



DAYS GONE BY

EARLY LEARNING COMMUNITY
YMCA OF THE CHIPPEWA VALLEY



Parent Handbook

May 2024

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Welcome to Days Gone By - YMCA Early Learning Community

Dear Parents and Guardians,

Welcome to "Days Gone By - YMCA Early Learning Community!" We are honored that you have chosen to allow us to serve your family and to help your children get their very best start.

We want you to view your time at "Days Gone By" as a partnership. We want to be more than just that place where you take your child while you work. We feel that we are an extension of you as we spend our days with your child. Raising children takes a village and we look forward to being part of yours. Our goal is to have open and honest communication with you. You know your children best and are their first teachers! We want "Days Gone By" to be a safe place for you to share as much information about your child as possible as it will help us to provide the best learning environment for your child while in our care.

As a faith-based program, we strongly believe that every child is unique and wonderfully created. We have worked with children of all different developmental levels and abilities, and we strive to meet the individual needs of every child. Every child deserves to be cared for where they are and in a capacity that best meets their needs and development. If we have concerns, we will share them with you and seek information. We ask you to be open and honest as well. The more you communicate with us, the better the transition from parent to provider will be. If we can't meet their needs, we will help you find someone who can. It is with the best of intentions and truest concern that we share these (sometimes difficult) conversations with you.

The integrity of our program and staff is very important at "Days Gone By." We are always working to implement best practices for children, families, and staff. Our goal is to provide a safe environment where everyone can thrive and grow. If you have concerns or questions, please know that we are always available.

Best Regards,



Kelsey Lund
Administrator
Days Gone By YMCA Early Learning Community
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PROGRAM PHILOSOPHY

To enrich the lives of children and families through quality communication, interaction, and experiences in all areas of development as we strive to meet the individual needs of each uniquely created child by teaching and modeling God's love, acceptance, kindness, and respect for themselves and those around them.

We Believe

At "Days Gone By - YMCA Early Learning Community," we believe that each child has been created by God to be a unique and special individual with a wonderful purpose. We strive to support and encourage the development of each child through intentional teaching, hands-on learning, character education, faith-based philosophies, and nurturing care.

We believe that parents are the most important people in children's lives and strive to support and strengthen relationships through strong communication and supportive programming. Trust, respect, and integrity are the foundation of our philosophies.

Our Mission

At "Days Gone By - YMCA Early Learning Community," our mission is that every child and adult that we encounter feels valued and appreciated for the unique individual that they are and for all they have to offer. We are committed to impacting children and families through high quality, faith-based child care, early education, and communication.

Our Goals

At "Days Gone By - YMCA Early Learning Community" we strive to:

- Recognize each child's potential and unique qualities.
- Develop each child's understanding of their importance to God.
- Help children learn to control themselves through positive guidance.
- Model and teach respect, responsibility, and accountability.
- Support families through strong partnerships and communication.
- Create a positive work environment for our employees.
- Develop a thriving, dependable child care program.

Where the strengths of yesterday, combined with the best of today,
for a promising tomorrow – a child's best start!

PROGRAM INFORMATION AND LICENSING TERMS

"Days Gone By - YMCA Early Learning Community" (herein referred to as "Days Gone By") is licensed by the State of Wisconsin Department of Children and Families (DCF). It is owned and operated by the YMCA of the Chippewa Valley. Kelsey Lund is the Administrator and is onsite 20+ hours per week. She and the Center Director will manage the day-to-day operations. "Days Gone By" is licensed to care for up to 125 children at any one time. "Days Gone By" is covered by liability insurance in the amounts required by DCF. We are inspected regularly by the Department of Children and Families (DCF) to ensure that we meet and maintain licensing standards.

We serve children ages 6 weeks up to 12 years old. We are open Monday through Friday, from 6:00am to 6:00pm, January through December. No service will be provided on major holidays - New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve, and Christmas Day. If a holiday falls on a Saturday, we will be closed the Friday before and if a holiday falls on a Sunday, we will be closed the Monday following. New Year's Eve, our hours will be 6:00am – 4:00pm. If scheduled attendance is too low on these days, "Days Gone By" reserves the right to close for the entire day. All regular fees will be charged for these holidays. "Days Gone By" also reserves the right to close for one day in spring and fall for staff development and in-service training. Families will be notified of these closings at least two weeks in advance. All regular fees will be charged.

We will post the following items for parents' review in the entrance area:

- Current License certificate
- Licensing exemptions
- The results of our most recent licensing monitoring visit
- CACFP documents
- State and National Accreditation certificates
- A copy of the "Licensing Rules for Group Child Care Centers" Administrative Code. This Code is also available to be viewed online at <https://dcf.wisconsin.gov/cclicensing/rules> / Group Child Care Centers / DCF 251 Rule Book. If information is needed in a language other than English, the local Resource and Referral Agency will be contacted to assist with translation.

To protect each family's confidentiality, "Days Gone By" will not share information about a child or a child's family with anyone who is not authorized to receive this information. Parents are free to view their child's records, both medical and educational, unless prohibited by court order. Records are kept in either the Director's office or the classroom, depending on the type of record. Parents are welcome to visit at any time during the hours of operation, unless prohibited by a court order. To enforce a court order, a copy of the court order must be on file at the center.

As a child care center, all staff members are required to report any suspected abuse or neglect to the County's Child Protective Services (CPS) office. We are Mandated Reporters, and we must, by law, notify the proper authorities if we suspect that any child is being improperly treated. A background check, including a fingerprint check, must be conducted on all employees prior to employment as a precaution toward the safety of all children.

Our delegation of administrative authority is as follows:

Administrator → Center Director → Assistant Director(s) → Supervisor(s) → Teachers → Assistant Teachers

ORIENTATION AND ENROLLMENT

"Days Gone By" does not discriminate on the basis of age, race, color, sex, sexual orientation, creed, handicap, national origin or ancestry.

How to Enroll at "Days Gone By"

It is our goal to make the enrollment process as smooth and comfortable as possible for all families and children. There are many regulations that we must follow, so this process can seem a bit cumbersome and time-consuming. We appreciate your time and attention to the required paperwork, meetings and documentation that are needed prior to your child's first day of attendance. Please use the following information as a guide/checklist. Detailed policies for each section are located at the end of this booklet.

- Orientation Process
- Paperwork Requirements
- Security Access
- Your First Day
- Scheduling Policies
- Attendance Requirements
- Tuition and Fee Policies

A. Orientation Process

All enrollments at "Days Gone By" must be set up through the Administrative Office at least 5-10 days prior to the child's first day of attendance. Each family is required to meet with an administrative staff member to discuss their child's specific needs and to review program policies through an Orientation process. A tour must be scheduled prior to enrollment. Enrollment will not be accepted over the phone. The Orientation process includes:

1. A tour of the Center to observe our program, ask any questions, and obtain enrollment papers.
2. Establishing a Child Care Services Agreement regarding the days and hours of care needed and available.
3. An Orientation Welcome Packet from the teachers to introduce routines and procedures in the classroom.
4. An Orientation Meeting with an administrative staff member to go through enrollment paperwork, discuss Days Gone By program policies and answer any remaining questions.
5. Parents are encouraged to bring their child for a short observation/transition time prior to enrollment.

B. Paperwork Requirements

There is a lot of paperwork and documentation that is required prior to enrolling in any child care program. We have forms for the State of Wisconsin, forms for our National Accreditation holder and forms for our own use. Though this is a tedious step, it is the most important. Without the proper paperwork in place, we cannot provide care for your child. This pertains to the upkeep of forms as well. The following items must be completed and returned to the center prior to the first day of attendance:

State Mandated Forms:

- Form DCF-F-CFS62, "Child Care Enrollment"
- Form DCF-F-CFS2345, "Health History and Emergency Care Plan"
- Form DPH -4192, "Day Care Immunization Record" or an electronic record of your child's immunizations
- Form DCF-F-CFS0060, "Child Health Report" (MUST be signed and dated by the child's physician)
- Form PI-6077-A "WI Food Program" form (2 pages)
- Formula/baby food provision form - Infant Meal Notification - (ALL children 6 weeks to 12 months)
- Form DCF-F-CFS0061-E, "Child Care Intake for Child Under 2 Years" (if applicable)
- Form DCF-F-CFS0104-E, "Alternate Arrival/Release Agreement" (if applicable)
- Form DCF-F-CFS0058, "Field Trip or Other Activity Notification/ Permission" (if applicable)

"Days Gone By" Requirements:

- Child Care Services Agreement – Requested Days and Hours. Must be updated with any change!
- Create Daxko account–Required by ALL enrolled families for automatic tuition withdrawal.
- Monthly Enrollment Calendar – Due on the 15th of each month. Required for ALL children.
- Family Information Sheet – Must be completed for each family.
- Emergency Form – Both sides must be completed for each family.
- Registration Fee of \$50 per child – NON-REFUNDABLE.
- Holding Fee Deposit of 1 or 2 weeks' tuition – NON-REFUNDABLE.
- Third party payment approval – Written or verbal approval must be received prior to enrollment.

All forms are kept in your child's file in the Administrative Office. Your child's teachers, the management staff and state-licensing representatives will have access to the contents. The Office will inform parents when updates are needed, giving advance notice to submit updated forms. Forms will be available in the office or online, through our website at www.ymca-cv.org.

C. Security Access

Once enrolled, each authorized person will register their fingerprint in our security system, also known as ProCare. Your fingerprint will be the method of checking children in and out of the center and will also access your billing information (parents/guardians are responsible for checking billing), messages and immunization updates by pushing the option button after signing in.

We ask that the number of people associated with your child's account be limited to those who will be dropping off or picking up most frequently. This helps to maintain the level of security in our building. An occasional grandparent or babysitter who is picking up should ring the doorbell and be prepared to show their identification. Parents must notify the office or the classroom teachers if there will be a different person picking their child up or dropping off in the morning. If we do not have notice of alternative pick-up arrangements, we are required to contact you to be sure that you have given permission for your child to leave our care with another person. If this person becomes a regularly transporting person, we can certainly add their fingerprint to our system to make this an easier process for all.

D. Your First Day

In addition to all the paperwork that we need from you, there are supplies that will be needed for each child. Because we have many children sharing a classroom, we ask that blankets and/or stuffed animals be small and that personal toys be left at home. Supplies can be brought during your pre-enrollment visit or on the first day of attendance.

