, Monday - Friday, 6:00 AM – 6:00 PM.
- B. See “Payment Policies & Procedures” for additional information regarding closings for holidays, weather, staff development days, absences, withdrawals, etc.

IV. Attendance Procedures

- A. Child attendance is taken daily by the teachers in each classroom using a written attendance record. This record is required by the State of Wisconsin to maintain an accurate attendance history for each child. Kangarootime is also used on an iPad in each classroom as another form of attendance tracking.
- B. Parents are asked to notify the center via phone call or Kangarootime message as soon as possible if their child will not be present on a day they are enrolled to attend. If a parent does not notify the center, an ARA staff member will attempt to contact the parent(s) to verify the absence within 1 hour of the expected arrival time, and a note will be made on the classroom’s attendance lists.
- C. Parents or other authorized adults are responsible for signing their child(ren) in and out each day through the Kangarootime app on a mobile device.

V. Pick-Up Policy

- A. We ask that you pick-up your child(ren) by the time listed on your Enrollment Contract. If you are running late, please notify us via phone call or Kangarootime message. Children must be picked up no later than 6:00 PM. If you are unable to do so, please arrange to have someone else authorized to pick-up.
- B. Authorized Persons
 - 1. Persons authorized to pick up your child should be listed on your enrollment forms. If you need to have a different person than listed on your enrollment form pick up your child, written authorization from a parent is required. **PICK-UP AUTHORIZATION** forms are also available for use for this purpose. If this person is unfamiliar to the staff member, she/he will ask to see a picture ID before releasing your child(ren) to him/her.
 - 2. In an emergency, parents may call or send a Kangarootime message to inform both the Director and teacher of the name and description of the person who will be picking up your child. If this person is unfamiliar to the staff member, she/he will ask to see a picture ID before releasing your child(ren) to him/her.
- C. Teachers are not allowed to take a child home with them unless a Pick-Up Authorization is on file.
- D. If your child is not picked up by 6:00 PM, Late Pick-Up fees will be charged to your account as stated in the Payment Policies and Procedures.

VI. Confidentiality

- A. Staff members who have access to children’s records will not disclose or discuss information contained in these records. Information about the children may be shared with other parties only with the written consent of the parent or legal guardian. All children’s records are available to their parents/legal guardians upon request to Administrative Staff.
- B. When submitting forms/paperwork, please only submit to an administrative staff member (not a classroom teacher) to ensure confidentiality is maintained. If no administrative staff member is present, forms may be left in the office or the locked tuition box.

VII. Regulations and Policies

- A. Wisconsin Administrative Code DCF 251 Licensing Rules for Group Child Care Centers and Apple Ridge Academy Policies are available to parents at all times and are kept near the Parent Information Center.
- B. Some of these policies and additional information are in the Parent Manual, which is available in the Parent Information Center and given to families at enrollment. Wisconsin DCF Licensing Specialists shall have access to all center records for the purpose of program regulation. These rules and policies are also available online.

Family Engagement Policy

I. Parent Orientation Process

- A. Families are encouraged to visit and observe the classroom(s) they desire enrollment in, and to receive answers to any questions they may have, before deciding to enroll their child(ren) at Apple Ridge Academy.
- B. Upon Enrollment, parents will be provided with information that includes all the necessary paperwork and policies. A “Welcome” packet will also be given to families which will include each family's door access instructions, the Parent Manual, a Family Policy FAQ's, a list of items they must provide for their child, and other important information that pertains to their family.
- C. Parents will schedule a “Pre-Start Visit” at least one week prior to their child's first day of attendance. Parents will bring their child to the center to visit the classroom, meet the teachers, drop off supplies and remaining paperwork, and ask any remaining questions.
- D. The “Parent Preferences Questionnaire” should also be brought, completed, to the visit so that ARA is clear about the family's expectations of ARA and so that teachers may have time to familiarize themselves with the child and family's preferences prior to their first day of attendance.

II. Parent Information and Communication

- A. Communication intended for all families, including Health Alerts, menus, notices, announcements, current rates, etc. will be posted in the Parent Information Center. The Center's Wisconsin License and any violations of Wisconsin Statutes in regards to licensing regulations are also posted near this area.
- B. E-mail and messaging through the childcare management software, Kangarootime, will also be used regularly by administration to communicate similar and additional information with all parents.
- C. Parent Concerns
 1. Parents are encouraged to address any concerns about their child's care face-to-face with their child's teacher. Parents and teachers will work together to resolve the issue.
 2. If the concern or issue cannot be resolved with the child's teacher, parents are encouraged to express their concern to administration directly, whether written or verbal communication. This includes face-to-face, e-mail, Kangarootime message, phone, or handwritten. Administration will take necessary steps to resolve the issue with parents, and teachers if needed.

III. Parent Access and Visitation

- A. Parents or legal guardians are allowed to visit the center at any time for purposes of conferencing with a teacher or observing their child. Parents or legal guardians are allowed to pick up their child at any time, unless access is denied by a court order, and a copy of the court order is on file with ARA. No child will be released to an unauthorized adult. (See “Security Policy”)

IV. Parents Influence Program

- A. Parents have the opportunity to positively influence the program through the use of ongoing suggestions submitted via e-mail, Kangarootime messaging, or given to program representatives. These will be used whenever possible during future Strategic Planning activities to enhance and maintain program quality.
- B. An annual Parent Survey will be distributed to all currently enrollment families to collect feedback on current Policies and Procedures.

V. Parent Education and Community Connections

- A. Parents have access to a Family Resource Center with educational materials about child growth and development, community events, and services available to all families. Materials will be updated on an ongoing basis to reflect current research, findings, events, etc.
- B. Educational resources will be shared electronically using Kangarootime messaging as well as the monthly newsletters sent to all families.
- C. Parents are encouraged to share resources and materials with other families using the Family Resource Center. Materials may be submitted to administration.

VI. Parent Volunteers

- A. Parents are invited to volunteer in their child's classroom at any time. Parents are encouraged to share any special knowledge or skills with their child's classroom and/or any additional classrooms in the center. Please speak with administration and/or your child's teacher to arrange a date and time to volunteer your time.
- B. Specific volunteer opportunities will also be presented to families throughout the year.

VII. Photo Policy

- A. Upon Enrollment, a parent will complete the PHOTO PERMISSION form that will authorize the use of their child's photograph. Parents may choose to opt-out their child's photo for specific uses as indicated on the form.
- B. No parent volunteer, chaperone, or parent at the center may take photos of any child other than their own child for personal use, social media, publication, etc. without obtaining their own prior approval from that child's parent.
- C. Teachers may not use personal devices to photograph any child at any time nor use ARA devices to capture photographs of a child for their own personal use, social media, publication, etc.

VIII. Family/Social Events and Gatherings

- A. Family Events will be held a minimum of five times each year. All families are invited and encouraged to attend. Events will be promoted to all families through flyers at the center, Kangarootime messaging, and monthly newsletters. Examples of events may include (but are not limited to) Spring Art Show, Mother's and Father's Day Celebrations, Halloween Party, Santa Visit, etc.
- B. Parent participation will be sought and encouraged for many of these events.

Policy on Pets

- I. No reptiles, amphibians, turtles, ferrets, poisonous animals, psittacine birds, and exotic or wild animals may be kept as pets at school. ARA allows only small, caged animals. No dogs, cats, rabbits or other large animals are allowed as pets.
- II. Teachers must notify parents, when enrolling a child, what pets are kept at school. If a pet is kept in such an environment where children can touch or handle it, written acknowledgement from the parents must be obtained. If a child is allergic to any pets kept at school, staff will take the necessary measures to protect the child.
- III. All contact between pets or animals and children shall be under the close supervision of a teacher who is close enough to remove the child immediately if the animal shows signs of distress or any child is mistreating an animal.
- IV. Pets will be kept in good health and handled in a way that is safe and protects the pets and the children.
- V. Pets will be fed regularly. They will be kept clean along with their environment.
- VI. Parents must be notified, in advance, if someone is going to bring an animal into the school as a permanent pet or for educational or visiting purposes.
- VII. No school or visiting pets, or their feeding dishes or cages may be allowed in or kept in a food preparation, storage or serving area. Feeding dishes may not be placed in areas accessible to children.
- VIII. Animals that pose any risk to children will be restricted from the indoor and outdoor areas used by children.
- IX. Any areas accessible to children must be free of animal excrement.
- X. If a pet is added to the ARA program, appropriate insurance coverage will be in place.
- XI. Parents and visitors should refrain from bringing pets/animals into the building without prior approval of the Director. This includes service animals.

Outdoor Play Policy

Apple Ridge Academy emphasizes the importance of the outdoor learning environment in each child's daily activities. A large focus is placed on playing, learning, exploring, and engaging freely with the outdoor and natural environments at ARA. Extended periods of outdoor time are encouraged when the weather allows.

- I. **Children will go outside each day unless severe weather is imminent. Severe Weather in which children will not go outside is defined as...**
 - A. Heavy rain, blizzard-like snow, hail, strong winds, lightning, etc.
 - B. Cold Temperatures
 1. For children under 2 years old: wind chill / "feels like" temperature of 10 degrees or below
 2. For children over 2 years old: wind chill / "feels like" temperature of -10 degrees or below
 - C. Hot Temperatures
 1. A "feels like" temperature of 100 degrees or above

- II. **Appropriate Clothing**
 - A. All children must have appropriate outerwear brought to school each day. This includes clothing appropriate for all outdoor weather predicted or possible. Examples include light jacket, heavy jacket, snow pants, raincoat, rain pants, rain boots, snow boots, thin mittens/gloves, waterproof mittens/gloves, etc. Appropriate clothing is essential to children's comfort and ability to engage with our outdoor learning environments.
 - B. Parents must send children to school in clothing that is ok to get messy, dirty, wet, etc. Children will be encouraged to participate in many hands-on activities and will not be restricted or discouraged from participating due to their clothing.
 - C. Children must have at least three sets of weather appropriate extra clothing left at school to change into when they get overly messy, dirty, wet, etc. in play. Parents are responsible for replenishing this stock as needed, switching clothing out as the seasons/weather changes.

Child Education Policy

Our Philosophy on Child Education

Children grow and flourish when their interactions are nurturing, consistent, and loving, and if the experiences they have are appropriately challenging. The responsive environment of the classroom allows children to learn to trust others and explore their surroundings, while developing a sense of themselves as competent learners and caring human beings. The role of the teacher is vital in connecting content, teaching and learning. Such experiences promote emotional, language, cognitive and physical development at each child's own level of development and ability. Sensitivity to dignity and pride in cultural heritage and the acceptance of human differences will be encouraged as well.

The Creative Curriculum

The Creative Curriculum is an all-inclusive curriculum that lets the teachers focus on developing skills while building relationships with each child and taking great care of each child's individual needs. The Creative Curriculum helps teachers plan goals in Social-Emotional Development, Physical Development, Cognitive Development, and Language Development. The Creative Curriculum is built on a foundation that outlines theory and research to explain the importance of meeting basic needs of every child, developing secure attachments with caregivers, and supporting growth and learning in an intentional way, to support cognition and brain development in your little one!

It is our goal to partner with families to create memorable, positive, and intentional learning experiences for your child to learn from in their time here at ARA! We are so passionate about instilling a belief that we are all lifelong learners, and learning is a fun and enjoyable experience. We want to continue growing and experiencing life together on this journey!

Child Education Policy: Infant and Toddler Program

I. Admission Procedures and Information

- A. Prior to admission, written information to assist the teacher in individualizing the care for each child will be obtained. This information is recorded on the INTAKE FOR CHILDREN UNDER 2 YEARS (DCF-0061). This form shall be kept in the room or area where the child is assigned and will be known to the teaching staff.
- B. At least every three months after admission, childcare staff and parents shall discuss and revise the child's information on the INTAKE FOR CHILD UNDER 2 YEARS (CFS-0060) form, with revisions noted in writing and then signed and dated by the parent on the last page.

