



*"Why fit in when
you were born
to stand out."*

~ Dr. Seuss



Parent Handbook

Dear Parents,

We believe that the best way to provide quality care for your child is to involve you in your child's "out of home" care as much as possible. The most important relationship formed will not only be that of child/teacher, but one of the parent/teacher as well. It is important that we work together as a team sharing ideas, thoughts, and questions; and develop a mutual respect for the roles that each of us play in your child's life.

- We encourage your involvement!
- Come visit your child anytime!
- If you wish to speak with the teacher about specific issues, be sure to prearrange it so that the teacher has some private discussion time available.
- Ask your child about his/her day!
- Share thoughts, ideas, concerns, beliefs...this will enable us to understand more about your child and the beliefs you are raising him/her with.
- Provide lots of encouragement. We will do the same!
- Volunteers are always welcome!

Let's work together to make your child's "out of home" care a very positive and nurturing experience!



Welcome to the Center!

Crossing Rivers Health Child Care Center is licensed by the State of Wisconsin to serve 64 children ranging from six weeks to 12-years-of-age. This handbook contains a summary of important policies that you will want to become familiar with. If you would like to see the policies and/or licensing requirements in their entirety, please feel free to contact the Director.

The Center is open Monday through Friday from 6:30 a.m. to 5:30 p.m. The Center is closed on the following days:
New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

All children are admitted on a probationary period for two months to determine whether or not the Center can meet the child's needs.

Children should be brought to the Center and picked up for departure at the time of their scheduled hours. Any changes in your child's schedule should be approved at least one day in advance. Please bring your child to the appropriate classroom and let the teacher know of your arrival. The child should be signed in on the logbook located on the parent counter by the front door of the Center. The designated loading area is on North Beaumont Road, which is located on the west side of the Center.



Clothing

Because of the wide range of activities, it is recommended that your child be dressed in washable, comfortable clothing. Aprons are provided by the Center for art activities.

Water play, sand play, and occasional bathroom accidents make it necessary for you to provide a spare change of clothes for your child. Please keep these in your child's

cubby. All extra clothing must be marked with the child's name. If soiled clothes are sent home, please return a clean set the next scheduled day.

Please note that children are taken outside daily (weather permitting) and should be dressed accordingly. **ALL CLOTHING MUST BE MARKED!**



"A child has a special way of adding joy to everyday."

Special Occasions

Parents are welcome to send a special treat for Birthdays and/or Special Occasions to share with your child's group. Please let your teacher know, in advance, that you would like to bring a treat. They will let you know how many children to plan for and what is an appropriate snack.

Toys and Candy

Other than a special "security" item (i.e. blanket, stuffed animal, etc.) used for naptime, please do not send toys, toy guns, candy, or gum to the Center.

Food

The Center will meet the child's nutritional needs for the part of the day which he/she spends at the Center by providing a morning and afternoon snack and a well balanced lunch prepared by Nutrition Services of Crossing Rivers Health Medical Center. Crossing Rivers Health Child Care Center provides whole-homogenized milk. If the child receives formula, breast milk, and/or baby food, that parent shall provide an adequate amount daily.





Rest Periods

All children should have a small blanket from home for naptime. Children in the preschool area require a sleeping bag and a small pillow for naptime. These should be taken home weekly to be laundered and returned on the next scheduled day. All children under the age of 5, who are in our care for more than 4 hours, shall have a nap or rest period. Any child who does not fall asleep after 30 minutes, or who awakes, will be offered quiet activities (i.e. books, puzzles, or crayons). There will be no exceptions to this rule.

Medication

If your child must receive a prescription while in our care, please hand the child's medicine directly to your child's teacher. You will then be asked to fill out a medication slip that will give us permission to administer the medication. All medication must be in its original container and have the following information on the pharmacy label: name of child, name of doctor, dosage, and how many times daily the medication is to be given. If your child receives medication less than 3 times daily, it is recommended that this be done at home. Expired medication will not be given under any circumstances.

Illnesses

For the protection of all children – WE CANNOT ACCEPT ILL CHILDREN AT THE CENTER! Please do not ask us to do so. Your child should be kept home for 24 hours if he/she has the following symptoms: a temperature, diarrhea or vomiting, unexplained rash, excessive nasal discharge, or discharging of the eyes and/or ears. Parents need to exercise every caution and keep their child at home should these or other unusual symptoms occur. There are no exceptions to this rule. If the child has been exposed to a contagious disease or illness, he/she should be kept at home and the fact of his/her condition is to be reported to the Center.

If your child becomes ill during the day, he/she will be isolated and kept as comfortable as possible. The parent or emergency contact will be contacted with the request to take your child home. You will need to make arrangements if you are unable to leave work.

In the event you are not at your usual work or location, you need to report to the Center's staff your whereabouts and a phone number where you can be reached.

All health concerns, injuries, and illness symptom observations of the children are recorded by staff in our Medical Logbook. If you would like to view any entries concerning your child, please contact the Director.



Parents Bulletin Board

This is a very important communication center for parents. It is used to display lunch menus, newspaper and magazine articles, messages and information directed to the parents, etc. This is located by the sign in – sign out log book.



Forms

State regulations require us to maintain a file for each child including: health form, immunization form, and health history. There are other forms that are required by the Center. All information contained in each child's record is strictly confidential. These forms should be turned in to the Director prior to the first day of attendance and no later than 30 days after enrollment.