Items provided by parents:

Extra complete set of clothes to stay at DGB (In Large Ziploc bag)
Outside clothing appropriate for the season
Diapers/pull-ups, wipes and any creams needed
Formula/Baby Food – if not using that provided by DGB
Clean Bottles and pacifiers (enough for the day!)
Diaper bag/Backpack (no plastic bags, please)
Kleenex (2 boxes) per year
Car seat/Booster seat, if needed
Crib Sheet for all children over 12 months for their cot or mat
**Small blanket for naptime (may also bring one small stuffed animal)

Items provided by center:

Crib for infants up to 12 months
Sheet (for cribs only)
Sleeping Mat for 1 year to 2 years
Cots or mats for 2-year-olds and older
Sippy cups, bibs, rags, meal supplies
Meals and Snack
Infant Formula (Nestle' Good Start Gentle)
Infant Cereal – Rice or Oatmeal
Stage 2 infant fruits & vegetables, plain

*** Space is limited, please be sure that items are small enough to fit in the cubby with the sheet. Pillows are not needed.*

In winter...We go outside every day, two times per day, unless it is too cold. Please provide:

Winter Coat, Snow Pants, Winter Boots, Hat, Mittens (we suggest 2 pair), Extra Socks

In summer...We go outside every day, two times per day, unless it is too hot. We also have Splash Days! Please provide: Sunscreen, Close-toed shoes to run in &/or Shoes that can get wet for Splash Days, Swimsuit, Towel, Hat (optional)
Please be sure to label everything with your child's full name/initials!

E. Scheduling Policies

Each family is responsible for completing a Child Care Services Agreement. The Agreement is like a contract between "Days Gone By" and the individual families that attend. The Agreement establishes the regular child care needs of each family. In addition to the Agreement, each family must fill out a monthly calendar with advance days and hours of care needed for each child. It is the parents'/guardians' responsibility to follow the hours of care identified on the calendars and Agreement to avoid additional charges.

- Each family is required to complete an Agreement and abide by the schedule of days and hours that are requested in that Agreement.
- Prior to making any changes to your Agreement, you must discuss your changing child care needs with the Director. Enrollment changes are subject to availability.
- Rotating schedules will be enrolled and billed according to the total number of days per week that a child will require care.
- A monthly calendar is required from all families, even if your schedule will not change for the month.
- Monthly calendars are due by the 15th of the prior month.
- Once a calendar is handed in, no financial changes may be made.
- Switching or exchanging of dates will not be allowed. An occasional add-on day may be allowed if there is room in the classroom to accommodate your scheduling needs.
- Fees will be charged for all major holidays and closures.
- Schedule changes that affect attendance, billing, and the Child Care Agreement must be approved by the Office before being finalized. This includes adding days, reducing days, and changing hours by more than 30 minutes per day. Withdrawing for more than 2 weeks will result in Holding Fee charges.

F. Attendance Requirements

- A minimum of three days per week per child is required to be enrolled in our program for 6 weeks-2 years.
- A minimum of two days per week per child is required to be enrolled in our program for 2+ years.
- School-age children, who attend during the school year (September through May) for vacations, holidays, teacher in-services, etc., are exempt from the two-day minimum policy and will be billed according to the appropriate rate cycle. The two-day minimum does apply to school-age children during the summer months (June, July and August).
- If your child/children will not be attending for their scheduled time, someone must contact the center before 9:00am or at least one hour before their expected arrival.
- If a child is late in getting picked up after the center is closed, a \$30.00 late fee will be charged for the first 10 minutes the child is at the center after closing and \$5.00 for every minute after that.
- If a parent/guardian does not call ahead to request to pick up their child/children after the scheduled Agreement hours, a \$5.00 late fee will be applied for every 15 minutes the child is at the center.
- The State of Wisconsin does not allow us to care for children for more than 12 hours a day. If your child is in attendance over 12 hours in a day, you will be notified and your account will be charged an extra \$25.00 per occurrence.
- Families that do not attend for a 2-week time period, without notifying the center about the absence, will be considered self-terminated.

G. Tuition and Fee Policies

- Current rates/fees and billing information are detailed in the "Days Gone By" Rate Sheet.
- Tuition will be paid through automatic withdrawal, so EVERY family is required to have a current payment form on Daxko. A new form will be required when a credit card is expiring.
- Each account will be billed on a 2-week pre-payment.
- Monthly calendars will be checked for any additional hours; fees will be added accordingly.
- Any NSF accounts will be charged an automatic \$35.00 service charge. Daxko returned item service charges are \$15.00 per occurrence.
- Report any banking/credit card changes at least 10 business days before the billing payment period to avoid other service charges. Billing is submitted on Thursdays.
- If the Friday payment withdrawal day is a holiday or observed holiday, payments may be deducted from the allocated account the day before. Be advised and notify the office if this will not work for you!
- Billing weeks and Daxko days are noted on the monthly activity calendars that are sent home and the dates are always included in the notice that is posted to your ProCare check-in screen.

- Account information, including charges and payments, can be reviewed through your account on www.daxko.com. To set up your account, simply request your ID number from the office.

Additional information regarding Scheduling, Attendance, Tuition and Fees is located at the end of booklet.

Disclosure Statements

1. Hours of operation: 6:00 a.m. to 6:00 p.m. Monday through Friday. "Days Gone By" is closed for major holidays and in-service days as listed in the Licensing Terms & the annual Rate Sheet.
2. Any child ages six weeks up to 12 years of age may enroll at "Days Gone By".
3. All children are welcome into our program regardless of race, sex, color, creed, political persuasion, national origin, handicap, ancestry, or sexual orientation. If needed, available and within the bounds of "reasonable accommodations", an interpreter or other accommodations will be made available.
4. "Days Gone By" is a faith-based program which operates upon Christian principles and curriculum.
5. Children may be enrolled on a full-time or a part-time basis, which will be determined by space availability and the Child Care Services Agreement.
6. Drop-in care will be scheduled only if space is available, and paperwork is on file.
7. Rates will be assessed annually with increases taking place at the beginning of January.
8. Smoking is not permitted anywhere on the premises of the center, indoors or outside.
9. Per Wisconsin's Concealed Carry Law, Wisconsin Act 35, Guns and weapons are NOT allowed by any person while on the premises of the child care center during licensed hours. Signs are posted.
10. There are fish in some classrooms, but there will not be pets such as dogs, cats, rabbits, etc. on the premises. If any pets are added in the future, a notice will be posted, in advance, to inform parents as to whether or not children will have access to the pet(s).
11. If parents request to bring a pet into the center for a special occasion, proof of insurance must accompany the pet. Any allergies must be taken into consideration. Advanced notice of at least two weeks is required. Notice will be sent to families regarding this visit via ProCare.
12. A chartered bus will be rented for any field trips or transportation outside of "Days Gone By." Children will never be left unattended on a bus.

COMMUNICATION POLICY

Parent Information Areas

One of the best ways for your child's day to be successful is for clear, daily communication between the parents and teachers to take place. When each care provider shares the day-to-day happenings, parents are informed, teachers receive feedback and the child's day becomes well rounded. To assist with this communication, Days Gone By has created special areas for parents to find pertinent information. There are large bulletin boards near each entrance where you can find information regarding Licensing and Accreditation documentation, upcoming events, parent resources and other important news. Each classroom has a Parent Information station where information is posted on a regular basis, including lesson plans, activity calendars and the weekly menu. There is a Parent Information folder for each child. These contain important documents, book order forms and children's artwork. Some classrooms also have "art drawers" for children to store their special creations until they can take them home. We encourage you to check these areas daily and take things home. Not only do we leave important items in these areas, but your child has also worked hard to create their "masterpiece". Items that are left in folders for more than a few weeks risk being thrown away. We only have so much room for storing things!

Electronic Daily Sheets

At "Days Gone By", we are very proud of our electronic, daily communication resource. It allows you to check in using the front computer or QR code when your child arrives. Throughout the day, teachers will input data

about meals, diaper / bathroom times, naps, etc. As a parent, you will be able to check on different aspects of your child's day and at night you will receive an email with a full record of the day. The teachers will also use ProCare to add pictures and observations regarding your child's development. These observations will be used to develop lesson plans, individual developmental goals and child assessments used for Conferences.

We love that we can have this amazing resource for our families and teachers, but we insist that the care of the children must always come first. Sometimes this will mean that the teachers don't get things recorded immediately. They may need to wait until naptime to record a diaper or meal. Please remember that this just means that they are keeping your child as a priority, rather than focusing on the computer or iPad. If you have a question about something that is recorded on ProCare, please feel free to message the classroom or call the Office so we can follow up. Errors can occur when teachers are entering information on several children. We don't want anyone to be confused or concerned about things you see on ProCare.

Because ProCare allows direct communication between parents and our teaching staff, we ask that each family have at least one account. The Office will send important communication via ProCare as well. Emergency notices, Activity Calendars, Newsletters, and more will be sent via ProCare. This is considered our main mode of communication with families.

Child Absence

Everything that we do in early childhood is regulated by the number of children in attendance at any given time. There are a number of WI Licensing Rules and Regulations regarding our knowing the whereabouts of every child. The State deems it our responsibility to know where your child is when they are not in our care at the time they are scheduled to be. In addition to these laws, we staff according to the number of children scheduled and the times that they are scheduled to arrive and go home each day. Absent children can affect our staffing as well as our ability to comply with our licensing laws. It is important that we know about all scheduling changes as soon as possible.

If a child will not attend on a regularly scheduled day, parents should notify the Office by 7:00 a.m. Any child who does not arrive at "Days Gone By" according to their schedule will be considered missing and the parents will be contacted by 9:00 a.m. If the parents cannot be reached, emergency contact persons will be called. The licensing rule does not require that the center talk with or track down a parent to notify. Messages can be left on an answering machine or voicemail or with an emergency contact person. If the child still cannot be located, the authorities may be called. This policy does not apply when parents have informed us of an absence; therefore, it is very important that any delay or absence be reported to "Days Gone By" as soon as possible. Any attempts to notify a parent will be documented. Repeated offenses of no contact can be grounds for dismissal. See FAQ, Scheduling section, for applicable billing information.

Moving to a New Classroom

At "Days Gone By," we celebrate your child's growth and development by allowing children to 'visit' the next age group so they can become familiar with the teachers and the other children in the classroom. Depending on the individual child, we typically think about moving a child to the next classroom around their birthday or at a developmentally appropriate time. Visiting generally allows for a smoother transition. Parents and teachers will be given a Visiting/Moving Note which describes the steps involved in the visiting process. Each classroom also has a small Welcome Packet that is shared with any family who has a child entering their classroom for the first time. This packet will answer many of your questions about the new room and will give you a brief introduction to the new teachers and routines.