II. General Requirements

- A. Each group of infants and toddlers will have at least one regularly assigned teacher to help assure consistency and stability of relationships.
- B. Regularly assigned caregivers for each group of infants and toddlers must have a minimum of 10 hours of department approved training in Infant and Toddler Care, prior to or within three months of assuming position.

III. Daily Program

Children grow and flourish when their interactions are nurturing, consistent, and loving, and if the experiences they have are appropriately challenging. The responsive environment of the classroom allows children to learn to trust others and explore their surroundings, while developing a sense of themselves as competent learners and caring human beings. The role of the teacher is vital in connecting content, teaching and learning. Such experiences promote emotional, language, cognitive and physical development, at each child's own level of development and ability level. Sensitivity to dignity and pride in cultural heritage and the acceptance of human differences will be promoted.

- A. Teachers will respond promptly to a crying child's needs.
- B. Each child will be allowed to form and follow his/her own pattern of waking and sleeping.
- C. Emphasis in activities will be given to play as a learning and growth experience.
- D. Throughout the day, each infant and toddler will receive physical contact and attention such as being held, rocked, talked to, sung to and taken on walks inside or outside the center. Strollers will be used when needed.
- E. Routines such as nap times, feeding and diapering will be used as opportunities for language development and other learning experiences.
- F. While a non-walking child is awake, the child's position and location will be changed several times.
- G. The non-walking child will have the opportunity, during each day, for freedom of movement, such as creeping or crawling in a safe, clean, open, warm and uncluttered area.
- H. Infants and toddlers will be encouraged to play with a wide variety of safe toys.
- I. Infants and toddlers will be taken outdoors for a part of each day, except during inclement weather.
- J. Creating Spaces for Routines and Experiences
 1. Areas that are organized, well equipped and conveniently located make routines easier to manage and allow teachers to focus on their interactions with children.
 2. Areas for experiences will also be arranged according to the strengths and needs of the children.
- K. Creating a Structure for Each Day
 1. The schedule will be regular enough to be predictable, but flexible enough to meet their individual needs and to take advantage of the learning opportunities that emerge continually every day.
 2. Responsive care respects children's interest and biological rhythms.
 3. Routines such as hellos and good-byes, diapering and toileting, eating and mealtimes, sleeping and napping, and dressing will be considered.
- L. Experiences will be planned, when individual children and small groups are ready for them, to promote children's development and learning, including, but not limited to:
 1. Playing with toys
 2. Imitating and pretending
 3. Enjoying stories and books
 4. Connecting with music and movement
 5. Creating with art
 6. Exploring sand, water, and the outdoors
 7. Building language and literacy
 8. Discovering mathematical relationships
 9. Exploring sciences
- M. An adult sized rocker or chair will be provided in each room, to be utilized for rocking and comforting children.
- N. The space occupied by permanently erected cribs will be excluded in determining the 35 square feet space requirements for each child.
- O. TV/DVD/Video and computers are not used for any reason with children under two-years-old.

IV. Feeding

- A. Each child under two years of age will be fed on his/her own feeding schedule. If a child is to be fed less than once every three hours, a signed physician's note is required.
- B. Children under 12 months of age will be served breast milk or formula. If any other substitute is required, ARA must have authorization in writing on file from the child's physician.
- C. Food and formula brought from home will be labeled with the child's full name and refrigerated if needed. Bottles made at home must be dated (MM/DD/YY). An emergency supply of commercially prepared, iron-enriched formula will be kept at the center at all times.
- D. When formula is discontinued, the center will provide Vitamin D Whole milk for children under two years, and 1% Milk for children over two years of age.
- E. Parents will provide alternative milk for their child if they prefer their child to drink something different than that listed above, including any milk with special additives or deletions.
- F. Drinking water will be offered to Infants and Toddlers several times daily.
- G. A child unable to hold a bottle will be held when feeding. Bottles may not be propped.
- H. Bottles will be emptied and rinsed after use.
- I. Commercial baby food containers that are opened and foods prepared in the center and stored, will be covered, dated and refrigerated. If not used within 36 hours, leftovers will be discarded.
- J. A child too young to sit in a highchair will be held or placed in an infant seat when being fed. Wide-based high chairs with safety straps will be provided for those children who can sit up but are not yet able to sit at a table on a chair.
- K. Toddlers will be encouraged to experiment with self-feeding using their hands and/or spoons. Eating utensils and cups will be scaled to the size and developmental level of the children.
- L. A variety of nourishing foods will be offered, including cereal, vegetables, fruit and protein, according to the child's developmental level and the parent's feeding schedule designated on the child's Intake form. No child may be forced to eat.
- M. Children will not be fed from commercial food containers.
- N. Instructions for the heating of food and formula will be posted by the food preparation area and/or microwave that is used to warm baby food and bottles. Breast milk will not be heated in a microwave oven.
- O. Disposable, single-use washcloths are provided for washing infant's hands and faces. Children over 1-year-old must wash hands with soap and running water.

V. Sleeping

- A. Each child will be allowed to form and follow his/her own pattern of waking and sleeping.
- B. Reference "Sudden Infant Death Syndrome (SIDS) Risk Reduction Policy" in the "Health Policy for Children" for full details of safe sleep policies.

VI. Diapering and Toileting Activities

- A. Toilet-training will be planned between the teachers and parents, so consistent routines can be established. There will be no routine attempt to toilet-train a child under 18 months old.
- B. Wet and soiled diapers and clothing will be changed promptly.
- C. Parents will supply dry, clean clothing, as well as disposable diapers and baby wipes of sufficient quantity to meet the needs of the child. If parents want to use and supply cloth diapers, they must bring a diaper pail/bag and take it home each day.
- D. The center will keep clean clothes and extra diapers on hand in case a child's supply runs out.
- E. Children are diapered and changed on a sturdy changing table or 2" thick mat. The diapering surface will be washed with a soap and water solution, and a disinfectant solution after each use. Teachers are to wear disposable gloves when diapering.
- F. The diapering surface shall have a barrier or restraint to prevent falling. No child may be left unattended on the diapering surface.
- G. Disposable, soiled diapers and gloves will be placed in a plastic-lined, hands-free, covered garbage container.
- H. Cloth diapers, provided by parents, will be placed in a plastic bag when soiled and kept separate from other clothing.
- I. The caregiver will wash his/her hands thoroughly with soap and running water, before and after each diapering or assistance with toileting routines. After diapering, a disposable, single-use cloth must be used to wash the hands of children under 1 year of age. Soap and running water must be used to wash the hands of children over 1 year of age after diapering or toileting.
- J. The application of lotions, powders or salves to the child during diapering will be done only at the specific directions of the parent or physician. The authorization form or these will be posted in the diapering area.
- K. Each self-contained classroom or area serving infants and toddlers who are diapered, will have a sink with hot and cold running water. If the sink is used for washing hands, it will be thoroughly sanitized before being used for any other purpose.
- L. The Diaper Changing Procedure to be followed by all ARA staff is posted by each diaper changing station.

Child Education Policy: Pre-School Program

I. Activities Offered

- A. The organizational structure of the curriculum will be based on the following:
 1. How Children Develop and Learn: Knowing how children grow and develop is the basis for program planning, selecting materials, and guiding children's learning.
 2. The Learning Environment: The learning environment makes all children, including those with special needs, feel safe and comfortable, and that they belong. This allows children to become independent and confident learners.
 3. What Children Learn: The content children will learn is guided by standards defined by education experts on what children should know and be able to do by certain developmental levels. Teachers will teach content in ways that respect the developmental stages of children.
 4. The Teacher's Role: The teacher is engaged in an ongoing cycle of observing, guiding learning, and assessing children's progress. The teacher continuously interacts with children and responds to the needs of individual children and the group. The teachers are responsible for advance lesson-planning.
 5. The Family's Role: If school and home are connected in a positive way, children feel secure. Teachers will work with families to build a strong partnership. The focus of the teacher is on getting to know families and making them feel welcome, communicating with families and partnering with them on children's learning, and responding immediately to challenging situations in an appropriate way.
- B. Curriculum includes:
 1. Content areas such as: Literacy, Mathematics, Science, Social Studies, The Arts, Process Skills.
 2. Technology may be used to enhance educational lessons, and programs/ videos are previewed by adults and determined appropriate for children. Parental permission is sought through informational memos posted by staff prior to use of videos in class. Other activities are available for children who do not wish to participate. TV/DVD/videos are not used to fill time at arrival, departure or any other time of day. Use of videos must be included on weekly lesson plans and approved by the Director or Assistant Director prior to use in any classroom.
 3. Activities relating to religious or ethnic based holidays, presented as a lesson of culture, not promoted as a belief.
 4. Activities to promote Emotional, Language, Cognitive and Physical development.
 5. Age-Appropriate Interest Centers in each classroom.

II. Schedule of Activities

- A. Daily Schedules incorporate all the above activities, as well as toileting, meal, rest, outside and transition times. Teachers are instructed in techniques to make transitional times run smoothly. Time is planned to provide a good balance of active and quiet activities, individual and group activities, teacher-directed and free-choice activities.
- B. Daily schedules specific to each classroom will be posted near the individual classrooms. Activities specific to early-morning and late-afternoon activities will differ from activities available all day. A teacher will be present wherever the children are, inside or outside. building.

III. Program Planning

- A. The program shall strive to provide each child with experiences planned to encourage:
 1. Social/Emotional Development
 - a) Sense of Self
 - b) Responsibility for Self and Others
 - c) Pro-Social Behavior
 2. Physical Development
 - a) Gross Motor
 - b) Fine Motor
 3. Cognitive Development
 - a) Learning and Problem Solving
 - b) Logical Thinking
 - c) Representation and Symbolic Thinking
 4. Language Development
 - a) Listening and Speaking
 - b) Reading and Writing

IV. Parent-Teacher Conferences

- A. Conferences are scheduled at least twice a year, in the Fall and Spring, and at any time at the request of the parents or teacher. Children's Individual Goals and Development Plan will be shared with parents at conference time.

- V. Licensed Space**
 - A. The center's classroom spaces are licensed according to the square footage required by the state of Wisconsin. These guidelines require a minimum of 35 square feet of indoor space per child.
 - B. Outside space requirements are 75 square feet for each child 2 years old or older, using the play area at any given time. A permanent enclosure is required and present to safeguard children from nearby hazards. An energy absorbing surface is present under climbing equipment and slides where the equipment is 4 feet or greater in height.
- VI. Observations**
 - A. Apple Ridge Academy is open to visits and observations by parents, at any time during hours of operation, unless access is denied or limited by a court order.
- VII. Parent Information**
 - A. A Parent Information area is located in the main entryway for general informational purposes. This area will display the school's license, any rule violations/plan of correction, the fee schedule, hours of operation, the designated hospital for emergency situations and any other information parents may need to know.
 - B. Each classroom will also have a Parent Information board with lesson plans, notices and weekly curriculum plans specific to their classroom. Kangarootime messaging will also be used to regularly communicate with parents.
- VIII. Early Morning and Late Afternoon Activities**
 - A. Activities for early morning and later afternoon will be planned and implemented by the opening and closing teachers. Activities that are generally not available at other times of the day will be utilized.