Scheduling and Billing

On your child's application for enrollment form, you are asked to choose a status which best fits your need for childcare. You will contract with us the status of enrollment. If you need to make any changes, prior notification to the Director will be necessary.

You will be asked to submit your child's schedule one week in advance for the following month. For us to continue proper scheduling of staff, your child must follow this schedule as accurately as possible. Any changes must be submitted in writing for prior approval. If an unforeseen circumstance does arise, you need to call ahead and make sure there is an opening available for your child.

Each child enrolled, other than drop in status, is granted half-days to be used for the following: Vacation, illness, holiday, or low census at the Medical Center. At the parent's request, you will be able to use these days. Please refer to the chart below to see how many half-days you may use in a calendar year.

Full Day/Full Time	15 Days Per Year
Full Day/Part Time or Part Day/Full Time	10 Days Per Year
Part Day/Part Time	5 Days Per Year

NOTE: No half days may be carried over into the next calendar year.

Parents will be billed the appropriate rate for any hours provided above and beyond their scheduled hours. *If the Center is not notified of child's absence, it will result in a full day charge. A \$25 enrollment fee is due upon initial enrollment and will be renewable each year upon enrollment anniversary. Child care payment is due at the end of every two weeks of care provided. Payment may be made at the drop box by the sign in - sign out log book. Other arrangements for payment must be approved by the Director. Overdue accounts may result in withdrawal of your child. Please review final page of this parent handbook, and sign and return the agreement to the Director.

Withdrawals

A child may be withdrawn from Crossing Rivers Health Child Care Center in one of three ways:

1. By the parent

Parents may withdraw a child from the program at any time. A two-week written notice is required. Parents wishing to withdraw their child from the program, but who fail to provide a two-week notice will still be liable for the two week's contracted amount.

2. By the Center

Enrollment may be terminated if:

- a. A child's individual needs are not being met.
- b. Parents do not follow Center policies.
- c. Nonpayment of child care services
- d. The Director and staff determine that the child's actions threaten the health or safety of the other children or staff. In all cases, where the Center determines that enrollment is to be terminated, payment will be required only for the care received. A two week written notice is not required. All decisions by the Center to terminate a child's enrollment are made for the child's best interest. If at all possible, we will try to refer the family to a program better suited to meet the child's needs.

3. By mutual consent

Enrollment may be terminated if the parents, Director, and staff all agree the child is better served elsewhere. In this event, payment will be required only for the care received.



Picking up your child

Children should be signed out and dressed appropriately in outdoor attire by their parents before leaving the Center for the day. Your child will only be released to those persons that you have authorized on the emergency form. If someone other than an authorized person will be picking up your child, please send a note with your child when he/she arrives for the day. If we are unfamiliar with a person, he/she may be asked for photo identification.

We hope all parents will show good judgment when picking up their child at the end of the day and will not be under the influence of any alcohol or controlled substances. If this event occurs, we will ask you to wait and call another driver for departure. For extreme circumstances, the Prairie du Chien Police Department will be called for assistance.

Closing Time

The Center is scheduled to close at 5:30 p.m. We ask that parents cooperate in picking up their children before this time. If, for some emergency, a parent may be delayed, please call the Center to inform the staff. A late charge may be assessed. Our staff is hired only until 5:30 p.m. Continual tardiness by the parent will make it necessary to request the child be withdrawn from the Center.



Other

The State of Wisconsin requires that all child care providers be on the lookout for, and report to the state, any and all cases of abuse to a child. Crossing Rivers Health Child Care Center is, therefore, obligated to report to the State any suspected cases of child abuse and neglect.

*"A person's
a person no
matter how
small"*

- Dr. Seuss

Final Notes

Crossing Rivers Health Child Care Center admits all children regardless of race, color, nationality, or religious background.

Conferences are offered to parents twice each year, in the Fall and in the Spring, by no means should you feel that these are the only times when you should visit your child's teacher. We want to exchange thoughts and information about your child whenever necessary.

We welcome moms and dads on field trips, during class time when you may wish to share your talents with us, or to help us with various projects to benefit the children's classrooms.

We are honored to be the one chosen to care for your child(ren)!





PARENT AGREEMENT

I have read and agree to the full contents of the Parent Handbook. I understand that disregarding these policies can result in termination from the Child Care Program.

I agree to make a payment in full every 2 weeks for my child care invoice. Accounts shall be paid in full by the next billing period. Other arrangements may be made in advance and approved by the Director. Nonpayment of childcare expenses will result in termination of enrollment.

Parent Signature

Date

Director Signature

Date

Please remove and return this agreement to the Director.

_____ I would like to receive a copy of this agreement.
The original will be kept on file at the Child Care Center.

From The Director

Dear Parents,

I just can't stress enough the importance of creating a loving and learning environment for your child(ren). Your child's happiness is the most important part of our day!

Your child will be in an environment very much like pre-school. We are here to expose them to a variety of enhancing and learning experiences. Your child may be excited to show you his/her projects when you arrive for departure time...please take a moment to look at the item or project and spend a

little time with your child's teacher. Communication is the best policy for having many great years during your child's pre-school days.

In the event you have a question or concern, please talk with the appropriate teacher or me. Your question will get answered quickly and correctly. Please visit any time...your presence is appreciated!

Crossing Rivers Health Child Care Center promises to create a positive and pleasing experience throughout your years with us.

Mari Beth Valley





*"We may not be able
to prepare the future
for our children, but
we can at least
prepare our children
for the future."*

-President Franklin D. Roosevelt