We will do as much as we can to make this a pleasant, positive change for you and your child. Please feel free to talk with anyone in the office regarding your child visiting the designated classroom. The visiting process is a very exciting time for the children, and we want to make a smooth transition for everyone involved. We have a general sequence for visiting that we try to follow whenever possible. Sometimes staffing changes due to unforeseen circumstances and

visiting times must be adjusted. In the two weeks of visiting time, we try to schedule at least 5 days of visiting for each child.

- Day one: Two hours of play time
- Day Two: Play time plus a meal
- Day Three: Breakfast, play, lunch and nap
- Day Four: Practice drop off and stay all day
- Day Five: Practice drop off and stay all day

Parent Visits

Parents with children enrolled at "Days Gone By" are welcome to visit any time during hours of operation. We would simply ask that you keep your child's best interest in mind when doing so. If seeing you and then having you leave again will be difficult for your child, we ask that you use discretion. Nursing mothers are welcome to come to the Center to nurse their child. We will do our best to accommodate you right within your child's classroom or our Break Room so this most important time is comfortable for you and your child.

Parent Involvement

We encourage parents to become involved in "Days Gone By" YMCA Early Learning and the things that take place in our program. We hope you will visit your child's classroom and get to know the teachers. Volunteers are always appreciated and welcomed. Children love when their parents are able to share special times with them and their friends. If you have a hobby or sport, sing, dance, are a storyteller, or have a vocation that would interest the children or be a good field trip destination, please talk with the Director to set a time for you to share with us. Parents, or grandparents, are encouraged to chaperone at least one field trip or special event each year. The children love having their parents come along plus it allows you to see your child from a different perspective. Everyone has fun!

Other Parent Involvement opportunities:

- Coming to the classroom to be a guest reader. Reading is one of the greatest ways that children learn in their early years. How fun to have mom or dad, grandpa or grandma come to the classroom to read a special book. We will have opportunities throughout the year, but you are welcome to establish a regular reading time with the classroom teachers as well.
- Assisting with Family Nights or other special activities at "Days Gone By." If you have a suggestion, please feel free to share! We love ideas and are looking for more ways to engage families in our days and our activities. You could be involved from the organization to the clean-up at the end, or anything in between, as much or as little as you are able or want to do.
- Plant a garden with us! We would love to have a center garden that can show children how the growth process works as well as provide opportunities for them to experience fresh vegetables. We've planted small versions in the past but would love something bigger. This takes a lot of work and needs time to organize, plant, water, weed, maintain, and harvest. If you have any interest in helping, please let us know.
- Outdoor improvements. We have seen some really cool outdoor music "gardens", art areas and natural playscapes. If you are handy with tools or just have some creative abilities, we would love to add music, art, and nature to our playgrounds. Let us know if you have any interest in helping or heading up these endeavors. We have many of the tools, we just need the plans to be organized and developed.
- Special days and holidays throughout the year. There are usually special activities or art projects that teachers like to do during holidays or special days, like Earth Day or Dr. Seuss's birthday. Having an extra set of hands can be so helpful during these times. If you see something on the calendar and you would like to help, talk to the teachers, or let the office know.
- Handyman tasks. There are always things that need to be fixed, paint that needs to be patched or updated, plumbing that needs tweaking, lights that need to be changed, toys to be glued, etc. We would welcome help in these areas!

- Grandpas, Grandmas, and other special people. Sometimes parents would love to be involved, but you just can't be there or fit one more thing into your schedule. The extra special people in your child's life are welcome to fill that spot! If you have someone in your family who is looking for a volunteer opportunity, let's see if we can find a way to get them involved.

Throughout the year, we will offer special Family Events. These are special times when we work to create learning and developmental opportunities for you and your child/ren that are fun. These times give parents and teachers a chance to see each other and talk outside of the classroom as well. We generally hold a Fall Harvest Fest and like to hold breakfast or snack times for parents to join us for special occasions. These times are chosen in hopes that more parents will be able to join us if they can just take a few minutes at the beginning or end of their day. If you have any other suggestions or requests, please don't hesitate to share them with us!!

Surveys

As part of our association with Young Star and our National Accreditation through NAC, parent surveys will be conducted on an annual basis, and sometimes more frequently. These surveys are an annual evaluation tool for our program to gather feedback from families regarding many different parts of our programming. We ask that you please do your best to participate in these surveys so we can hear from you and know where we need to focus our efforts to serve you and your family in the best manner. Survey results that indicate change and improvements are needed will be addressed in our family newsletters, individual classrooms and through other means of communication.

Conferences and Meetings

It is important that we communicate daily concerning the needs and interests of each child. If there are issues or concerns that need to be discussed, parents should arrange for a convenient time to meet with us or to talk on the phone. To foster communication on a regular basis, Days Gone By provides scheduled conferences, written newsletters, parent bulletin boards and daily conversations. Parent-Teacher Conferences will be scheduled two times per year. Prior to the Conference, parents will be asked to fill out an ASQ – Ages and Stages Questionnaire – regarding the development of their child. The ASQ helps us to prepare for Conferences and allows us to compare the growth and development that we see in each child with the things that the parents are seeing. At the Conference, parents will be shown a developmental checklist, the child's developmental portfolio and a suggested list of activities that can be done to continue to build on their child's development and growth. Teachers and parents together will make developmental goals for the upcoming months. These goals help to guide the lesson plans and learning experiences that the teachers create for their classroom and each individual child.

In addition to the bi-annual Parent Teacher Conferences, parent meetings or conferences may be called at any time by the Teacher, Administration or Parent. Please call the Director if you have any suggestions, concerns or questions about a given situation, a concern with your child or their teacher, or when you or your child really like something we are doing. We want your child to experience the very best care, activities, and education possible, and your input helps us to achieve that goal.

Note: When a child care worker or a parent has concerns about a child's growth or development, a referral to a Birth-to-Three agency or the local public school should be considered to determine if the child is eligible for special services. Wisconsin has an information and referral service for persons with questions or concerns about a child's development called First Step that is available to the public 24 hours a day, 7 days a week. When a call is placed to First Step at 1-800-642-7837, the caller will learn about early intervention services as well as other related services in the area. We, at Days Gone By, can also assist you in making a referral or request for assistance.

CHILD EDUCATION POLICY

All teachers are certified in Early Childhood Education and are highly qualified individuals. They are required to be certified in CPR and First Aid, Sudden Infant Death Syndrome (SIDS) Reduction and Shaken Baby Syndrome (SBS) Reduction trainings. They are also required to continue their education through classes, online coursework, seminars, workshops, conferences, and need-specific continuing education events. Monthly in-service meetings are mandatory for all employees to attend and are held on the 2nd Monday of every month.

"Days Gone By" utilizes a vigorous application and interview process which allows us to employ a unique and dedicated staff. All of our employees are challenged to offer the very best care, education, and interaction to all children and families each day. We may make mistakes, but we will also do our very best to rectify any situation. Communication and dedication to excellence drive us to work closely with each family and child.

All aspects of our curriculum will encourage respect, character education, social and emotional development, and self-help skills through the power of play. We believe that children learn best through play and hands-on experiences with supportive, educated adults guiding those experiences. Enough time, materials, and space will be provided for children to actively explore the world around them. Children will have an opportunity to use a variety of art materials, manipulative and housekeeping equipment. Our curriculum will provide exposure to a variety of cultures through music, stories, games, and art, and we will celebrate how we are all created the same but are different from one another in special and wonderful ways.

Our teaching staff works hard to offer learning experiences that meet the individual needs of the children in their group through observation and intentional teaching opportunities. All staff will have information about Developmentally Appropriate Practices, and we will review this information at least annually. Worksheets, flashcards, and large group lesson times are used minimally in our classrooms. Daily schedules and lesson plans for each age group, other than infants, can be found in the parent area in each classroom.

We feel that it is important for you to know that the electronic devices in our classrooms are used primarily for communication purposes. As a general rule, we at "Days Gone By" do not utilize television, videos or the internet with children in our classrooms. We believe that children learn best through their play and the use of their imaginations. We also believe that children under the age of 2 should not be exposed to television or electronic devices. Most children receive plenty of exposure to these things outside of child care and do not need additional exposure at "Days Gone By." There may be the occasional exception, when there is something that pertains to a lesson, but, in general, our teachers do not use these devices in this manner. Some classrooms use the devices to play fun songs or soft music at nap time, but most have a cd player for this purpose.

Faith-Based Component

Because we are a faith-based program, the teachers will incorporate Christian songs, stories, finger plays and lessons into their daily curriculum and interactions. No specific denomination will be designated, nor will theology be explored. The basic idea that each child is created by God to be a unique, special individual will be shared as will the Christian principles of kindness, respect, honesty, acceptance, and individual value. Children will be invited to say a prayer before meals and to participate in Christian holiday celebrations such as Christmas and Easter. We welcome all families and children in our program, regardless of their religious beliefs. Everyone is welcome to come; they just need to be able to be comfortable in a Christian environment. No one is forced to pray, but no one is discouraged if they choose to join in. We believe that this is a vital part of who we are at "Days Gone By."

Daily Routine

A schedule of daily activities is posted in each classroom. Activities at the beginning of the day and at the end of the day will be designed for a wide age range of children working and playing together. Groups of children will be combined

at the beginning and at the end of the day. A program of activities is planned at least one week in advance. Staff utilize a variety of resources in their planning, but Frog Street is our main curriculum. The activities focus on topics that have been developed based on the interests of children. Lesson Plans are posted in Parent Information Areas which are located right outside or inside each classroom, near each doorway.

General Education Information

Our curriculum is play based with components of Frog Street and Conscious Discipline. Activities and lessons are planned by our highly qualified teaching staff, based on their observations of the children and knowledge of child development. We work hard to eliminate periods of waiting and long, unruly transitions. Teachers are encouraged to creatively work through these situations to find routines that are comfortable, predictable, and enjoyable for the children. The use of songs, finger plays, and children's books are just a few of the things that you will see utilized during these times.

We believe that children learn best through their play, so we have a Play-based philosophy of teaching and learning. Our classrooms are divided into Learning Centers to help provide a developmentally appropriate environment for young children. We place furniture strategically to encourage children to focus and complete tasks. To the child who cannot see easily over the dividers or shelves, this room is perceived as a house with rooms. Each Learning Center is set up to provide learning in all developmental domains and offers children an opportunity to learn and practice their development through intentional planning and play. The Wisconsin Model Early Learning Standards are used as a guide for the development and learning focus in each area.