Child Education Policy: School-Age Program

- I. General Information**
 - A. School-Age children, 12 years of age or younger, may be enrolled for before and/or after school care, or for full days occasionally during the school year. In summer they may be enrolled from 2-5 days/week.
 - B. All of the same forms are required for the school-age child, with the exception of the Child Health Report.
 - C. Children who arrive to or depart from the center by school bus are required to have the Alternative Arrival/Release Agreement-Child Care Centers (CFS-104) form completed and signed by a parent.
 - D. School-Age children under the age of 7 must be within sight and sound of a staff member at all times.
 - E. School-Age children 7 years of age and older may be outside of the sight and sound supervision of a staff member if they are engaged in center-sponsored activities, such as using the bathroom, sending a child to another classroom with a message for a staff member, etc. The licensing rules that require a staff member to know the whereabouts of children at all times remains in effect. At no time should staff allow any child or group of children to be in jeopardy by not knowing where they are or what they are doing.
- II. Before and After School Care**
 - A. During the time the children are in the center before and after school, they have the choice of:
 - 1. A variety of self-selected and/or planned activities which may include games, toys, activities and art supplies that are age-appropriate.
 - 2. Quiet areas to rest or do homework.
 - 3. Large muscle activities and/or outdoor space (weather permitting).
 - B. Breakfast and/or snack, if they are at the center when the other children are served these meals.
 - C. Tuition Fees are charged hourly according to the projected schedule parents have enrolled for, as listed on their Enrollment Contract. There is a one-hour minimum charge, and each additional hour is charged in full after that. A set daily fee applies to school days off during the school year.
- III. Full Day Care**
 - A. When school-age children attend full days in the summer, a specific daily schedule is planned. Activities include information exchange, discussion topics, cooking experiences, creative art activities, large motor activities, indoor and outdoor play and field trips.
 - B. When school-age children attend full days at the center, they will follow the same guidelines as the preschool children in regards to meals, with breakfast and snack portions served according to the USDA requirements for children 6 years and older, and lunches provided by their parents.
 - C. Technology may be used to enhance lessons. Videos are previewed by adults and determined appropriate for children. Parental permission is sought through informational memos posted by staff prior to use of videos in class. Other activities are available for children who do not wish to participate. TV/DVD/videos are not used to fill time at arrival, departure or any other time of day. Use of videos must be included on weekly lesson plans and pre-approved by the Director.

Special Events/Field Trip Policy

I. In-House Field Trips (Special Events)

- A. On occasion, ARA may have programs come to the center for presentations, activities, etc.
- B. Permission is not needed from parents for their child to take part in the special event. Notice of the special event will be posted in advance for all parents. If a parent does not want their child to take part in the special event, they must find alternate care for their child for that day. There will not be additional staff to stay with the child.
- C. Additional fees may apply. Parents will be notified and fees will be collected prior to the event.

II. Off-Site Field Trips

- A. Parents will be notified of the date, time and destination of all field trips well in advance.
- B. Parents must give written permission for their child to attend field trips using chartered transportation. The FIELD TRIP PERMISSION form will be required for each child and will serve as written permission from parents.
- C. If a parent does not want their child to attend the field trip, they must find alternate care for their child on that day. There will not be sufficient staff at the center to accommodate staying back with the child.
- D. Additional fees will apply to most field trips. Fees will vary based on the specific field trip. Fees will be collected in advance and are non-refundable.
- E. The center reserves the right to disallow children from attending a field trip for health and safety concerns of the child and the entire group. The family would be expected to make other arrangements for that day.
- F. If a child is not scheduled on the day of a field trip and the parent would like their child to attend, the parent may choose to accompany their child on the field trip or may request to add that day to their child's schedule for that week if there is availability in the classroom. Parents must check with administration prior.
- G. There will always be at least 2 staff members on a field trip.
- H. See "Transportation Policy"

III. Walks

- A. All children at Apple Ridge Academy may be taken on a walk. Infants and Toddlers may be transported using strollers.
- B. Teachers will have the CHILD CARE ENROLLMENT and HEALTH HISTORY AND EMERGENCY CARE PLAN form for each child as well as a cell phone and a list of the children's names with them when taking children on a walk.

Transportation Policy

I. Chartered Transportation

- A. ARA will not transport children in company-owned or privately-owned vehicles.
- B. When using a chartered school bus for transportation, the manufacturer's and bus company's specifications for capacity, seating and safety will be followed.
- C. The name, address and phone number of any contracted transportation company will be on file at school.
- D. When children are transported on a chartered bus, each staff member will have a list of children assigned to his/her care. This list will be checked, comparing name-to-face with children, before getting on the bus, again when children are seated and when the children get off the bus. One staff member will go back on the bus and check all the seats to make certain no child is still on the bus.
- E. Emergency information (the Child Care Enrollment form and the Health History and Emergency Care Plan) will be carried in the vehicle with the child, and will include an address and phone number for the child's parent or other authorized contact; the name, address, and phone number for the child's physician or medical facility; written consent from the parent for emergency care.
- F. Emergency information for staff members will be on board the vehicle.

Child Guidance Policy

- I. **Positive Behavior is Modeled and Reinforced by the Staff:** Children are involved in solving unacceptable behaviors whenever possible. Teachers will coach the children and give suggestions on appropriate action steps to use in potential situations, such as when they want to express anger or would like a toy another child has. Children are taught that they may not harm themselves, others or the environment. Clear-cut rules and limits that are easily understood by the children are set and consistently followed. The development and practice of self-discipline is encouraged and re-enforced, helping children realize that the rules of safety and courtesy are for their own benefit.
- II. **Transitional Activities:** Teachers are trained to use appropriate transitional activities when children move from one activity to another, to avoid the amount of time children are required to wait in line.
- III. **Positive Guidance of Children is the Focus of our Program:** This includes stopping unacceptable behaviors and redirecting the child to acceptable behaviors and activities of the teacher's choice.
- IV. **A child who has hurt another child** may be redirected to play by him/herself in an area of the teacher's choice. This is "Redirection" to interrupt the negative behavior, and should not be used as a "Time-Out."
- V. **A child over 3 years of age may be removed in a non-humiliating manner from a situation and placed in a designated location, to interrupt the child's unacceptable behavior and to avoid distracting other students.**
 - A. He or She will be offered an activity of the teacher's choice to work with, if necessary, to allow them time to calm down.
 - B. When the child is calm, a 3-step problem solving procedure will be used.
 1. Determine what caused the problem/unacceptable behavior and discuss appropriate behavior choices that would be acceptable.
 2. Choose the best solution and ask the child to agree to comply.
 3. End with a sign of friendship between the child and the teacher.
- VI. **Children under 3 years are to be redirected when unacceptable behavior occurs.** Discussion about acceptable behavior will occur when the child is cognitively capable. (Parents may be asked to discuss a problem situation with their child in order to reinforce the teacher's guidance techniques. Consistency between home and school is extremely important in correcting misbehavior.)
- VII. **Punishment that is humiliating, frightening, potentially painful or uncomfortable to a child, is prohibited.** This includes any punitive physical actions or verbal comments by the teacher. Prohibited actions include:
 - A. Any form of hitting, shaking, twisting or pinching, or any other form of corporal punishment.
 - B. Any threats, sarcastic or derogatory remarks, or other verbal humiliation.
 - C. Binding, tying, or enclosing a child in a confined space or cubicle.
 - D. Withholding or forcing meals, snacks or naps.
 - E. Punishment for lapses in toilet-training.
 - F. Any physical restraint, except that which involves holding a child who is endangering himself/herself, the teachers or other children. If this becomes necessary, parents must become immediately involved in a discipline plan for the child.
- VIII. **Consistent unacceptable behavior will be reported to and discussed with the parents.** Teachers and parents must work together to determine a Behavior Improvement Plan to change the unacceptable behavior. Children with consistent, disruptive or harmful behavior may be suspended or withdrawn from the school at the discretion of the Director. (See Discharge Policy).
- IX. **Only a staff member trained and oriented in child guidance may discipline enrolled children.** Staff orientation will include training and techniques to positively guide children's behaviors, as well as strategies to deal with crying, fussy and/or distraught children.
- X. **Apple Ridge Academy staff members are mandated by Wisconsin law to report any suspicion of child abuse and/or neglect.** Any evidence of unusual bruises, contusions, burns or lacerations shall be noted in the school medical log and an assessment made as to their cause. Children old enough to respond may be questioned about their injury. If signs of abuse become suspect or apparent, Child Protective Services will be notified.
- XI. **No Apple Ridge Academy staff member may carry out any consequences or punishment that is contrary to the above policy, even at the request of parents.**

Policy for Discharge of Enrolled Children

I. Routine Withdrawals

- A. Notification of a child's withdrawal must be given to the Director in writing at least 2 weeks in advance.
- B. If a 2-week advance notice is not given, charges will be added for 2 weeks from the day notice is given or the last day of attendance (if no notice is given). Reasons for withdrawal should be included on the form submitted to the center, as well as the date of last day attending.

II. Withdrawal Due to the Best Interest of the Child

- A. Parents and staff will discuss the situation and try to determine if a child is not adjusting to being away from their parents. A child may be withdrawn from the program if it is deemed in the best interest of the child, and the program is not able to meet the needs of the child. This will be mutually agreed upon with parents and staff.

III. Withdrawal at the Request of ARA Director may be made for the following reasons:

- A. Failure to pay fees may result in immediate termination.
- B. Repeated lateness in picking-up a child at the close of the center will result in a verbal warning, a written warning if another incident occurs after the verbal warning, and followed by a 3-day notice of termination for the next occurrence.
- C. Failure to provide or update required forms and information (i.e. Immunization Record, Child Health Report, Child Care Enrollment form, Intake for Child under 2, etc.) may result in termination. An initial written request for compliance will be made, followed by a reminder notice, and finally a final/termination notice if required forms are not submitted by the indicated deadline.
- D. Frequent and continued disruptive behavior of a child. It is normal for children to misbehave occasionally. When a child misbehaves, we will follow ARA child guidance procedures to correct his/her behavior. However, if the misbehavior continues, we will document the details, notify the parent of the behavior, and create a Behavior Improvement Plan together with the parent. We encourage parents to partner with us by talking with their child and encouraging the child to behave appropriately at the center. Misbehaviors such as inappropriate language, verbal abuse to others, lack of respect towards staff and aggressive or physical acts resulting in harm or injury to themselves or others will not be tolerated.
 1. If a child's misbehavior becomes extreme, harmful and/or threatening, a parent will be called and asked to pick-up the child immediately. This may result in a 1 to 3-day suspension from the center, and the parent(s) will be asked to attend a conference with ARA staff before the child may return. A Behavior Improvement Plan will be agreed upon and implemented to influence the child's behavior. If the parent does not attend the conference, or the misbehavior is not corrected, the parent will receive a written notice that his/her child must be withdrawn from the center within 3 days. The parent will not be charged for the days a child does not attend due to suspension or withdrawal for misbehavior.
 2. Grievous misconduct will result in immediate withdrawal.
 3. If parents are working with a doctor or therapist, the school should be included in a consistent plan to help the child use appropriate behaviors.
 4. These policies apply to children who attend field trips and ride a school bus. ARA will not provide service for a child suspended from school for misbehavior.

Health Policy for Children

I. Health Exams/ Child Health Reports

- A. Each child over 2 years of age, except for School-Age children (over the age of 5), shall have an initial examination, documented on **CHILD HEALTH REPORT** form (CFS-0060) completed and signed by a physician, physician assistant or health provider, dated not more than one year prior to, nor 3 months after, admission to the school. Follow-up exams must be dated at least every two years after admission.
- B. Each child under 2 years of age shall have an initial examination, documented on **CHILD HEALTH REPORT** form (CFS-0060), completed and signed by a physician, physician assistant or Health Check provider, dated not more than 6 months prior to, nor 3 months after, admission to the school. Follow-up exams must be dated at least every 6 months after admission, until the child reaches 2 years of age.
- C. Any allergies or health concerns should be listed, along with a physician's special instructions.

II. Health History and Emergency Care Plan

- A. The **HEALTH HISTORY AND EMERGENCY CARE PLAN** form (CFS-2345) must be completed and signed by the child's parent, and on file at the school by the first day of attendance. Any special health conditions and instructions must be described on this form. This form must be updated every 6 months, or more as needed.