Teachers will use the following steps in determining what activities to set up for play inside and outside:

- Observation – Teachers watch the children during their play and interactions. Who do they play with? What toys do they like? What things don't they do and why?
- Assessment – Teachers will use their knowledge of child development along with the things they have observed to determine how each child is developing. Which areas are strong, and which need practice.
- Intentional Teaching – Teachers have watched the children and learned about their developmental strengths and weaknesses. Now they will set up the classroom and the activities to give children the opportunities to build new skills, enhance existing skills and challenge well-developed skills to move to the next developmental level.
- Teachable Moments – After all the planning and preparation, there are still situations that occur in the course of natural play or daily life. We watch for these moments because they are often the most influential teaching times. We can read stories about sharing but helping 2 children work through a sharing situation on the playground helps them understand for much longer.
- Life Skills Application – Teachers set up opportunities for children to practice and carry out the skills that they are working on. Setting the table uses counting, patterning, hand-eye coordination, etc.
- Social – Emotional Education – Each classroom will have more than one child in it. Any time we are around other people, we need to know how to act and interact with them. Social – Emotional development lays the foundation for all other development. If a person can't control their emotions or reactions, they will have a difficult time focusing on learning and developing other skills. We strive to give children the tools they need to identify their emotions, feel their emotions and work through difficult situations with each other.
- Christian / Character Education – As children grow, they need to learn how to function in a group and in society. Respect, kindness, responsibility are all skills that we each need to work and live with and around other people. These skills are taught through both day-to-day experiences and Christian education.

General Daily Schedule

Each classroom has a daily schedule based on the developmental needs and abilities of the children in the group, except for the infant room. Infants are allowed to form their own pattern of eating and sleeping. Over time, children begin to slowly integrate into the Center's schedules. Though timeframes will vary from group to group, the following will be included, to some extent, in all classes:

- Morning Free Play - Including: Small group play, Puzzles, Library, Dramatic Play & more
- Breakfast
- Morning Gathering / Large Group - Including: Music & Movement, Story Time &/or S.M.A.R.T. Track
- Center Time – Including: Art, Music, Dramatic Play, Library, Science, Math & more – All learning centers
- Outside Play – Including: Free Play & Organized Games
- Lunch
- Quiet/Rest Time – After resting, children who do not nap will be allowed to work on quiet activities individually or in small groups
- Snack
- Outside Play
- Evening Free Play & Good-bye – Including: Small group play and learning centers to re-cap the day

Detailed daily schedules are posted for each classroom in the Parent Information areas.

Infant and Young Toddler Program – Weeble Wobbles & Teeter Toddlers

We believe that each infant and toddler has been created by God to be a unique and special individual. Children under 12 months will have individual schedules reflecting the individual needs of each child. They will be held for bottle feeding and placed in individual cribs for naps. Care providers will take every opportunity to snuggle, read to and play with each child throughout the day. The body position of non-mobile infants and their location in the classroom will be changed frequently. We will provide safe, open spaces for children who are creeping and crawling.

Older infants and young toddlers continue to have flexible scheduling, but generally transition to a more regulated routine. All infants and toddlers will be encouraged to play with a wide variety of safe toys and objects. They will be given individual attention including lots of time for talking and communicating, playing, reading, exploring and discovery. ProCare will be used to document what each child ate, when they slept and when they wet or soiled a diaper.

Older Toddlers and Twos Program – Tiddly Winks & Barrel of Monkeys

We believe that each older toddler and young two-year-old has been created by God to be a unique and special individual. Our older toddlers and twos typically have a very consistent routine that the entire classroom follows; however, they will all continue to be allowed flexibility which reflects their individual needs. All toddlers and twos will be encouraged to play with a wide variety of safe toys and objects. They will be given individual attention including lots of time for talking and communicating, playing, reading, exploring and discovery. Toilet training may begin in the Barrel of Monkeys room, if a child is showing readiness signs. ProCare will be used to document what each child ate, when they slept and when they wet or soiled a diaper.

Young Preschool Program - Speedsters

We believe that each two and three-year-old has been created by God to be a unique and special individual. Children 2 $\frac{3}{4}$ – 3 $\frac{1}{2}$ years old will begin to have more structure and a more defined routine in their days. This group will explore art and other fine motor play, daily outside time, sensory play, large motor activities, books and much more. This age group will also begin to explore early preschool skills, like recognizing their names and getting dressed and undressed as independently as possible. Toilet Learning will be continued with this group as well. Increased independence, language development and social emotional development are very important for this age. These are the skills that lay the foundation for the additional educational learning that will take place in the upcoming preschool years. ProCare will be used to document what each child ate, when they slept and when they used the bathroom or had a diaper change.

Preschool Program

Each child has been created by God to be a unique and special individual. On any given day at "Days Gone By" you will find our preschoolers engaged in small and large group activities including large and small muscle play, planned activities, art, science and math experiences, music and movement, dramatic play, language development and much more. All of these activities will be developed through close observation and careful planning on the part of the teaching staff.

Field trips, special events, and resource people will enhance their curriculum. Our Preschool Program includes a 3K program for children 3 ½ to 4 ½ years and a 4K program that is a collaboration with the Eau Claire Area School District. Children must be 4 years old before Sept. 1st to be enrolled in 4K (EC4T). Both of our Preschool Programs are taught by DPI licensed teachers. This allows the children in our care to receive a high quality early educational experience without having to leave our center. ProCare will be used to document what each child ate, when they slept and when they used the bathroom or had a diaper change.

School-Age Program

Each child has been created by God to be a unique and special individual. During the school year, our teaching staff will strive to support and compliment the school day. After a full day of structure, we feel that it is important to provide a relaxing, enjoyable place for these children to be. We will offer some structured activities, but mainly have several different individual and small group options available for this group to choose from. This time allows them to work on their social and team-building skills.

During the summer months, this age group will participate in many hands-on activities and experiences that are based on the interests and abilities of this age group. The school-age program will include math and science, art, cooking experiences, large motor development, social and emotional development, and reading and language development. Field trips, special events, and resource people will enhance their curriculum.

Outdoor Play Time

The variety of seasons in Wisconsin offers us wonderful learning opportunities for children both indoors and out. Do you remember playing in the puddles when you were a child? Do you remember dancing in the rain? "Days Gone By" wants to bring some of these memories to life for your child, in the safest environment possible. Children need fresh air and exercise to stay healthy and fit. Exercise also reduces behavior problems. We have worked hard to develop an outdoor environment that offers several different play areas for children including hard and soft surfaces, areas to climb and run as well as areas to ride wheeled toys. All children, including infants and toddlers, will be taken outside morning and afternoon, as weather permits, so please dress your child appropriately for outdoor play. It's difficult for a child to engage in and enjoy outdoor play if they are cold or wet.

Recommended outdoor clothing includes shoes with enclosed toes, year-round. Coat, hat, mittens, winter boots and/or rubber boots are required for winter and spring. We suggest sending two pairs of mittens so they can dry between morning and afternoon play times. If you need assistance with purchasing winter clothing, please let us know. Remember to LABEL all clothing items. Lots of boots, snow pants and mittens look alike!!

Rest or Naptime

All children younger than five years of age who are in care for more than four consecutive hours will be provided with a rest or nap time. A crib or playpen is provided for each child under one year of age. Sheets will be provided for the cribs. Children age one and older will sleep on Rest Mats or on Cots. Parents must provide a crib sheet for the mats and cots. "Days Gone By" will wash the sheets weekly and send other bedding home to be laundered weekly, or sooner, if necessary. Children who are awake after an appropriate rest time will be allowed the opportunity for quiet play.

Personal Items

We ask that personal items, such as toys, be kept at home unless there is a special day that the teacher schedules. Personal items get lost or broken and often create disciplinary issues. We have been blessed with LOTS of toys and learning materials in our classrooms, so children do not need to supplement with things from home.

Water Activities

Throughout the year, the children will be given the opportunity to engage in water activities. These activities include Splash Days with sprinklers outside and water play in the classroom, to name a few. Parents will be given advanced notice of outdoor water activities. Swim clothes, a towel, and water shoes will be required for all participants. DCF has

specific licensing regulations regarding water activities, including additional supervision, which will be strictly followed. Children will not be using the Eau Claire South YMCA pool or hot tub area.

Field Trips

As with other areas of our curriculum and educational programs, we feel that hands-on, real-life experiences can offer a chance for growth and development like no other experiences can. Throughout the year, but mainly in the summer months, we will take children on field trips away from the child care center. Some trips are for fun, but learning happens whenever children play, so we feel these times are very valuable learning experiences. We will also take walks around the neighborhood to explore and discover colors, animals, smells, and sounds. Emergency information for each child will be taken whenever the children leave the premises. You will be notified in advance of any field trip requiring transportation. Parent permission for walking field trips will be covered on the *Child Care Enrollment* form. If the box is checked on the form, *Child Care Enrollment*, nothing additional is required so please be sure to check this box or communicate your concerns directly to the Administration. Notice of walking trips will be posted in the Parent Information area of the classroom or on the classroom door. (See FAQ for more info.)

TRANSPORTATION POLICY

Our center provides transportation for field trips only. We transport children in chartered vehicles. When transportation is contracted or chartered, the name, address and phone number of the contracting firm and after-hours contact information for a representative of the firm must be on file at the center.

Detailed information regarding field trips is located in the FAQ section of this Handbook. General safety rules and procedures regarding transporting children are as follows:

- Children under 3 years of age are not transported.
- A written permission form from parents must be on file for each child participating in a field trip. No child without a form will be allowed to be transported.
- Parents will be notified in advance of each field trip activity. Field trips are posted on the Activity Calendars.
- Children may not be left unattended in a vehicle.
- A second adult, in addition to the driver, must be present if more than 5 children under age 5 are in the vehicle, or if more than 3 children have a handicap that limits their ability to respond in an emergency.
- To be sure no child is left unattended in a vehicle an attendance form will be carried along.
- Child tracking procedures will be strictly adhered to by every teacher. This means that a name-to-face attendance count will be checked whenever they board the vehicle and whenever they exit as well as periodically throughout the outing.
- General emergency numbers, emergency contact information for all children and a cell phone will be carried along by the teacher(s) in charge.
- A first aid kit will always be in the vehicle.
- The vehicle(s) will be kept clean and uncluttered, with the aisle open for quick exiting.
- Should there be an accident, the center Administrator or Director must verbally inform the licensing office within 24 hours and provide a written report within 5 business days after the incident.
- In the event of an emergency, a center-owned or personal vehicle may be used to transport children.

INFANT AND TODDLER CARE

Child care employees who work with infants and toddlers are required to have additional training that is specific to this age group (Birth to 24 months). There are also special licensing rules and regulations regarding infant and toddler care. "Days Gone By" will do all that we can to provide the highest quality infant and toddler care.

Sudden Infant Death Syndrome (SIDS)

Sudden Infant Death Syndrome is a tragic, silent killer. There is no known cause of SIDS, but there are preventative measures that have been researched and shown to reduce the risk of SIDS. "Days Gone By" will practice Safe Sleep with all children in our care. We encourage parents to do the same at home since inconsistency in these practices will actually increase the risk of a SIDS death by 25% or more.

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

- ALL infants will be placed to sleep on their backs. There will be no exception to this rule unless the child's physician authorizes another position in writing.
- Soft objects will be removed from the crib; no teddy bears or bulky special blankets and NO bumper pads.
- Bibs will be removed before the child is placed in the crib.
- Sheets will be tight fitting.
- A thin blanket may be tucked tightly into the sides of the mattress, at chest height, and away from the face.
- Swaddling may be used in young infants but will be discontinued once they move around too much to keep the blanket tight around their body.
- If a child falls asleep in a swing or car seat they will be removed and placed in their crib.
- Staff will ensure that awake, non-mobile children have time each day to spend in a prone position ("tummy time"). The amount of Tummy Time will be gradually increased as the child develops.
- The use of "containers" will be limited to 20-minute periods and may not be used consecutively. This means that an infant cannot be moved from a swing to a bouncy seat without spending time on the floor in between.
- Equipment usage will be kept to a minimum to allow the proper growth and development of each child's large and small muscles. Floor time, especially Tummy Time, will be provided for each infant.
- All staff members, substitutes, and volunteers will be trained on these procedures before they begin working with children.

Shaken Baby Syndrome (SBS)

All staff, including substitutes and emergency back-up providers, must have attended an approved training in the identification, prevention, and grave effects of shaking babies or children, before being allowed to work with children.

Parents are encouraged to develop a plan for help when you are tired or your child is causing you to feel stress and frustration with them. This happens to everyone! It only takes a moment for a person to snap and go too far; make sure you have a plan in place so this doesn't happen to you. Let "Days Gone By" help in any way we can. If you are feeling frustrated, or at your end, please call us or bring your child to us to care for. Getting a child dressed in the morning can sometimes be the most stressful part of your day; let us dress the child for you! This isn't a sign of failure on your part; it's a sign of wisdom and strength to do the right thing for your child.

Diapering: Before changing a diaper, the staff person involved will wash their hands. Following the diaper change, the soiled diaper will be bagged and disposed of in a plastic-lined, foot-activated diaper pail. Any wet or soiled clothing will be put into a plastic bag and tied. Wet or soiled clothing must be taken home to be laundered. Hands of both the child and the staff member will be washed. The changing pad will be cleaned and disinfected.

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

Rest or naptime will be provided for each child. A crib or playpen is provided for each child under one year of age. Sheets will be provided for the cribs. Children age one and older will sleep on Rest Mats or on Cots. Parents must provide a crib sheet for the mats and cots. We ask that all personal items, including blankets, be kept as small as possible to conserve on space. Sheets will be laundered on site, but all other bedding will be sent home to be laundered weekly, or sooner, if necessary. Bedding that is soiled by toileting accidents will be sent home to be laundered as well.

Outdoor Play Guidelines

The children age 2 and above will be kept indoors if the temperature is below zero degrees, including the wind chill. Children younger than 2 years will be kept indoors if the temperature, including wind chill, is below 20 degrees. Children will also stay indoors when it is raining heavily or when the temperature is above 90 degrees. With children under 2 years, the need to maintain classroom ratios may affect our ability to take them outside each day as well. If the weather cooperates, we love to get our infants and toddlers outside for fresh air and sunshine!

No Shoe Policy

In an attempt to keep our Infant and Toddler areas as clean and germ-free as possible, we ask that all adult shoes be removed or covered before entering these classrooms. There will be protective coverings available to slip over your socks or over your shoes. This quick process will help to eliminate dirt from being tracked into the area where our babies and toddlers will spend much of their day – on the floor. Thank you for your assistance in this matter!

Infant Toddler Nutrition Policy

Children younger than 12 months must be served formula or breast milk, iron-fortified infant cereal and baby food, based on meal-pattern schedules. "Days Gone By" provides Gerber Good Start Gentle formula and Stage 2 commercial baby foods in plain fruit and vegetable form only – carrots, green beans, peas, squash, sweet potatoes, applesauce, bananas, apple/blueberry, peaches and pears. Oatmeal and Multi-grain iron-fortified cereals and puffs or cheerios are also provided. Protein sources are available upon request but will typically be foods that we serve as part of our regular menu. (Cheese, eggs, yogurt, cottage cheese, etc.) Parents will indicate preferences for infant feeding upon enrollment and will be asked to update documentation and preferences on a regular basis. Any deviations from the CACFP requirements that we are mandated to follow must be in writing from the child's physician. All bottles and commercial baby food must be labeled with your child's name, according to the information provided in the Weeble Wobbles' Welcome Packet. Check with the classroom teachers to find out how to mark and label items to avoid any mix-ups or confusion between belongings. Bottles will be heated with hot water and never in the microwave. Babies will be held for bottle-feeding; bottles will never be propped. Unused formula or breast milk will be disposed of according to State licensing and CACFP regulations.

As infants approach an appropriate age, parents will be encouraged to start solid foods with their child. It is our preference that parents introduce all new foods at home. Once you know that your infant tolerates a new item, please let the classroom teachers know so their documentation can be updated and they can add that food to your child's list of acceptable foods. As your infant continues to grow, you will next be encouraged to introduce table foods. Once children are eating table foods, they will be offered different things from the "Days Gone By" menu, as long as they are approved by the parents. The developmental goal, in terms of eating and nutrition, is to have all children eating table food by the time they are 12 months old.

Once children turn 12 months old, infant foods are no longer provided by Days Gone By. Teachers will work with the parents to set up a 2-week transition period to move children from infant foods to table foods on the "Days Gone By" menu and from infant formula to whole milk. "Days Gone By" will NOT provide infant formula, commercial baby food or infant cereal to children over 12 months and 2 weeks of age, unless required by a physician. If parents choose to have their child continue to eat these foods, they will need to be provided by the parents.

Toilet Learning

Toilet Learning is a highly emotional process that needs to be closely coordinated between the child's family and child care teachers, using terminology and procedures that are as consistent as possible at home and at the center. This can begin when the child shows an interest in doing so, rather than on an arbitrary timeline. As with all other developmental areas, toilet learning is unique to each individual child. We are not allowed to begin toilet training with a child until they are at least 18 months of age. The American Academy of Pediatrics states that children develop at different rates in this area, but that most children will be ready to start toilet training around the age of 24 – 30 months. The American Academy of Pediatrics also states that there are readiness signs that help parents know when a child is ready to begin the "potty training" process. We encourage parents to use these signs as a guide so we avoid confusion for the child, frustration for the parents and teachers and do not fall into the predicament of having the adults be "trained" to get the child to the toilet instead of the child actually learning to use the toilet independently.

Here are the readiness signs:

- Your child can imitate your behavior.
- Your child begins to put things where they belong.
- Your child can demonstrate independence by saying "no."
- Your child can express interest in toilet training (eg, following you to the bathroom).
- Your child can walk and is ready to sit down.
- Your child can indicate first when he is "going" (urinating or defecating) and then when he needs to "go."
- Your child is able to pull clothes up and down (on and off).

A few basic guidelines that we use at "Days Gone By" are as follows:

Toilet training should not be attempted or encouraged until a child begins to show signs of readiness like staying dry for more than two hours, waking up dry after a nap, indicating that they are wet or poopy.

- Transitioning out of diapers or pull-ups should not occur until a child is consistently using the toilet and is able to tell the teachers when s/he needs to go.
- Teachers will work with children who are toilet learning, but they cannot be expected to take a child to the bathroom every 15 – 30 minutes. Children need to be able to stay dry and know when they need to use the toilet or they are not ready. There are often multiple children training at the same time; teachers still need time to care for and teach the rest of the children in the classroom.
- It usually takes children longer to learn how to control their bowel movements than it does their bladder. If a child has transitioned to underpants, but is frequently having BM accidents, you will be asked to provide pull-ups or diapers until the training process is complete. Underwear can be worn over these items, but for sanitary purposes, protective garments must be worn until a child is completely trained.
- If a child has three (3) accidents in a day, they will be changed into a diaper or pull-up, whichever you have provided. Pull-ups need to have Velcro tabs or sides, so the child does not need to be completely undressed to change the pull-up.
- If a child is routinely using the toilet throughout the day, but is not staying dry through the night, we will expect that a diaper or pull-up will be used at naptime until the child is consistently staying dry at home all night or is consistently staying dry throughout naptime.
- In the event of a toileting accident, we will follow universal precautions and wear protective gloves, bag up the soiled items and send them home to be laundered. We cannot rinse fecal matter from clothing or underwear. Loose pieces can be put into the toilet, but we cannot shake, dunk, swish, rinse or scrub.
- If a child has an accident while sleeping, the soiled bedding will be bagged up and sent home to be laundered. Please do your best to return these items the next day of attendance. We have limited "extras".
- Children must be toilet trained before entering the 4K/EC4T classroom; the room is not equipped for diapers.
- Accidents are to be expected and will never be cause for punishment or humiliation. Extra sets of clothing will be needed during this learning phase, including underwear, pants, socks and shoes.

To provide as much consistency as possible between home and child care, the teaching staff will communicate closely with parents through face-to-face conversations, notes home, and ProCare Solutions App.

NUTRITION POLICY

"Days Gone By" participates in the USDA Child and Adult Care Food Program (CACFP). We follow USDA guidelines when planning our menus. Meals are prepared at the center and delivered to each classroom at mealtimes. All kitchen staff receives the appropriate training in food service procedures. We will provide breakfast, lunch and afternoon snack to all children in attendance at the times identified in the daily schedule. Schedules are posted in the individual classrooms. If school-aged children are present, they will be offered breakfast before school and an afternoon snack upon arrival from school.

Weekly menus are posted near the kitchen and in every classroom for parents to review. If a menu must be changed for any reason, including substitutions made due to order changes and/or availability of certain food items, the change will be noted on the menu posted outside of the kitchen. Teachers record the meal components on ProCare as well. Younger rooms may also indicate how a child ate during their day, if requested.

Classrooms strive to serve meals in a manner that allows children to serve themselves according to age and ability. Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners and develop sound nutritional habits. A variety of foods, including foods from other cultures, will be utilized in our menus in an effort to teach healthy eating habits and encourage diversity. Children will be encouraged to clean up after themselves. Eating surfaces will be sanitized before and after meals and snacks and everyone will wash their hands before and after eating. Children will not be forced to eat, but they will be encouraged to try new foods such as fresh fruit and veggies, whole grains and nutritious snacks. Meals will not be withheld as a form of punishment.