III. Immunizations

- A. Each child will have a **DAY CARE IMMUNIZATION RECORD** form (F-44192), indicating that the child has been immunized against the diseases in the time intervals stated as required. This form must be on file at the school within 30 days of admission.
- B. To waive any of the immunization requirements, a box must be checked in Step 4 of the form. If the child has not received immunizations as noted on the **DAY CARE IMMUNIZATION RECORD** form (F-44192), the form must be completed and signed by a physician, accompanied by a statement from a physician indicating it is safe for the child to be in group child care.
 1. Enrollment may be denied if immunization requirements have previously been waived for at least 1% of total program enrollment.
 2. If an outbreak or significant threat of illness protected by listed immunizations is present in the facility, a parent will be required to keep a child who has not been immunized out of care until the threat has passed.
- C. The Immunization Form must be signed by a parent or legal guardian.
- D. A written statement from the parent regarding the type and date of any immunizations administered to the child after the form has been submitted to the center is required, within 30 days from the time it was administered. This may include a printed record of immunizations from the child's doctor or the state immunization registry, or a parent may add the new immunization to the written form in the child's confidential file.

***The Wisconsin Department of Children and Families Requires these forms to be complete, current and on file at the school within the specific time frame stated on the form. A child may be withdrawn at the request of the administration if these forms are not complete and returned by the required time deadline and/or are not updated as required.*

IV. Allergies or Special Medical Conditions

- A. Any allergies or special medical conditions a child may have must be documented by a physician on the **CHILD HEALTH REPORT** form (CFS-0060). In addition, any specific instructions or treatments related to allergies or a medical condition should be explained on the **HEALTH HISTORY AND EMERGENCY CARE PLAN** form (CFS-2345) and discussed with an administrator at the time of the child's initial enrollment.
- B. Parents should notify the child's teacher of any specific precautions or medication related to an allergy, and provide instructions from the child's physician. Parents are asked to input their child's allergy information into Kangarootime as well.
- C. Allergies and special medical conditions specified by a physician will be posted with detail in the child's classroom for all staff in the classroom to see. Postings will also be in locations where food is prepared.

V. Peanut and Tree Nut Free

- A. Any products containing peanuts and/or tree nuts are not allowed in the center. This includes lunches brought from home, classroom treats, and will not be used in any meals prepared by ARA.
- B. Food items provided by ARA will have been verified as peanut and tree nut free and will not have been processed or packaged in facilities with exposure to peanuts or tree nuts.
- C. Child's treats from home will not contain peanuts or tree nuts, but ARA cannot verify that they have not been processed or packaged in facilities with exposure to peanuts or tree nuts. Parents of children with allergies to either may request their child will not be given any other child's treat from home.
- D. Exposure to peanuts and tree nuts may occur during special events (i.e. family nights, field trips outside of the center, etc.)

VI. Medication

- A. Prescription medication and non-prescription medication such as, but not limited to, pain relievers, cough medicine, etc. will be given to a child only if all of the following conditions are met:
 1. A current, signed and dated written authorization from parents is on file at the school for ALL medications in the facility using **AUTHORIZATION TO ADMINISTER MEDICATION FORM** (CFS-0059).
 2. Prescription medication is in the original pharmacy container and labeled with the child's first and last name, correct dosage, directions for administering, date and the physician's name.
 3. Non-prescription medication is in the original container and is labeled with the child's first and last name, the dosage and directions and time for administering. No staff member may give medication that exceeds the dosage recommended by the manufacturer on the container. If the dosage directions indicate to "Consult a physician" for children under a specific age, then we must have written instructions from the doctor indicating the correct dosage.
 4. All medication must be within the expiration date listed on the container.
- B. Medication will be administered by a designated staff member and dosage will be verified by a second staff member prior to administration, with the exceptions of emergency inhalers and emergency allergy medications such as Epi-pens and Benadryl/Anti-Histamines.
- C. A written report including name, dosage, time and date of medication given, along with the initials of the authorized person administering the medication shall be made in the Medication (non-emergency medications) or Medical Log (emergency medications) book on the day it was administered.
- D. All non-emergency medication will be stored in a locked cabinet/drawer in the Main Office and not accessible to children with the exception of infants whose medication will be stored in their respective classroom. Emergency medications will be stored in the classroom of the child in need, in a location not accessible to children.
- E. Medication that requires refrigeration will be in a separate, covered container marked "MEDICATION" in the Main Office refrigerator.
- F. If the wrong medication should accidentally be given to a child, the parent will be notified immediately. If there is an immediate danger of reaction, the staff will call 911.

VII. Topical Ointments

- A. The application of non-prescription lotions, powders or ointments to a child will be done only at the specific directions of the parent or physician. The **AUTHORIZATION TO APPLY TOPICAL OINTMENTS** form must be completed and signed by a parent and updated every 3 months. The authorization for these applications will be posted in the diapering/bathroom area.
- B. Recording of application in the medical log book is not required.

VIII. Sunscreen and Insect Repellent

- A. Sunscreen and/or insect repellent may be administered to a child with a written authorization that is dated and signed by the parent. Authorization will include name of product, strength of active ingredients and directions for application of the product.
- B. Authorization and permission to apply must be renewed every 12 months.
- C. Recording of application in the medical log book is not required.

IX. Sanitary Measures

- A. Tables are washed with soap and water, then sanitized with a State approved sanitizer, before and after each meal and snack and as needed.
- B. Toys are also washed in soap and water and then sanitized on a weekly, or as needed, basis.
- C. Classrooms are cleaned by staff on a daily basis, and kept sanitary at all times.

X. Personal Cleanliness

- A. Children's hands shall be washed with soap and water when entering the classroom, before and after eating, and after toileting. Children's faces will be washed after meals as needed.
- B. Staff will wash their hands with soap and warm running water before handling food, before and after assisting children with toileting and after wiping bodily secretions with a disposable tissue.
- C. Wet or soiled clothing will be changed promptly from an available supply of clean clothing.
- D. Any personally used items may not be shared, and must be labeled with the child's first and last name, and the current date.

XI. Health Observations

- A. Children will be observed by school staff, upon arrival, for signs of illness or injury. Teachers will consult with parents about a child who displays symptoms of illness to determine if she/he should remain at school. See symptoms below in "Exclusions for Illness."
- B. Any injury to a child or evidence of unusual bruises, contusions, lacerations or burns received by a child, in or out of school care, will be recorded by a staff member in the medical log book and reported immediately to the administrator or other person in charge at the school. If the teacher or administrator suspects abuse it will be reported by that person to Child Protective Services. The name and phone number for the agency will be posted near each phone, along with the full information for ARA.

XII. Exclusions for Illness ("Sick Child Policy")

- A. Symptoms of an "ill" child include...
 1. Fever of 101 degrees or higher
 2. Unidentified rash and/or open sores
 3. Unidentified inflammation and drainage of the eyes
 4. Respiratory symptoms: difficulty/rapid breathing, severe/croup/whooping sound cough
 5. Vomiting
 6. Excessive diarrhea
 7. Lice
 8. Child is visibly in pain and unable to participate in regular daily activities
 9. Other symptoms or conditions having the potential to negatively affect the health of others
- B. Children who are observed as ill by a teacher and verified by an administrator or designated staff member shall be isolated, within sight and sound of an adult, made comfortable and subsequently will be sent home from school. Parents, or a designated emergency person, shall be called and will be required to pick up the child within 1 hour.
- C. If a child is sent home due to illness/ suspected communicable disease, the child must meet the following requirements before returning to ARA:
 1. Children sent home for illness may return to school 24 hours after all symptoms are absent without the use of fever-reducing medications.
 2. If a child was sent home with suspicion of a communicable disease...
 - a) A child may return without a statement from a physician after a communicable disease if the child has been absent for a period of time equal to the longest usual incubation period for the disease as designated by the health department.
 - b) If a physician's statement indicates the child does not have the suspected communicable disease and/or is no longer contagious, the child may be readmitted to school only if in adherence with ARA policies regarding the specific communicable disease.
 - c) If the child is prescribed antibiotics for the communicable disease the child may return 24 hours after the first dosage of prescribed antibiotics has been administered.
 3. It is expected that parents share with ARA administration or their child's teacher any symptoms of illness their child has shown at home after leaving ARA. If the child has shown any of the above symptoms within the past 24 hours, the child should not return and parents will be asked to take their child home.
- D. Communicable Diseases
 1. If a child has a communicable disease (such as measles, infectious hepatitis, chicken pox, mumps, pink eye, lice, etc.) transmitted through normal contact, he/she will not be admitted or be permitted to remain in school during the period that the disease is communicable.
 2. Parents are expected to report the diagnosis to administration within 24 hours of receiving a positive diagnosis from a physician.
 3. If a child has a positive diagnosis of a communicable disease, the families of other exposed children shall be notified by way of a sign/notice that indicates that there has been a case of that specific communicable disease. To ensure confidentiality, no child's name is used when posting the notice of exposure. The local public health department, as well as DCF, will also be notified, if required.
- E. School-Age children who have been sent home from elementary school due to illness may not attend.

***Any discrepancies on the interpretation of the Exclusion for Illness Policy/ Sick Child Policy will be at the final discretion of the Director or a designated staff member and in the best interest of the child and the other children in attendance at ARA.*

XIII. Procedure for Accident or Injury

- A. Parent's written permission to call the child's physician or refer the child for medical care in case of accident or emergency must be on file at the school.
- B. Staff shall perform only minor first aid.
 - 1. Bandages, tape and Band-Aids are kept at the school at all times.
 - 2. Only soap and water will be used to clean wounds. No medications may be applied to a wound without written parental authorization.
 - 3. Gloves are available for teachers treating a wound involving bodily fluids.
 - 4. A cold compress or ice pack may be applied to alleviate swelling due to an injury.
- C. In case of a severe accident or emergency, parents and emergency medical services will be called immediately to assist and make decisions on the care of the child. If a parent or guardian cannot be reached, appropriate emergency procedures will be followed by the teacher, while she/he continues to attempt to reach the parent or guardian.
- D. In the event of a serious injury, each school will follow the Emergency Procedure under "Serious Injury" that is in the policy book and posted at the school. Staff will administer first aid to the best of their abilities until emergency medical help arrives.
- E. In the case of an accident at school resulting in the death of a child or a serious injury to a child requiring professional medical treatment will be reported to the Wisconsin Department of Children and Families within 24 hours of administration being made aware that treatment was sought. See emergency procedures for further information.
- F. All accidents and/or injuries shall be recorded in the medical log and a written report shall be completed by the responsible/observing staff member and signed by the parent. This report includes the time, the circumstances of the accident and any first aid given by the staff. For minor injuries, this report may be reviewed with a parent at pick-up time on the day of the accident. Parents may request a copy of this.
- G. A parent must be contacted for any injuries to the face, neck or head, or injuries that may be alarming.
- H. Suspected poisoning will be treated only after consultation with a poison control center.
- I. Records of accidents and/or injuries shall be reviewed by the administrator every six months in order to determine if all possible preventative measures are being taken.
- J. First Aid Kits, children's emergency information and a cellular phone will be taken on all field trips so emergency procedures can be followed at locations away from school.

XIV. Sudden Infant Death Syndrome (SIDS) Risk Reduction Policy

- A. Infants under 12 months of age shall be placed on their backs on a firm, tight-fitting mattress when sleeping in a crib. Each child under 12 months of age shall be placed to sleep on his/her back in a crib, unless otherwise specified in writing by the child's physician. When infants can easily turn over from their backs to their stomachs, they shall be put down to sleep on their back, but allowed to adopt the sleep position they prefer.
- B. Soft mattresses, pillows and other soft surfaces are prohibited as infant sleep surfaces. Loose blankets, pillows, quilts, pacifier clips, stuffed toys and other soft products will not be allowed in cribs. Infants under 12 months of age may use Velcro swaddles, zippered sleep sacks, or a similar form of covering.
- C. Infants will not be swaddled after they begin to turn over on their own.
- D. Children will not be allowed to sleep in any equipment other than a crib, portable crib, or nap mat. Children who arrive sleeping in a car seat must be removed by the parent. Children that may fall asleep in other equipment such as a bouncy seat, play mat, highchair, jumper, etc. will be moved to a crib or mat immediately, as appropriate.

XV. Abusive Head Trauma Prevention Training

- A. All caregivers shall be trained in Abusive Head Trauma prevention and recognition. Information is available for staff and distributed to parents of infants at enrollment. All caregivers are required to report suspicious injuries due to a baby or child being shaken, as they are required to report any suspicion of child abuse, to Child Protective Services or the Police.
- B. Staff will receive training in strategies to deal with crying, fussy and distraught children during their new staff orientation training.