NO OUTSIDE FOOD ALLOWED. "Days Gone By" has at least one student or employee who is allergic to Peanuts and/or Tree Nuts (walnuts, almonds, pecans, etc.) For this reason, we are a NUT AWARE CENTER. In an effort to protect our children and employees with allergies, and to support the nutritional needs of all children in our program, "Days Gone By" does not allow outside food or beverages to be brought into the center. NO outside food or beverages, or their containers, will be allowed to enter or remain on the premises. This means no baggies or bowls of food, no fast food items, no cups, bagels, granola bars, etc. If we allow unmarked items to enter the center, we do not know what ingredients are in them and we cannot control or prevent the potential exposure to food allergens.

All children are expected to wash their hands upon entering a classroom. Parents should use discretion regarding whether or not you need to wash your own hands upon entering the classroom as well. For example, if your child was eating something with nuts or peanut butter (like a granola bar) while in the car and you prepared it or opened it without washing your hands afterward, it would be best for you to wash your hands before touching other items in the center. Thank you for helping to make our school safe for all children and adults, including those with allergies.

NOTE: Birthday Treats and Special Occasion Snacks will be allowed, but must meet these DGB requirements:

- Any food item(s) brought into "Days Gone By" must be free of nuts and tree nuts and not processed in a facility that processes nut products.
- NO peanuts or tree nuts allowed – no peanut butter, almond butter, granola bars, most chocolate, etc.
- Any food item(s) that are to be shared in a classroom must be store-bought and in their original container with an ingredient label – only store-bought items with an ingredient label attached will be allowed.
- If you are unsure of a certain food, please talk with someone in the office before bringing it into a classroom.

All food allergies will be posted in a confidential manner for teachers to view. If necessary, substitutions will be prepared for children with allergies and other special nutritional or medical needs, based on CACFP guidelines and

instructions from the child's physician. Parent preference is not considered a medical need, so no substitution or alternative will be offered by "Days Gone By" for parent preferences. Parents may be allowed to provide an alternative offering, but it must meet CACFP guidelines, meet the DGB policy requirements above, and be pre-approved by "Days Gone By." Special documentation must be on file for all pre-approved, alternative offerings, per State licensing rules and regulations. If parents provide an alternative that does not meet CACFP guidelines, appropriate meal components will be provided by "Days Gone By."

General Meal and Snack schedule: Specific times are shown on classroom schedules.

7:30 – 8:50 Breakfast

11:00 – 12:15 Lunch

2:00 – 3:00 PM Snack

AM Snack (AM EC4T only)

Children arriving after the designated mealtimes in each individual classroom may not be allowed to eat. Meal counts are given to the Cook at the beginning of the day. If your child was counted as absent, there may not be enough food available. Feeding children past mealtimes causes the rest of the children to wait and interrupts the routines of the day. We ask that if you want your child to eat with us, please plan accordingly and arrive on time. Keep in mind that no outside food is allowed, so you cannot bring food for your child to eat upon arrival.

Kitchen Practices

Classroom cooking projects will be approved and monitored by the Cook. Non-refrigerated food will be stored up off of the floor and, once opened, in airtight containers. Refrigerator (40 degrees or colder) and freezer temperatures (0 degrees or colder) will be properly maintained. All food will be marked with the date of delivery and/or storage. Dishes will be washed and sanitized in accordance with licensing regulations, either in a commercial dishwasher, or manually following the posted 3-step procedure: wash, rinse, sanitize.

Nutrition Statement

Child and Adult Care Food Program Participation

All infants and children at Days Gone By participate in the Child and Adult Care Food Program (CACFP). The CACFP is a federal program of the Food Nutrition Services, U.S. Department of Agriculture (USDA). The CACFP gives financial assistance to licensed child care institutions to provide nutritious meals. In Wisconsin, the CACFP is administered by the Department of Public Instruction. The primary goal of the CACFP is to improve the diet of children 12 years of age and younger. Please note that each family counts towards the center's reimbursement to purchase food. Filling out the form promptly and efficiently could mean the difference in what dollars are reimbursed to the center.

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

CHILD GUIDANCE POLICY

Children's behavior will be guided by setting clear limits or rules for children. We will talk with children about expected behaviors and model those behaviors consistently for them. We will state positively what children can do, using specific terms; e.g. "walking feet" rather than "don't run"). Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age-appropriate activities to choose from and will be given the attention they need before they demand it. Behavior management will be for the purpose of helping children develop self-control, self-esteem and respect for the rights of others.

When a child is crying, fussy or distraught, staff will work to calm and comfort the child in ways that are appropriate for the child's age and personal disposition. This may include stroking, cuddling or rocking; offering a drink; acknowledging the child's fear, separation sadness, or conflict; distracting or redirecting to another activity; talking calmly with the child about how s/he is feeling or what has happened. The management team will be available to step in to help the teachers if a child needs one-on-one attention that is not possible in the classroom setting. If the unhappiness persists, we may contact a parent to share what is occurring and inquire if this might indicate the onset of an illness or if they have any other ideas for us to try.

There are general steps that are taken to prevent discipline problems in our classrooms. They are as follows:

Setting up the Environment: Teachers look at the classroom to make sure that there are no obvious things that would cause children to struggle or fail.

Strong Curriculum: From observation and assessment to character education, teachers use every opportunity to teach, nurture and guide children.

Parent Communication: From the beginning, parents need to be aware of concerns and all behaviors – positive and negative. Keeping communication open and continuous will be one of the most important steps in positive guidance. We need parents to share any changes taking place at home, so we know if a child is reacting to these changes. Fighting, illness, separation and divorce are sensitive topics and most families want to keep them private; however, children are aware of stress and tension but don't know how to express their fears or uncertainties. They will often react physically by retreating, acting out or reverting to earlier behaviors like bedwetting or thumb-sucking. Parents and teachers need to have communication and a plan for times when things aren't going well, when there is stress or when a child needs a break.

One-on-One Time: Teachers strive to spend individual time with each child throughout the day; however, it is even more important for them to spend time with a child who is struggling with knowing how to apply the skills that are being taught to the group. Mentoring, modeling and practicing along with Social Emotional Foundations of Early Learning (CSEFEL) and other positive guidance resources will be used.

Time Out: This should be used as a last resort to take a child away from what may be frustrating or causing anger. See the following in-depth information regarding the proper usage of Time Out in a group setting.

Outside Assistance: Teachers and Administration will turn to specialists when our knowledge and abilities are exhausted. These will include but are not limited to Birth-to-Three, School District personnel and Head Start.

We recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with parents to consider how to deal with the behavior. If the behavior continues, the next steps may include referrals to appropriate community resources, and/or discharge of the child from care. At "Days Gone By," we will practice techniques learned through the Pyramid Model of Social Emotional Foundations of Early Learning (CSEFEL) which includes all of these steps.

In accordance with "Wisconsin Rules for Group Child Care Centers," actions that are aversive, cruel, humiliating, and actions that may be psychologically, emotionally or physically painful, discomforting, dangerous or potentially injurious are prohibited. Prohibited actions include spanking, hitting, pinching, shaking, slapping, twisting, or inflicting any other form of corporal punishment on the child; verbal abuse threats or derogatory remarks about the child or the child's family; physical restraint, binding or tying the child to restrict the child's movement or enclosing the child in a confined

space such as a closet, locked room, box or similar cubicle; withholding or forcing meals, snacks or naps; punishing a child for lapses in toilet training. These forms of punishment will never be used, even at a parent's request.

Time Out

"Time-Out" is a guidance technique that can be effective in reducing challenging behaviors of young children. Time outs may be used with children age 3 and older, but never for more than one minute per year of age (not to exceed 5 minutes). The term 'time-out' is short for 'time out for positive reinforcement.' The strategy is similar to an extended form of selectively ignoring disruptive behavior. Children are removed for a brief time from all sources of reinforcement (e.g., teacher and peer attention) following serious challenging behavior. Usually this strategy requires that a child be removed from an ongoing activity for a brief time, typically by having a child sit on the outside of the activity within the classroom, within sight, sound and supervision of an adult, until the child calms down and is ready to rejoin the activity and try again. Time-out is intended to be a non-violent response to conflict that stops the conflict, protects the victim, and provides a 'cooling off period' for the child. Often we find that the attention children receive from the disruptive behavior, even if it is not positive attention, is what they are seeking. For some children, any behavior that will bring them attention is a behavior that they will continue. Choosing to ignore behaviors that are not harmful can sometimes help children make better choices. "Time-out" is only effective when used in the context of a comprehensive approach to behavior support that is designed to teach, nurture and encourage positive social behaviors. Time-out should be used only by well-trained teachers and caregivers when less intrusive discipline procedures have been tried and deemed unsuccessful and only in combination with positive procedures designed to teach new skills and prevent challenging behaviors from occurring....Effective management of behavior should always start with praise and encouragement for pro-social behavior and self-regulation and be accompanied by distraction, redirection, withdrawal of attention, and logical and natural consequences." The reason for the time out, including the behaviors that the child has displayed, is explained to the child. The child will receive positive feedback after the time-out, and will be helped to rejoin the group.

Child Biting

Child biting is something that even the best child care programs deal with. Biting is a natural, unfortunate consequence of young children in a group setting. It is not something that can be blamed on the children, parents or teachers. Biting occurs most often in the Infant, Toddler and Two-year-old rooms and when an outbreak occurs it is very stressful and frustrating for parents, teachers and the children. Unfortunately, there are no quick solutions.

Biting generally occurs when a child is feeling frustrated and is unable to communicate their needs. Until a child is able to use words to express their needs, the child will cry, scream, push and sometimes bite in an attempt to express themselves. This is one reason that we stress language development with these age groups. You will find us reading, singing, talking, and using Sign Language with these ages throughout the day. A language-rich environment increases a child's ability to communicate their needs.

In addition to language development techniques, our teaching staff has been trained to implement positive behavior guidance techniques such as shadowing and offering alternatives to biting. These techniques will be shared with parents so there is consistent follow-thru at home. Most children respond to these efforts and will stop biting. Some children seem to be unable to stop biting and it is frustrating for the parents of the victims when we are not able to resolve the situation or terminate care. We will make every effort to work with the child's family to extinguish the behavior quickly. We are committed to both families and all of the children. By working closely with the family on the appropriate actions to take, most children will stop biting; however, for those who don't, it may become necessary to remove them from our program, either on a short-term or permanent basis. Removal from our program is an extreme situation and will not be considered until all efforts have been exhausted and no other alternatives can be found. Children will not be removed simply because other parents are upset or frustrated.