Nutrition Policy

Objective of Nutrition Program: Apple Ridge Academy strives to provide a variety of nourishing, appealing snacks for children that represents cultures and ethnic diversity, while encouraging children to eat healthy and try a variety of foods and to educate parents and children about healthy food habits and current recommendations of the USDA. A focus is placed on whole foods, fresh fruits and vegetables, minimal added sugars, simple ingredients, and whole grains.

I. Types of Nourishment Provided

- A. Apple Ridge Academy will provide breakfast and an afternoon snack. Lunch prepared by Apple Ridge Academy may be purchased by the parent for an additional fee, or they may bring a lunch from home for their child each day, labeled with the child's name and the current date. Lunch will be prepared on the premises by ARA staff. Parents will be given information regarding USDA guidelines for appropriate meals and portion sizes in their initial information packet.
- B. Breakfast will consist of milk, fruit, and a cereal or grain product. Breakfast will be served at approximately 8:15-9:15AM, and for before school elementary school children at approximately 7:30AM.
- C. Lunch will be provided by the parent or ordered for an additional fee from the center. Milk will be provided by the center for each child. Lunch will consist of milk, a serving of meat or a protein food, two servings of fruits or vegetables or a combination of both, a whole grain product such as bread, rolls, crackers, noodles or rice. Lunch is served at approximately 11:00 AM-12:00 PM.
- D. Afternoon snack must include foods from two different food groups (protein, dairy, whole grain, fruits or vegetables). Afternoon snack will be served at approximately 2:15PM-3:15 PM.
- E. Milk provided by ARA will be Whole Milk (12 months-23 months) and 1% Milk (24 months and up).

II. Lunch from Home Policy (infants and toddlers)

- A. When your child brings a lunch from home, the following is required:
 1. Lunch is labeled with the child's first and last name and current date (MM/DD/YY).
 2. It is recommended that parents use the USDA Food and Nutrition guidelines when planning their child's lunches from home.
 3. For children over 1 year old, if a child's lunch from home does not include the components mentioned above in the 'Types of Nourishment Provided', Apple Ridge Academy will offer children a supplement to fulfill the missing component of the meal and parents will be charged a lunch fee for that day.
- B. Apple Ridge provides whole milk to children 12 months – 23 months old. If bringing different or additional beverages, be sure they are brought in a container labeled with the child's first and last name and current date (MM/DD/YY).

III. Lunch from Home Policy (for ages 2 and up)

- A. When your child brings a lunch from home, the following is required:
 1. Lunch is in an insulated lunch bag with a cold pack or in thermos, if necessary. No refrigerator or microwave will be used to cool or warm lunches.
 2. Lunch is labeled with the child's first and last name and current date (MM/DD/YY).
 3. It is recommended that parents use the USDA Food and Nutrition guidelines when planning their child's lunches from home.
 4. If a child's lunch from home does not include the components mentioned above in the 'Types of Nourishment Provided', Apple Ridge Academy will offer children a supplement to fulfill the missing component of the meal and parents will be charged a lunch fee for that day.
- B. Apple Ridge provides 1% milk to children over 2 years old. If bringing additional beverages, be sure they are brought in an insulated container and/or kept in the lunch box. Classrooms do not have refrigerator space for any beverages from home.

IV. Monthly Menus and Meal Planning

- A. Menus will be posted in the Parent Information Center and copies will be available to all families.
- B. Menus will list breakfast, optional lunch choices, and required snacks.
- C. Any changes in the menu will be indicated on the posted copy for parents to see.
- D. Monthly menus and meals will be planned following the USDA Food and Nutrition Service guidelines.

V. Non-Discrimination

- A. Various cultural and ethnic foods are included in the center's menu planning.
- B. Pictures of cultural and ethnic based foods will be displayed at various times and discussed with children.
- C. Holidays may be celebrated with applicable cultural and ethnic foods.

VI. All children will be involved whenever food activities are part of the program:

- A. This includes planning, preparation, serving and clean-up.

VII. Meal Preparation and Serving Facilities

- A. Food preparation facilities will be equipped and maintained in conformance to the maximum standards of cleanliness and hygiene.
- B. Disposable utensils and dishes will be utilized to the fullest extent possible.
- C. Non-disposable dishes will be washed with soap in heated water, near 210 degrees, be rinsed in clear water and then soaked in a sanitizing solution for 2 minutes. Dishes will be air-dried and stored between uses in a covered space or container. Chipped or corroded utensils or dishes will be discarded immediately.

VIII. Food Preparation Locations

- A. Breakfast and snack are prepared and distributed in the kitchen and/or classrooms. Lunch is prepared in the kitchen on premises and distributed to the classrooms immediately before designated meal times.

IX. Meal Service

- A. Meals will be served at child-sized tables and chairs. Meals are served family- style as appropriate, and teachers will sit with the children. The lunch provided, either by the parent or the center, will be given to each child individually at their place setting, and children may pour their own milk. Children may help set the tables for meals and they will clean up their places after.
- B. Withholding or forcing food at any meal or snack time is forbidden.
- C. Children are encouraged to try new foods.

X. Food Allergies/Special Diets

- A. Staff will become knowledgeable about food allergies of any child by reading the child information forms and asking parents. Any allergies will be listed in the child's Kangarootime profile and posted where food is served and prepared, and all teachers can see.
- B. ARA is peanut and tree nut free. See "Health Policy for Children."

XI. Scheduling

- A. Planning of breakfasts and afternoon snacks takes into consideration children who arrive and may not have eaten in the early morning or may be hungry in the late afternoons.
- B. Extra food is provided for children who are at school longer than ten hours in a day.
- C. Breakfast and afternoon snack will be served at alternate times to accommodate children who attend before and/or after elementary school.
- D. Before and after meal procedures are planned so children are not waiting too long to start eating and/or to be dismissed from the table.

XII. Purchasing, Storage, and Handling of Food and Food-Related Supplies

- A. Food is purchased from various local and national wholesale and/or retail suppliers. Perishable items are either refrigerated or frozen until used. Other food items are kept in sealed containers in dry, clean, well- ventilated areas on shelving units. Heated foods are cooked at required temperatures and kept at a temperature no lower than 150 degrees until served, as mandated by the USDA.
- B. Staff who will handle food will follow guidelines for personal cleanliness and hygiene. Strict sanitation rules are adhered to where food is prepared and/or served. Cleaning products are stored away from food products and out of the reach of children at all times.
- C. Disposable cups, plates, bowls and eating utensils will be kept in a covered, sanitary condition.
- D. Lunches provided by parents for their child will be stored in personal, insulated lunch bags/boxes provided by the parents, and labeled with the child's name and the current date.

XIII. Nutrition Education

- A. Teachers are provided with developmentally appropriate information to use in regular lesson planning to promote nutrition education.
- B. Nutrition tips/suggestions for parents may be included in the monthly newsletter and Family Resource Center.

XIV. Food Service Personnel Orientation and Training

- A. Food service personnel shall be provided with orientation and continuing education and document annual training of at least 4 hours in kitchen sanitation, food handling and nutrition.

XV. Infant and Toddler Nutrition

- A. Apple Ridge Academy staff will prepare formula, commercial baby food and infant cereal according to the instructions of the child's parents. If a parent's instructions differ from instructions listed on the commercial container, a signed physician's note is required to follow parent's instructions. Breast milk provided by the mother will be refrigerated or frozen and warmed by methods other than the microwave. Teachers may not prop bottles to feed infants. Infants who are unable to hold the bottle on their own must be held for bottle feedings.
- B. Only formula or breast milk will be served to children under 12 months of age. Substitutions will only be given if written authorization from the child's physician is on file.

Payment Policies and Procedures

- I. **ENROLLMENT CONTRACT:** All families enrolled at Apple Ridge Academy must submit an Enrollment Contract prior to enrollment and maintain a current Enrollment Contract on file at all times. The Enrollment Contract includes children's information, family information, lunch selections and the child's contracted schedule of attendance. If at any time a child's schedule of attendance changes, a new Enrollment Contract must be submitted. Each enrolled family will complete a new Enrollment Contract (at minimum) once per year at the start of the fall session.
- II. **TUITION DEPOSIT:** A contracted start date accompanied by a deposit equal to one-week's tuition is required to confirm enrollment and hold a space. This tuition deposit will be used towards the child's first planned/contracted week of care at Apple Ridge Academy. If the family does not begin on their contracted start date, the tuition deposit will be forfeited, and future enrollment space will not be saved. The tuition deposit is non-refundable, under any circumstances.
- III. **ENROLLMENT FEE & RE-ENROLLMENT FEE:** A non-refundable enrollment fee of \$100 will be charged to each family upon initial enrollment to confirm enrollment and hold a space. If the family does not begin on their contracted start date, the enrollment fee will be forfeited, and space is not guaranteed. The enrollment fee is non-refundable, under any circumstances. An annual non-refundable re-enrollment fee of \$50 will be charged at the beginning of the fall session in September to all currently enrolled families that begin attending Apple Ridge Academy before June of the same year.
- IV. **DELAY OF ENROLLMENT:** If a family does not begin on their contracted start date, as indicated on their Enrollment Contract, the tuition deposit will be forfeited, and future enrollment space will not be guaranteed. Families may inquire with the Executive Director for future availability projections and enrollment availability, but enrollment is not guaranteed if the child does not start as scheduled.
- V. **FEE INCREASE:** A fee increase will occur each year, typically at the beginning of the fall session (late August, early September). Written notice of the tuition fee increase will be given to currently enrolled families well in advance.
- VI. **FAMILY DISCOUNT:** A 10% family discount will apply to the second and third child in the same family. The discount will be applied to the tuition for the oldest child(ren) or the lesser tuition cost. School age enrollments during the school year that are enrolled in the drop-in care and/or before and after school care programs are not eligible to receive the family discount.
- VII. **ENROLLING ADDITIONAL FAMILY MEMBERS:** To enroll a sibling or another child from the same family at Apple Ridge Academy for the future, an additional Enrollment Contract and one-week tuition deposit will be required to hold space. It is best to let us know as soon as possible for the best chance at being able to enroll for the time frame that you are looking for. Enrollment in our infant and toddler classrooms especially fill very fast, though space is limited in all of our classrooms. Availability is subject to a first come first serve basis, and will be confirmed by the Executive Director. If there is no projected space available, currently enrolled families that wish to enroll additional family members will be given preference on the waiting list for if/when a space becomes available.
- VIII. **LUNCH PROGRAM:** Breakfast and snack are included in the tuition cost for all children eating table foods. Lunch is available to children eating table foods for an additional **\$4/day**. Families may enroll in the lunch program by contacting the Administrative Assistant and/or using the "Hot Lunch Sign Up" Form available to families. Families enrolled in the lunch program on an automatic, recurring basis may request credit for any lunches that their child does not have at Apple Ridge. It is the families' responsibility to request this credit by contacting the Administrative Assistant. No lunch credits will be issued after two weeks. If a parent does not provide a lunch for their child, Apple Ridge lunch will be given, and the family's account will be charged accordingly.