HEALTH CARE POLICY

Children become ill from time to time. It is not always easy to decide if a child should remain at home due to an illness. Children who come to child care are expected, with few exceptions, to participate fully in the daily activities. Children who are ill are not to be brought to the center. If a child does not feel well enough to participate in program activities the parent/guardian will be called to pick up the child.

When children are mildly ill they require more attention and comfort, which places extra pressure on child/adult ratios. It is a balancing act to meet the needs of the individual child and family while acknowledging that other children, families and employees / teaching staff need to be protected from infectious illnesses. In addition, our program is NOT licensed to care for mildly ill children. Sick children will be isolated and observed until they can be sent home, to prevent the spread of illness. Anytime a child is isolated they will be kept within sight and hearing of a staff member and will be kept as comfortable as possible. The cot/mat and any bedding used will be washed and disinfected before being used again. In all cases, the parent/guardian will be notified. Parents are expected to pick up their child or arrange for the child to be picked up by someone on the emergency contact list within an hour. If the parent/guardian is unavailable, the emergency contacts listed on the registration form will be called. Please be sure to notify program staff of any changes in parent/guardian or emergency contact information.

Child care employees and parents often contract the same illnesses as children due to the close human contacts that develop in child care programs. This can place additional pressure on "Days Gone By" when our teaching staff are unable to work. This often increases the need for substitute employees/teaching staff which creates upheaval and inconsistency for classroom. Consistent and clear communication between families and "Days Gone By" will help us to follow recommended health practices and reduce stress levels.

When groups of children play and learn together, illness and disease can spread from one child to another even when the child care providers implement recommended hygiene and infection control practices. "Days Gone By" is committed to preventing the spread of infectious illnesses through the implementation, monitoring and maintaining of simple strategies such as hand washing, effective cleaning procedures, and an understanding and knowledge of children's health. Children will be observed as they enter the program to quickly assess general health.

Illness Policy

It is important that you notify the center if any medication has been administered to your child within the preceding 24 hours. Should there be a medical emergency it is crucial to report whether or not the child is on medication.

Children who exhibit any of the following symptoms should remain home or will be sent home:

- Temperature of 101 degrees F – alone or in combination with any symptoms
- Diarrhea (more than two abnormally loose stool within a 24 hour period)
- Vomiting more than once or when accompanied by another sign of illness
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Sore throat or difficulty swallowing
- Constant thick, colored nasal discharge
- Have not been on a prescribed medication for 24 hours
- Redness of the eye, obvious discharge, matted eyelashes, burning, itching
- Untreated skin patches, unusually spots or rashes
- Yellowish skin or eyes
- Unusually dark urine or gray or white stools
- Stiff neck with an elevated temperature
- Evidence of nits, lice, scabies or other parasitic infestations
- Continue to have symptoms of illness
- Children with communicable diseases. Examples include but are not limited to:

Chicken Pox
Strep Throat

Influenza
Impetigo

Pink Eye
Measles

Scarlet Fever
Whooping Cough

Mumps
Lice

Any child demonstrating signs of illness not listed above will also be isolated and carefully observed for symptoms. Children will be readmitted to the program after at least 24 hours if they are free of a fever and other symptoms, have been appropriately treated, or have been given medical approval to return to child care.

Special Health Care Needs

When a child is known to have any special health care needs, that information will be shared with those staff who are assigned to care for that child but will otherwise be treated with confidentiality. Such special needs, including dietary requirements, will be posted on the inside of the classroom in a confidential manner so all care providers will be aware to look for more information. When specialized equipment is needed, such as nebulizer or Epi-pen, the child's parent or a medical professional must train staff in correct procedures.

Close communication with parents, teaching staff and center management will be the most important aspect to providing the best possible care to all children, including children with special health care needs. We understand that there are developmental concerns that arise during the early childhood years. We believe in educating the whole child and meeting them wherever they are on the developmental continuum; however, our facilities and staff may not be equipped to address all children's needs. We want to maintain the best environment for the children currently enrolled in our program, as well as provide the least restrictive environment for the child with special needs. Therefore, it is our policy to make reasonable accommodations for children with disabilities. This information will be shared with staff assigned to care for that child. It is our intent to integrate children with special needs into our program to the extent feasible, given each child's abilities and limitations.

Ultimately, our program may not provide the least restrictive environment if accommodations result in significant difficulty or expense to the program, if adaptations for behaviors fundamentally alter the nature of our existing program, or are not readily achievable; or if the child's condition will pose or does pose a significant threat to the learning, health, or safety of other children or staff in the center. The administration may request documentation that the child is receiving outside services. After consultation with the parents and the teachers involved and, if necessary, the child's doctors, the administration will make a case-by-case decision as to whether our center is capable of properly meeting the needs of the child in question.

Medication Training and Documentation

"Days Gone By" will maintain a medical log where we will document the administration of medication, accidents or injuries that happen when children are in care and observations of injuries to a child's body received outside of care. Staff will include date, time, name of child and a description of any accidents, injuries, or observations. Medication administration will also include the name of the medication, the amount and time given. All entries will be signed by the person making the entry or the person who administered the medication. Parents will have access to entries regarding their child in a manner that protects the confidentiality of all other children.

"Days Gone By" will maintain training information for all employees trained in the administration of medication of all forms. Updated training will be provided annually or as needed, based on the medication administration needs at "Days Gone By." Medication in all forms will only be administered by trained personnel.

Non-medicinal products

Sunscreen, insect repellent, lip balm, diaper creams and other non-medicinal products will only be used on a child when signed medical authorization is on file, and the specific products are supplied by the parent and labeled with the child's name. These items must also be kept out of the reach of children, including lip balm.

Universal Precautions

Superficial injuries, including child bites, will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about the minor injury when they pick their child up. Bites that break the skin will be treated using universal precautions and parents will be notified immediately.

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

If there is a need for emergency medical treatment, 911 will be called. If it is a life-threatening situation, with no time to consult the child's file or parent, the child will be taken to the nearest Hospital Emergency Department. Should an

ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. All staff will have training in infant and child CPR and first aid. First aid supplies will be stored in the office area and in other appropriate areas throughout the center, to provide quick, easy access.

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

Medications

It is important that you notify the center if any medication has been administered to your child within the preceding 24 hours. Should there be a medical emergency it is crucial to report whether or not the child is on medication.

"Days Gone By" policies and procedures for medications:

- "Days Gone By" does not administer the first dose of any medication. The first dose must be given before the child arrives, so the parent has time to monitor any reaction. The only exception to this rule would be by written consent or direction from a licensed physician in the case of a life-threatening situation.
- If at all possible, medications must be given at home by the parent/guardian instead of a "Days Gone By" staff member. As a guideline, if the Medication indicates that it needs to be administered:
 - 1 – 2 times per day = You give at home
 - 3 times per day = We will give ONE dose
 - 4 times per day = We will give TWO doses
- ALL prescriptive and non-prescriptive medication (including diaper creams, lotions and sunscreens) will only be given to children if parents have completed the *Authorization to Administer Medication Form*. This form must be filled out completely and properly, signed and dated, and must include medication name, dosage, time, and date medication is to be given, before medication will be given.
- All medication to be given must be handed directly to the teacher so that they may store it away from the children. Please do not leave medications of any kind in your child's diaper bag or backpack.
- All medicine must be in its original container, bearing the prescription label with the child's full name, dosage and administration directions.
- All medication will be locked and inaccessible to children. Medicine requiring refrigeration will be kept in a covered, labeled container in the refrigerator.
- Prescriptive medication will be administered only as prescribed by a licensed physician. Parental instructions must be consistent with the instructions printed on the label provided by the physician or be accompanied by a note of explanation from the physician.
- Any request for non-prescriptive medications to be administered for longer than the recommended time on the container must be accompanied by a physician's note of approval.
- If parents choose, they can mark the box on the Medication Authorization form that indicates that they acknowledge that they are administering medication without a doctor's approval. We prefer that you not put us in this position.
- All non-prescriptive medication such as, but not limited to, Tylenol, Ibuprofen, or cough medicine may be given to a child only if they are in their original container with the child's name on it and not for longer than the number of days listed on the label instructions.

Medications delivered by a device

- Nebulizer treatments, medication to eyes, ears, or noses will not be administered unless approved by Administrator and/or Nurse and teachers are trained and confident prior to use.
- If a device is needed for medication administration (i.e. Epi Pen, Nebulizer, etc.), written instructions from parents or physician must include signs and symptoms of when the medication is needed.
- If prescriptive medication is in device form, additional training may be expected. Parents or a medical professional must provide demonstrative training on the use of the device. If a parent or medical professional is not able to provide this training, the nurse at "Days Gone By" will provide training or will find appropriate training options prior to the device being used.
- Documentation of the demonstration for use and care of any device will be made on the medication form, including date and staff in attendance. Training will be provided annually, as needed.
- Medication will be given only by staff trained on the use of the specific device.

All Medications

- We will not administer any medication that is expired or not in its original container.
- We will not exceed the age dosage on the label of any medication without a written doctor's authorization.
- At no time will Days Gone By staff administer medication rectally.
- Medication will only be administered by staff members who have gone through Medication Administration training on the proper steps and procedures for medication administration.
- ALL medications must be removed from the center once the Authorization has expired or the medication itself is expired. No unauthorized medication may be left in the classroom or in a diaper bag/backpack.
- Medication that is not taken home after two reminders will be discarded.
- We exhibit extreme caution when administering medication. We adhere to state regulations and procedures to ensure that the proper dosage of medication is given to your child. Should any error occur, parents will be notified immediately.

Child Health Reports and Immunizations

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

These timelines are required by our State Licensing department. Children's files that do not contain proper documentation will cause us to receive a non-compliance statement from the licensing agency. This is not acceptable practice. Notice of any missing documentation will be given to parents. Fines will be incurred if your child's file is not updated within the timeline provided. Repeated negligence in this area could result in dismissal.

Sanitation

Cleanliness and the strict implementation of our health policy are top priority in our Center.