- IX. **KANGAROOTIME:** All payments will be processed using our Childcare Management Software called Kangarootime. All families are required to create a Kangarootime account upon enrollment. Parents will make tuition payments online and have the ability to set-up automatic recurring payments as well through their Kangarootime account. Parents will have access to their family's financial documents and account statements at any time using their Kangarootime account.
- X. **INVOICES:** Tuition invoices will be sent weekly on Fridays for the following week of care (pre-pay). Families making manual payments should make their tuition payment from the invoice. Families enrolled in automatic payments can refer to their invoice to confirm the amount that will be automatically withdrawn for the following week. Families are responsible for reviewing their invoice for accuracy on Friday and should reach out to the Administrative Assistant if they see an error or believe that their invoice amount is incorrect prior to autopay running on Monday.
- XI. **AUTOMATIC PAYMENTS:** Families are strongly encouraged to enroll in automatic weekly tuition payments through your Kangarootime account. Withdrawals will be processed on Monday each week for the current week of care. Again, families should ensure that they are reviewing their invoice for accuracy on Friday and reaching out to the Administrative Assistant prior to autopay running on Monday if they see any errors or discrepancies. If errors are not addressed by Monday, they will be adjusted in the next billing cycle.
- XII. **ACH PAYMENTS:** There will be no fee for families that choose to pay using the ACH option. We encourage families to use the ACH option for your family's tuition payments. If an ACH payment is returned / does not go through, a \$25 processing fee will apply and/or a \$25 late fee will be charged to your family's account if an alternative payment is not received by the payment due date.
- XIII. **CREDIT/DEBIT CARD PAYMENTS:** Payments made by debit or credit card will be accepted through Kangarootime. Payments made by debit or credit card will be subject to a 3% convenience fee. To avoid extra fees, we recommend using the ACH option rather than the debit or credit card option. A \$25 late fee will be applied to an account if a debit or credit card transaction is declined for any reason, unless payment is received in another form by 6am on Monday.
- XIV. **PAYMENTS DUE / LATE FEES:** Tuition payments are due each week on Friday for the following week of care (pre-pay) for families making manual payments. Tuition payments not received online by 6am on Monday will be charged a late fee of \$25. Families are responsible for understanding that these fees will be automatically billed by our system. For families enrolled in automatic payments, this does not apply. Accounts not paid in full after one week will result in discontinuation of services and will be subject to an additional two-week charge.
- XV. **ADDITIONAL FEES:** If a child is picked up after 6pm, a Late Pick-Up Fee will be charged to your account: \$10 per child for 1-5 minutes, \$20 per child for 6-10 minutes, \$30 per child for 11-15 minutes, etc. Additional fees may apply for field trips/ special activities in which advance notice will be given through Kangarootime messaging.
- XVI. **REFUNDS:** Overpayments will be credited back to the family's account and applied to the family's next payment. Overpayments will be held as a credit on a family's account for one year. After one year or at permanent withdrawal, credit will be forfeited. No refunds will be issued for any reason, outside of administrative billing errors.
- XVII. **HOURS OF OPERATION:** Apple Ridge Academy is open year-round, Monday through Friday from 6am to 6pm, with the exception of the Holidays and Staff Development Days listed below.
- XVIII. **HOLIDAYS (CENTER CLOSED):** Apple Ridge Academy will be CLOSED in observance of the following Holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the Friday after Thanksgiving, and Christmas Day. If the holiday falls on a Saturday, the center will be closed on the Friday before. If the holiday falls on a Sunday, the center will be closed on the Monday after. These are paid holidays and families are responsible for their full regular tuition payment that week. Any additional Holiday closure dates will be shared with families in January of each year.

- XIX. **STAFF DEVELOPMENT DAYS (CENTER CLOSED):** Apple Ridge Academy will be CLOSED on Martin Luther King Jr. Day and the Friday after Memorial Day in May/June for bi-annual Staff Professional Development Days. These are paid closure dates and families are responsible for their full regular tuition payment that week.
- XX. **SICK CHILD POLICY:** Tuition will be due as contracted if a child is absent as a result of symptoms defined in our "Sick Child Policy".
- XXI. **BILLED UPON CHECK-IN PAYMENT PLAN:** The "billed upon check-in" payment plan is commonly used for 1) before and after school wrap around care, 2) "drop-in care" or 3) other unusual circumstances, as determined by the Director. A flat daily or hourly rate is automatically billed when your child is checked in on Kangarootime. There will be no additional lunch fees and/or family discounts added to drop-in tuition. Your invoice will then post to your account on Saturdays (as compared to Fridays) for the previous week of care (as compared to the following week of care) and payment is due by Monday of the following week. Auto-payments will process the week after for previously attended days. Absences must be pre-arranged with a minimum of one-week notice given or you will be subject to a daily tuition charge.
- XXII. **DROP-IN / ADDITIONAL DAYS:** Please make every effort to have your child attend only on the days that they are enrolled and scheduled for. Additional days cannot be guaranteed. Approval of additional days of attendance will be subject to the availability in the classroom and must be confirmed by the Director in advance of care. When adding an additional day, families' will be charged the part-time per day rate listed in the tuition rates.
- XXIII. **SCHEDULE CHANGE (ADDING DAYS OF ENROLLMENT):** Permanent schedule changes in regard to additional days of enrollment cannot be guaranteed and are subject to current availability in the program. Families may inquire with their Director for more information on projected availability of additional enrollment days. If no availability is projected for the time frame in need, families will be placed on the waiting list for additional days and will be given preference. When confirming a future schedule with additional days of enrollment added, an Enrollment Contract and non-refundable tuition deposit for the additional day(s) will be required. If the family does not begin the additional day(s) on their contracted start date, the tuition deposit will be forfeited, and future enrollment space on the additional days(s) will not be saved. The tuition deposit is non-refundable, under any circumstances.
- XXIV. **SCHEDULE CHANGE (REDUCING DAYS OF ENROLLMENT):** Permanent schedule changes in regard to a reduction in the number of days of enrollment (i.e. going from full-time to part-time or from 3 days/week to 2 days/week, etc.) requires a minimum of one month written notice. When requesting a reduction of days for enrollment, flexibility in the days of enrollment is greatly appreciated as it may allow for another currently enrolled family or waiting list family to add days they are in need of. Written notice must be submitted via e-mail or Kangarootime messaging and an Enrollment Contract reflecting the new schedule and date of change must be submitted at that time as well. A "temporary" reduction of days is not guaranteed and is subject to the availability as determined by the Executive Director.
- XXV. **SCHEDULE CHANGE (CHANGING DAYS OF ENROLLMENT):** Permanent schedule changes in regard to the specific days of the week only (with no change in the number of days per week), cannot be guaranteed and are subject to current availability in the program. Families may inquire with their Director for more information on projected availability of different enrollment days. If no availability is projected for the time frame in need, families will be placed on the waiting list for different days and will be given preference. When confirming a future schedule with different days of enrollment, an Enrollment Contract will be required.
- XXVI. **SUMMER-ONLY SCHEDULE CHANGES:** Families that would like to reduce the number of days that their child attends during the summer may do so, given the following conditions: 1) the schedule change must be effective for the entirety of the 12-week summer session, 2) the new schedule must be a minimum of 2 days/week and 3) the request must be submitted a minimum of one month in advance. A new Enrollment Contract will be required to confirm a summer schedule change.

- XXVII. **WITHDRAWAL NOTICE:** A two-week advance written notice of withdrawal via e-mail or Kangarootime messaging must be received for withdrawals. Families will be asked to complete Apple Ridge Academy's "Written Notice of Withdrawal Form" as well. If no notice is given, accounts will be charged for two weeks from the child's last day attended. Any overpayments or credits at the time of withdrawal will be held on the account for one year, should the family decide to re-enroll, but will not be refunded (please reference "REFUNDS" above).
- XXVIII. **TEMPORARY WITHDRAWALS:** A two-week advance written notice of a temporary withdrawal may be utilized if a child will be absent for a minimum of one month (4 consecutive weeks) and a maximum of three months (12 consecutive weeks). A re-enrollment date must be given at the time of withdrawal. Families must begin within two weeks after the indicated re-enrollment date (but not to exceed 12 total weeks) or full weekly tuition payments will be due to continue to hold space beyond 12 weeks. Temporary withdrawals are limited to one summer session withdrawal and one 'other' temporary withdrawal. No more than two total temporary withdrawals may be used in a 12-month period. Throughout the entirety of the temporary withdrawal period, families will be responsible for a weekly holding fee of \$50/week for part-time families and \$100/week for full-time families. Upon the final week of attendance prior to the temporary withdrawal, families will be responsible for a one-week tuition deposit and new Enrollment Contract. Families will be subject to a \$50 re-enrollment fee upon their return. If proper written notice is not given, the account will be billed for two weeks from the child's last day of attendance and re-enrollment space will not be guaranteed. A child must be enrolled for a minimum of three months before they are eligible for the temporary withdrawal option.
- XXIX. **SUMMER SESSION WITHDRAWALS:** Families may choose to withdraw for the summer program and reserve a place for their child's return in the Fall without paying a weekly holding fee, given the following conditions: 1) the withdrawal must begin on the first day of the summer program and 2) the withdrawal must end on Labor Day. If a family needs care further into June and/or earlier in August, families may inquire with the Director about availability, but space will not be guaranteed. Summer Withdrawal requests must be submitted by March 1st. Families utilizing the Summer Withdrawal option must submit a non-refundable one-week tuition deposit and a new Enrollment Contract at the time of withdrawal and will be subject to a \$50 re-enrollment fee upon their return.
- XXX. **JOB LOSS:** For a child enrolled at Apple Ridge Academy for one month or longer, the two-week advance written notice of withdrawal will be waived if a child withdraws due to a parent's job loss. In the circumstance of job loss, space will be held for a maximum of one month (four weeks) with no deposit or holding fee. After four weeks, families must reach out to the Director to confirm a continuation of a "Temporary Withdrawal" with a weekly holding fee of \$50/week for part-time families and \$100/week for full-time families. If families choose not to continue on a Temporary Withdrawal with a weekly holding fee, enrollment will be forfeited and the space will no longer be held. Temporary Withdrawals for job loss may not exceed 12 total weeks (four weeks with no holding fee and up to eight weeks with a weekly holding fee). Alternatively, families may choose to reduce their days of attendance to a minimum of 2 days/week for a maximum of 12 total weeks.
- XXXI. **WISCONSIN SHARES CHILD CARE SUBSIDY PROGRAM:** Apple Ridge Academy is a provider for the Wisconsin Shares Child Care Subsidy Program. Families in the program will receive their child care benefits on a MyWIChildCare debit card each month, on the first of the month. Parents must initiate payments each month online or via phone. After Apple Ridge has received the monthly payment from MyWIChildCare, the remaining "parent share" will be charged to the family's personal account. Apple Ridge Academy requires that all "parent shares" are paid using automatic payments. Parents are encouraged to initiate their shares card right away at the beginning of the month to avoid the full tuition charges being withdrawn from the family's personal account on file. The Apple Ridge Provider # is 3000585353 and the Location # is 002 (Brookfield), 003 (New Berlin).
- XXXII. **EMERGENCY CLOSURE POLICY (Severe Weather and/or Building Emergencies):** In the event that the center closes due to severe weather or an issue with plumbing/heating/cooling/etc, tuition will be due as contracted. After two closings during a calendar year, credit will be given to all children regularly enrolled on the day(s) of emergency closure(s). Closings will be announced via Kangarootime messaging prior to 6:00 AM. Text messaging will also be utilized; families should ensure that their cell phone numbers are correct in their Kangarootime profile.

XXXIII. **TERMINATION OF SERVICES:** Apple Ridge Academy holds the right to terminate services / enrollment of a child at any time for any of the following reasons: 1) failure to pay tuition in full by due date each week, 2) child struggling to adjust to our group care setting and/or programming, 3) child requiring needs that cannot be met by the program, 4) repeated lateness in picking up a child at the close of the center, 5) failure to provide updated forms and paperwork, and 6) disruptive and/or aggressive behavior of a parent and/or child. Families will be notified of termination in writing.

**Apple Ridge Academy's Payment Policies and Procedures are subject to change at any time. Any disputes on policy interpretation will be at the final discretion of the Owner, Tammy Imme and/or Executive Director, Ashley French.*

Payment Policies and Procedures for Summer School-Age Enrollments

- I. **SCHOOL AGE CHILDREN:** School age children are considered to be children aged 6-years-old (or completion of 5-year-old Kindergarten) through 12-years-old.
- II. **ENROLLMENT CONTRACT:** All families enrolled at Apple Ridge Academy must submit an Enrollment Contract prior to enrollment and maintain a current Enrollment Contract on file at all times. The Enrollment Contract includes children's information, family information, lunch selections and the child's contracted schedule of attendance. If at any time a child's schedule of attendance changes, a new Enrollment Contract must be submitted. Each enrolled family will complete a new Enrollment Contract (at minimum) once per year.
- III. **ENROLLMENT FEE:** A non-refundable enrollment fee of \$100 will be charged to each family upon initial enrollment to confirm enrollment and hold a space. School age families returning after a period of absence will be charged a non-refundable \$50 re-enrollment fee each time they are returning to our program. Families with school age children continuing through our program without a leave of absence will be charged the non-refundable \$50 re-enrollment fee each year at the beginning of the Fall session.
- IV. **TUITION DEPOSIT:** A contracted start date accompanied by a deposit equal to one-week's tuition is required to confirm enrollment and hold a space. This tuition deposit will be used towards the child's first planned/contracted week of care at Apple Ridge Academy. If the family does not begin on their contracted start date, the tuition deposit will be forfeited, and future enrollment space will not be saved. The tuition deposit is non-refundable, under any circumstances.
- V. **DELAY OF ENROLLMENT:** If a family does not begin on their contracted start date, as indicated on their Enrollment Contract, the tuition deposit will be forfeited, and future enrollment space will not be guaranteed. Families may inquire with the Executive Director for future availability projections and enrollment availability, but enrollment is not guaranteed if the child does not start as scheduled.
- VI. **FAMILY DISCOUNT:** For school age families with multiple children enrolled at Apple Ridge, a 10% family discount will apply to the second and third child in the same family for the duration of the Summer Program only. The discount will be applied to the tuition for the oldest child(ren) or the lesser tuition cost. School age enrollments during the school year that are enrolled in the drop-in care and/or before and after school care programs are not eligible to receive the family discount.
- VII. **SCHEDULES/ENROLLMENT:** A schedule of attendance for school age children enrolled in the Summer Program must be submitted in writing to the Director by May 1st. This schedule must include attendance intentions for the entirety of the summer program. Families will be billed according to their submitted schedule. If a child misses a scheduled day of care, families are still responsible for the full tuition payment for that day.
- VIII. **DROP-IN / ADDITIONAL DAYS:** Please make every effort to have your child attend only on the days that they are enrolled and scheduled for. Additional days cannot be guaranteed. Approval of additional days of attendance will

be subject to the availability in the classroom and must be confirmed by the Director in advance of care. When adding an additional day, families' will be charged the part-time per day rate listed in the tuition rates.

- IX. **SCHEDULE CHANGE:** Schedule changes must be discussed with and approved by the Director prior to the change. Schedule changes cannot be guaranteed and are subject to current enrollment and availability in the program. Families wishing to make a permanent change to their schedule may be placed on the waiting list and will be given preference.
- X. **DROP-IN / ADDITIONAL DAYS:** Please make every effort to have your child attend only on the days that they are enrolled and scheduled for. Additional days cannot be guaranteed. Approval of additional days of attendance will be subject to the availability in the classroom and must be confirmed by the Director in advance of care. When adding an additional day, families' will be charged the part-time per day rate listed in the tuition rates.
- XI. **SCHEDULE CHANGE (ADDING DAYS OF ENROLLMENT):** Permanent schedule changes in regard to additional days of enrollment cannot be guaranteed and are subject to current availability in the program. Families may inquire with their Director for more information on projected availability of additional enrollment days. If no availability is projected for the time frame in need, families will be placed on the waiting list for additional days and will be given preference. When confirming a future schedule with additional days of enrollment added, an Enrollment Contract and non-refundable tuition deposit for the additional day(s) will be required. If the family does not begin the additional day(s) on their contracted start date, the tuition deposit will be forfeited, and future enrollment space on the additional days(s) will not be saved. The tuition deposit is non-refundable, under any circumstances.
- XII. **SCHEDULE CHANGE (REDUCING DAYS OF ENROLLMENT):** Permanent schedule changes in regard to a reduction in the number of days of enrollment (i.e. going from full-time to part-time or from 3 days/week to 2 days/week, etc.) requires a minimum of one month written notice. When requesting a reduction of days for enrollment, flexibility in the days of enrollment is greatly appreciated as it may allow for another currently enrolled family or waiting list family to add days they are in need of. Written notice must be submitted via e-mail or Kangarootime messaging and an Enrollment Contract reflecting the new schedule and date of change must be submitted at that time as well. A "temporary" reduction of days is not guaranteed and is subject to the availability as determined by the Executive Director.
- XIII. **SCHEDULE CHANGE (CHANGING DAYS OF ENROLLMENT):** Permanent schedule changes in regard to the specific days of the week only (with no change in the number of days per week), cannot be guaranteed and are subject to current availability in the program. Families may inquire with their Director for more information on projected availability of different enrollment days. If no availability is projected for the time frame in need, families will be placed on the waiting list for different days and will be given preference. When confirming a future schedule with different days of enrollment, an Enrollment Contract will be required.
- XIV. **WITHDRAWAL NOTICE:** A two-week advance written notice of withdrawal via e-mail or Kangarootime messaging must be received for withdrawals. Families will be asked to complete Apple Ridge Academy's "Written Notice of Withdrawal Form" as well. If no notice is given, accounts will be charged for two weeks from the child's last day attended. Any overpayments or credits at the time of withdrawal will be held on the account for one year, should the family decide to re-enroll, but will not be refunded (please reference "REFUNDS" above).
- XV. **TEMPORARY WITHDRAWALS:** A two-week advance written notice of a temporary withdrawal may be utilized if a child will be absent for a minimum of one month (4 consecutive weeks) and a maximum of three months (12 consecutive weeks). A re-enrollment date must be given at the time of withdrawal. Families must begin within two weeks after the indicated re-enrollment date (but not to exceed 12 total weeks) or full weekly tuition payments will be due to continue to hold space beyond 12 weeks. Temporary withdrawals are limited to one summer session withdrawal and one 'other' temporary withdrawal. No more than two total temporary withdrawals may be used in a 12-month period. Throughout the entirety of the temporary withdrawal period, families will be responsible for a weekly holding fee of \$50/week for part-time families and \$100/week for full-time families. Upon the final week of

attendance prior to the temporary withdrawal, families will be responsible for a one-week tuition deposit and new Enrollment Contract. Families will be subject to a \$50 re-enrollment fee upon their return. If proper written notice is not given, the account will be billed for two weeks from the child's last day of attendance and re-enrollment space will not be guaranteed. A child must be enrolled for a minimum of three months before they are eligible for the temporary withdrawal option.

- XVI. **JOB LOSS:** For a child enrolled at Apple Ridge Academy for one month or longer, the two-week advance written notice of withdrawal will be waived if a child withdraws due to a parent's job loss. In the circumstance of job loss, space will be held for a maximum of one month (four weeks) with no deposit or holding fee. After four weeks, families must reach out to the Director to confirm a continuation of a "Temporary Withdrawal" with a weekly holding fee of \$50/week for part-time families and \$100/week for full-time families. If families choose not to continue on a Temporary Withdrawal with a weekly holding fee, enrollment will be forfeited and the space will no longer be held. Temporary Withdrawals for job loss may not exceed 12 total weeks (four weeks with no holding fee and up to eight weeks with a weekly holding fee). Alternatively, families may choose to reduce their days of attendance to a minimum of 2 days/week for a maximum of 12 total weeks.
- XVII. **WISCONSIN SHARES CHILD CARE SUBSIDY PROGRAM:** Apple Ridge Academy is a provider for the Wisconsin Shares Child Care Subsidy Program. Families in the program will receive their child care benefits on a MyWICChildCare debit card each month, on the first of the month. Parents must initiate payments each month online or via phone. After Apple Ridge has received the monthly payment from MyWICChildCare, the remaining "parent share" will be charged to the family's personal account. Apple Ridge Academy requires that all "parent shares" are paid using automatic payments. Parents are encouraged to initiate their shares card right away at the beginning of the month to avoid the full tuition charges being withdrawn from the family's personal account on file. The Apple Ridge Provider # is 3000585353 and the Location # is 003 (New Berlin), 002 (Brookfield).
- XVIII. **EMERGENCY CLOSURE POLICY (Severe Weather and/or Building Emergencies):** In the event that the center closes due to severe weather or an issue with plumbing/heating/cooling/etc, tuition will be due as contracted. After two closings during a calendar year, credit will be given to all children regularly enrolled on the day(s) of emergency closure(s). Closings will be announced via Kangarootime messaging prior to 6:00 AM. Text messaging will also be utilized; families should ensure that their cell phone numbers are correct in their Kangarootime profile.
- XIX. **TERMINATION OF SERVICES:** Apple Ridge Academy holds the right to terminate services / enrollment of a child at any time for any of the following reasons: 1) failure to pay tuition in full by due date each week, 2) child struggling to adjust to our group care setting and/or programming, 3) child requiring needs that cannot be met by the program, 4) repeated lateness in picking up a child at the close of the center, 5) failure to provide updated forms and paperwork, and 6) disruptive and/or aggressive behavior of a parent and/or child. Families will be notified of termination in writing.

**Apple Ridge Academy's Payment Policies and Procedures are subject to change at any time. Any disputes on policy interpretation will be at the final discretion of the Owner, Tammy Imme and/or Executive Director, Ashley French.*

Security Policy

I. Supervision

- A. Children must remain within sight and sound supervision of a staff member at all times.
- B. Volunteers and parents are not considered staff members and should not be responsible or left alone with the children.
- C. Staff members must have a master list of the children present in their classroom at all times. This list should reflect the names and total number of children in the classroom, with adjustments made as children enter or leave the group.
- D. Attendance must be taken before and after each transition period when the group is moving from one room to another, from outside to inside, and from inside to outside.
- E. If a teacher needs to leave the group to perform a service for a child, for example to take a child to the bathroom, to change a diaper, or to tend to a minor injury, she/he must arrange for supervision of the remaining children with another teacher and return to the group as soon as possible.
- F. Teachers who are responsible for a group of children may not sleep, close their eyes, or place their heads down to rest while on duty. All teachers must remain alert and focused on the children in their charge at all times.
- G. No teacher shall have a group of children outside of the building without another adult nearby.

II. Pick-Up and Authorized Persons

- A. Children will not be released to any person not listed on the **CHILD CARE ENROLLMENT** form, as a person authorized to pick up that child. If a person other than parents or a legal guardian is going to be picking up a child, the school must have written permission from the parent to release the child. If a parent has an emergency and calls to give permission for another person to pick-up his/her child, they must give the name and description of that person, and the staff must ask for a picture ID before releasing the child.
- B. If a parent who does not have legal custody of a child attempts to pick up a child, there must be a signed statement from the custodial parent authorizing the release of the child. If we do not have permission to release, the staff member must state that he/she is not authorized to release the child to that person. **THIS ONLY APPLIES WHEN WE HAVE A COPY OF THE CUSTODY PAPERS WITH THE CHILD'S FILE AT SCHOOL**, stating that the parent does not have the right to pick-up the child. If the non-custodial parent insists on taking the child, the staff member cannot physically detain the parent, but should advise them that he/she will have to notify the parent who has custody and/or the police. These calls must be made if the non- custodial parent takes the child.
- C. If a parent comes to pick up a child and appears to be under the influence of drugs or alcohol, a staff member may not refuse to let the child go with the parent. The staff member should ask the parent to call another person to pick up the child. The staff member may choose to call the police if he/she feels the child is in danger.
- D. No teacher may take a child home without a current Pick Up Authorization Form on file.

III. Entering and Exiting the Building

- A. All entries are locked and require granted permissions to be able to utilize the electronic door lock systems. Entry access will be deactivated upon a family's withdrawal from the program.
- B. Parents are asked to not hold the door open for anyone they do not know when entering or exiting the building to ensure that only authorized individuals are entering the building.
- C. Any person who enters the school and is not recognized should be questioned as to his/her purpose for being there. If any person appears to pose a potential threat to the safety and well-being of the children or staff, the police (911) should be called to assist.
- D. The staff member who is last to leave the school will check all doors and windows to make sure they are locked and secure.

IV. Security Cameras

- A. Security Cameras are located in classrooms and common areas of the building. Footage from the security cameras will only be viewed by Apple Ridge Academy administration and legal/governing representatives as required.

Contingency Plans and Emergency Procedures

I. General Information

- A. Each classroom will have a first aid kit and a flashlight. A battery operated weather alert radio is located in the main office.
- B. Emergency procedure information and emergency phone numbers must be posted in appropriate areas. An Emergency Medical Facility (nearest hospital) will be used in an emergency. The hospital name and address are posted in the Parent Information area.
- C. All teachers will know where the emergency instructions, supplies and information for children in their classroom are kept.
- D. Each teacher will know how to operate the fire extinguishers.
- E. Each staff member will be certified in infant and child CPR and AED within three months of beginning employment with the program.
- F. A prearranged location, a neighboring business facility, is designated for shelter purposes in the instance that an actual fire or other emergency situation in which threatens the building and requires evacuation would occur. If it becomes necessary to leave the building with the children for any reason, their records must accompany the group.
- G. All children's records needed for emergencies including the **CHILD CARE ENROLLMENT** form (CFS- 0062) and **HEALTH HISTORY AND EMERGENCY CARE PLAN** form (CFS-2345) that describes any allergies or special considerations, will be available in any area that a child may be, including outside the school and on field trips.
- H. When children are on a field trip, there must always be at least two teachers with the children. If an emergency situation arises all children must be taken to a safe location, while one teacher attends to the emergency and the other tends to the rest of the children.

II. Sick Child

- A. If a child is ill with fever, diarrhea, stomach flu, extremely sore throat, etc. the child should be isolated on a cot with a sheet and a blanket, away from other children, but in view of the teacher. The teacher should offer the child his/her own blanket if available and make him/her as comfortable as possible. A bucket or another container should be placed near the child if he/she is vomiting.
- B. The parent must be called to come and pick up the child within one hour. If the parent cannot be reached, the person listed for emergencies on the child's information form should be called.
- C. See "Exclusion for Illness" in the Health Policy for Children for more information.

III. Poisoning

- A. If a child swallows something potentially poisonous or harmful, or gets a potentially harmful substance on his/her skin, a staff member will immediately call the posted Poison Control or 911, and follow the instructions given by the counselor over the phone.
- B. Parents will be called immediately afterwards. An accident report must be filled out and DCF must be notified within 24 hours.

IV. Minor Injury

- A. A minor injury would be one that only requires the care of a staff member. A wound that involves broken skin must be washed with soap and water only. A bandage and tape or a Band-Aid may be applied if needed. Ice or some type of cold compress may be applied when necessary.
- B. If the injury is alarming in sight or painful to the child, call parents as soon as possible. Refer to "Serious Injury" below.
- C. If it is a very minor injury, the parent can be informed at pick-up time. A Minor Injury report will be written by the teacher and signed by the parent.
- D. The injury must be recorded in the Medical Log Book on the same day it occurred, regardless if the parent has signed it or not. The staff member making the entry will sign the report form acknowledging the entry was completed.

V. Serious Injury

- A. The teacher with a seriously injured child will care for the child, and the other children will be put in the care of other staff members. If the teacher is the only staff member in the building, adults listed on the emergency assistance form must be contacted. The following steps will be taken:
 1. A determination is made if the parent or 911 is to be called first. If the child is severely injured and any delay in treatment could be detrimental to the child, the teacher must call 911 immediately and notify parents afterwards. If the child is not in immediate danger or very severely injured, the teacher may contact the parent and ask them what course of action they would like to take. If a parent cannot be reached, the teacher should call 911 and then continue to try to reach the parent(s) or a person listed on the child's record form as an emergency contact.
 2. If the teacher calls 911, a verbal report of the incident should be given to the emergency technicians.
 3. The child is then taken to an Emergency Medical Facility with the signed medical consent (on the child's information form). A teacher will accompany the child to the hospital, if at all possible. The name, address, and phone number of the nearest hospital is posted near the phone, with the other emergency numbers and posted in the Parent Information area.
- B. An accident report must be filled out completely. DCF licensing requires notification of a serious accident requiring medical treatment within 24 hours of administration being made aware of the occurrence and a written report, **CHILD CARE ACCIDENT REPORT** (CFS-0055) must be e-mailed or mailed into the department after completing all information.

VI. Serious Illness or Injury of a Teacher

- A. If a staff member is seriously injured or becomes seriously ill on the job, that teacher must be immediately relieved of his/her duties and the children must be temporarily assigned to another staff member until another teacher can take over. The injured or ill staff member should be helped to a location away from the children, or if the teacher should not be moved, the children should be led to a different location.
- B. Each teacher is required to list an emergency contact person on his/her staff record form to be called should the situation warrant it. If necessary, another staff member may need to call 911. The occurrence should be documented on the Staff Incident Form and reported immediately to administration.

VII. Fire Evacuation

- A. A plan of evacuation in case of fire will be practiced each month with children. Children will be prepared for fire drills by explaining their purpose and directing the procedure in a non-threatening manner. Discussion should be in the same manner as any other routines. A map of the classroom, with evacuation routes to the exits indicated by arrows, will be posted in a prominent place in each classroom, and will be known to all staff members. Documentation of fire drills and/or smoke alarm tests will also be posted.
- B. Procedure for practicing fire evacuation:
 1. The Director or Assistant Director will engage the fire alarm. Teachers will train children to stop everything they are doing and meet the teacher at a designated place. Each teacher will designate a specific place in the classroom to be used consistently as a meeting place.
 2. When the children are assembled, the teacher will direct the group to the nearest exit in the direction away from the "fire", according to the evacuation map and procedures posted in each classroom. Turn on lights and close doors in the classroom. This would help the firemen to see and help stop the spread of fire. Do not stop to get toys, coats, etc. Designate a place to meet outside.
 3. The children will be led quietly to a safe place that is a safe distance from the building. The teacher is responsible for taking the attendance roster and emergency information for her/his class out with the children. A check should be made immediately to make sure all children are present. Teachers will account for the children in their assigned group. If possible, the last adult in the building should check bathrooms, hallways, closets, etc. Teachers will place all children under 12 months of age in an evacuation crib and push them to a safe place, away from the building. One teacher will be assigned to any children with special needs or disabilities who may need special and immediate attention to evacuate the building.
 4. Children's records, emergency numbers and attendance sheets will accompany the teacher.
 5. If this was an actual fire, one teacher should at this time notify the fire department. She/he may also, using good judgment, find the source of the smoke and attempt to extinguish the fire. Caution: This is only to be done when she/he is absolutely sure that only a very small fire and a small amount of smoke is involved. No risk to her/his safety is to be taken. One teacher must remain with the children at all times.
 6. When the fire truck arrives, one teacher will inform the firefighters that everyone is or is not out of the building. Give them all the information possible.

VIII. Tornado Preparedness

- A. When it becomes apparent that severe weather is approaching the area, the staff must turn on a radio and listen carefully to determine if emergency measures are necessary.
- B. A tornado or thunderstorm WATCH means that conditions are favorable for a tornado or severe thunderstorm. A WATCH alerts you to keep on with your daily routines, but be ready to respond to a warning.
- C. A tornado or severe thunderstorm WARNING means a tornado or severe storm has been sighted by weather radar. Persons close to the storm should take cover and remain there until the danger has passed. The town's siren system is activated during a WARNING for three minutes. It is a steady tone designated to warn people in open areas and cannot always be heard inside buildings.
- D. A battery-operated radio is located in the Main Office. Each classroom will have a flashlight in a designated place that all teachers are aware of. In questionable weather, the Director or her representative will tune to a local radio station. DO NOT call local emergency agencies except to report the sighting of a funnel cloud.
- E. A plan of action in case of a Tornado or Severe Storm Warning will be practiced with children each month, April – October. Teachers will prepare for a Tornado drill by explaining their purpose and directing the procedure in a non-threatening manner. Discussion should be in the same manner as any other routines. A map of the classroom, with action routes to the designated safe shelter indicated by arrows, will be posted in a prominent place in each classroom, and will be known to all staff members. Documentation of Tornado drills will also be posted.

IX. Procedure for Action Plan during a Tornado or Severe Storm Warning

- A. Staff and children should stay away from windows.
- B. One teacher will lead the children to shelter in the location designated on the Evacuation Map posted in the classroom. Non-Mobile infants will be carried by staff in infant seats or carriers if necessary, and re-located to the designated shelter area.
- C. During an electrical storm or tornado, lightning is often a danger. Staff and children must stay indoors and away from electrical appliances while the storm is in the area.
- D. Flashlights and a battery-operated radio, as well as extra batteries and other emergency supplies, will be present in the shelter area. Administrative staff will stay tuned to the radio station for further information.
- E. Staff and children may return to regular activities when severe weather has passed. Above all, teachers must remain calm! Children are often afraid of storms. Carry out the emergency procedures calmly. Be creative while you are waiting, tell a special story, play guessing games or do other appropriate low-key activities.

X. Lost Child

- A. Inform all staff. Be sure all other children are supervised while one teacher is conducting a search for the missing child.
- B. Look in all possible locations. Be sure to check in and under any space that would be large enough for the child to hide. Don't overlook that he/she may be with another group of children.
- C. Call the police and give a thorough description of the child. Continue searching until the police arrive.
- D. Inform the child's parents.
- E. Remain calm and keep the children busy and calm.
- F. Any incident involving a lost or missing child and/or where a staff member does not know the whereabouts of a child during the hours of attendance must be reported to DCF licensing department within 24 hours of the occurrence.

XI. Emergency Snow Closing

- A. ARA will not follow the same closing schedule as the School District, so please listen for "Apple Ridge Academy." Closing notification will be shared with parents via text and Kangarootime message.
- B. The Owner or Executive Director will make the final determination on whether the school will close early. If so, parents will be called to pick up their children as soon as safely possible.
- C. Normal school routines will continue until children are all picked up.
- D. If a parent cannot be reached to pick up a child, the designated emergency person on the child's form will be called.
- E. Sufficient emergency provisions will be available in the center at all times (food, water, blankets, first aid supplies, etc.)

XII. Power and Heat or Air Conditioning Failure

- A. Check all switches, electric plugs and circuit breakers.
- B. All staff will know where the emergency flashlights are kept. It might be necessary to use one early or late in the day, or in a dark room.
- C. Report the problem to the proper agency (WE Energies). Be sure to mention that you are a childcare center with small children. Ask the agency when power will be restored. If heating is necessary and cannot be restored in a reasonable amount of time, and if the temperature falls below 62 degrees, parents may need to be called to pick up their children.
- D. If there is a problem with the furnace, call the proper heating service company for repairs.
- E. If the room is getting cold, have the children put on coats, sweaters, etc. Use blankets if necessary.
- F. Explain the problem to the children and what the plan is to help alleviate any fears the children might have.
- G. If the air conditioner should fail, and the inside temperature exceeds 80 degrees, we will provide air circulation with fans and/or opened windows.
- H. The DCF licensing office must be notified immediately of interruption of services involving the closing of the center due to loss of service.

XIII. Extreme Outdoor Temperatures or Weather

- A. Children will stay inside whenever there is inclement weather. This includes severe weather such as:
 - 1. "Feels like" temperatures above 100 degrees F.
 - 2. Wind chills of -10 degrees F or below for children over 2 years old.
 - 3. Wind chills of 10 degrees F or below for children under 2 years old.
 - 4. Any weather where the children may be or feel threatened, including heavy rain, strong winds, blizzard-like conditions, lightning, or others to be determined by the teacher.

XIV. Flooding and Plumbing Emergencies

- A. Any flooding or water damage resulting in unsafe and/or unsanitary conditions will be considered a reason to close the center until the problem is resolved.
- B. Any situation preventing use of the toilets and resulting in unsafe and/or unsanitary conditions will be considered a reason to close the center until the problem is resolved.