- We ask that parents assist us in keeping germs to a minimum and meet our State licensing requirements by supporting and following our sanitation policies. One of the main ways of doing this is to wash your hands upon entering our classrooms.
- Children must wash their hands when entering the classrooms. Parents are asked to help with this.
- Staff and children of all ages are required to wash their hands with soap and water frequently. Hand washing is always done when entering the classroom, before eating, after using the bathroom, and after other classroom activities.
- Our staff is responsible for the cleanliness of their rooms. They must sweep after each meal, mop at least once a day, clean their sinks and empty their garbage.
- All toys and equipment are disinfected and sanitized as needed throughout the day and in depth, weekly.
- Changing tables are cleaned and disinfected after each diaper change. The staff is supplied with, and encouraged to use, gloves when changing diapers and handling any bodily fluids or secretions.
- Children's bathrooms are also cleaned and sanitized daily, or more frequently, if needed.
- Our carpets are cleaned on a quarterly basis. Our staff may be required to attend Spring and Fall cleaning days at the Center as well.
- A cleaning company is hired to provide monthly, deep cleaning to garbage cans, refrigerators, microwaves, the kitchen facilities, laundry machines, etc.

CONTINGENCY PLANS

Attendance will be kept in each classroom daily and arrival/departure times recorded. During early AM arrival and late PM pick-up, teachers will be kept aware of children they are responsible for, as rooms are condensed and employees leave the center. Teachers will know the names of each child and their whereabouts at all times. Rosters with children's names, birthdates and scheduled hours of attendance will be with the appropriate teachers at all times. ProCare will also be used to check children in at the beginning of the day and out at the end of the day. Children will be tracked on ProCare when they move from classroom to classroom at the beginning and end of the day or during visiting times.

Fire and Tornado evacuation plans will be practiced monthly, as required by State authorities. The Office will document dates of fire and tornado drills on a form provided by the State. Smoke detector checks are conducted by an outside agency and are included in an exemption of our DCF License. Emergency numbers are posted in each classroom either on or near the telephone. The attendance forms and list of phone numbers for parents and emergency contacts are kept with the Teachers in each classroom at all times to ensure that all children are accounted for and all families can be notified. Please be sure to update any changes to your contact information as soon as possible so we always have current information available. Lead Teachers and administration are allowed to keep cell phones accessible for emergency or alternative communication.

Emergency Supplies: Blankets, a portable radio and flashlight, with extra batteries for both, are kept in the center and in classrooms at all times. Emergency provisions such as clothing, blankets, water are located in each classroom and will be used as needed. Some of these provisions will be the items that are on location for individual children, but will be used by any child needing them due to the emergency situation.

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit, paying special attention to children and adults with physical and/or mental disabilities. Maps of the most efficient fire exit routes are posted in each room. All staff members will be oriented in the designated fire exit from each location. Children will exit single file to the nearest exit and will continue moving 30 feet from the building. The attendance forms and list of phone numbers for parents and emergency contacts will be taken out by the Lead Teacher in each classroom to assure that all children are accounted for, and all families can be notified. The Director or Supervisor will call the fire department at that time and parents will be notified. If possible, children will be assembled inside Eau Claire South YMCA on Lorch Avenue (our direct neighbors). If we are unable to return to the building following an evacuation, the children will be taken to PowerTex until parents, or another authorized adult can be reached and come for them. Children will be transported by private vehicle or will walk with teachers since PowerTex is directly adjacent to our building. A bus could be called, but it would likely take much longer to arrive than just walking with the children.

In case of emergency that would result in lock-down or prevent evacuation, children will be evacuated from all classrooms lined by windows by using alternative exit doors that are located in each classroom. If possible and/or necessary, all children will be moved through the interior door located in the Staff Room into the Eau Claire South YMCA space. If children were to stay at Days Gone By, we would safely transition them to the farthest interior rooms and shut all doors. The attendance forms and list of phone numbers for parents and emergency contacts will be taken by the Lead Teacher in each classroom to assure that all children are accounted for and all families can be notified. The Director or Supervisor will call emergency personnel as soon as possible and parents will be notified.

In the event of a tornado warning, a battery-operated weather radio or a Smartphone will be used to keep track of weather conditions. In the event of a tornado warning, children will move single file and will be taken to the most interior classroom areas by all available staff members. The attendance forms and emergency contact information will be brought along by the Lead Teacher in each classroom. Staff will engage the children in activities until we are assured by the authorities that the danger has passed. Parents will be notified if conditions worsen.

Inclement Weather will not cause the center to close, unless we are told not to open or remain open by City or State officials. We do advise all parents to do what is safest for your family and to consider the safety of our staff as well. If we need to close for any reason, staff to child ratios will be maintained until all children are safely able to leave. Every effort will be made to have our program open for our regular hours during inclement weather. Any closings or delays would be posted on local television and radio stations. A notice would be sent via ProCare.

In the event of a lost child, staff will check all areas of the center. If the child cannot be found, the child's parents and/or emergency contact and the police will be immediately notified.

Other Emergencies

If the center should lose the use of heat, water or electricity before the center opens; parents will be notified as soon as possible and will be asked not to bring their child that day. Notice will be sent alternative emergency communication such as ProCare, local TV and/or Radio, phone calls and/or email.

If the center should lose the use of heat, water or electricity while children are in attendance, every effort, within the constraints of our licensing capabilities, will be made to move children to rooms that are not affected. If this is not possible, parents will be called and asked to pick up their child/ren within one (1) hour.

When there is only one staff person on site we will ensure that an emergency provider is available within 5 minutes. That person will be trained on Shaken Baby Syndrome (SBS), Sudden Infant Death Syndrome (SIDS) and will sign a document agreeing to serve as an emergency back-up. Information will be posted in all rooms.

Insurance

“Days Gone By” will provide Limited Liability Insurance as required by the State of Wisconsin. “Days Gone By” is not required to provide accident insurance; therefore, it is the parent’s responsibility to have adequate health and accident coverage for their children. Parents are responsible for all medical costs incurred with respect to their child/children while attending our program. To be sure that your child is covered, please indicate your doctor’s information on the *Child Care Enrollment Form*. If an injury, resulting in a doctor’s visit, occurs while a child is attending Days Gone By, the office must be notified immediately so we can submit an Incident Report to the State licensing office.

Custody Issues

“Days Gone By” must have current custody paperwork on file to enforce the custody boundaries.

Injuries – Minor & Severe

Every known injury will be recorded in our accident / incident medical log books, but not every injury will be immediately apparent. It is possible that a child could injure themselves but not cry out or indicate anything to the teacher. In these situations, we will do all that we can to find out what actually happened but may be limited to surmising a situation. Any head injury is considered an “emergency,” and parents will be notified as soon as possible. Other injuries will be treated with soap and water and a bandage, as needed. If warranted, emergency services will be contacted or the child will be transported to the nearest Hospital Emergency Department or Urgent Care Center (see Health Policy, for more detailed information).

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

Entries regarding a specific child made in a medical log book will be available to that child’s parent in accordance with DCF 251.04(7)(b) ACCESS TO RECORDS & REPORTS – PARENTS. To protect a child’s confidentiality, centers are strongly encouraged to have separate entries for each child involved in an incident such as biting. When parents ask to review the medical log book, the center will show the parents only the entries pertaining directly to their child so all other children’s information is protected. Required reporting procedures will be followed with DCF for all accidents and injuries.

Arrival and Departure

If a child who is scheduled to arrive at the center, via transportation other than the parent, does not arrive within 60 minutes of the specified time on the written agreement signed by the parent, someone from the office will call the parent to inform them that the child has not arrived. It is the parent’s responsibility to notify “Days Gone By” of all scheduling and transportation changes.

Parents who need transportation for their children can contract with transportation vendors that serve the community. The transportation company driver or designated adult is required to escort the children into the building upon arrival. The only exception to this rule is for children arriving on a school bus. A “Days Gone By” employee will be responsible for getting children off the bus and into their classroom.

Parents or authorized adults are required to bring children into the building, to their classroom or designated area, and to sign the children in at the beginning of the day (documenting arrival time) and sign them out at the end of the day (documenting departure time). This process will take place electronically through the use of the ProCare Software system. This practice creates a smooth transition for the children, allows them to say good-bye to their parent(s), and ensures that the parent/guardian know that the child has safely arrived in the classroom with an adult to supervise and

care for them. This is a great time for parents/guardians to exchange any important information with the care provider. Staff will also take daily attendance via ProCare to know the names and number of children at the center at all times.

Children will only be released to persons listed on the enrollment form. If anyone other than the child's parent or usual pick-up person (someone who is listed on the enrollment form) is to pick up a child(ren), we will need to be notified in writing or by a telephone call in advance (email or text message are acceptable forms of written notification). The person picking the child(ren) up must be prepared to show a driver's license or other photo ID.

Intoxication

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

Concealed Carry

DCF 251.06(2) © addresses the presence of firearms and ammunition in a licensed group child care center as follows:

DCF 251. 06(2) © Firearms, ammunition and other potentially dangerous items may not be kept on the premises.

Weapons are banned in all areas of the business. Employees, even those licensed to carry concealed weapons, will be prohibited from carrying weapons while at work.

Media Relations

Any media related issues will be directed to, and handled by, the Center Administrator and Director.

Along with enrollment, "Days Gone By" and YMCA of the Chippewa Valley is granted the right to use child(s) photograph or image with or without child's name, both singly and in conjunction with other persons or objects and presentations, advertising, publicity, and promotion relating thereto.

Pest Management

Integrated Pest Management techniques are utilized to control pests, including insects and vermin. "Days Gone By" always seeks out natural non-toxic prevention/treatment for any pest situation. When those measures fail, and pesticide is only viable option, families and staff will be notified of application in advance.

DISMISSAL FROM CENTER

While we as an early childhood program strive to meet the individual needs of each child, sometimes things just don't work out. We will make every effort to care for the needs of your child, as well as all of the other children in the classroom and in the Program. We will use a number of different behavior guidance techniques as described in our Guidance Policy. When the problem continues the child may be brought to the office. The Director or Administrator will call the parents to discuss the problem. When a child has repeated behavior problems or hurts another child or teacher, we may call the parents to pick the child up from the Center for the rest of the day. It is important to have parents and teachers working closely together in these situations; children do best with consistency in all settings. Unfortunately, there are some circumstances that may force us to dismiss or discharge a child from our care. The following are the steps that we will follow prior to dismissal of a child for behavior reasons:

- a. Center for Social Emotional Foundations of Early Learning (CSEFEL) Pyramid Model practices will be utilized in the classroom as well as shared with parents to carry out at home.
- b. Conscious Discipline will be utilized in our classrooms and shared with parents.
- c. Parents will be contacted and asked to attend a meeting with center staff.
- d. School district or Birth to Three personnel will be consulted and/or a referral will be made.
- e. A behavior management action plan or IEP will be written up with specific steps and goals.
- f. If all previous steps are exhausted and the behavior does not improve, alternative care options will be suggested, and a two-week notice will be enacted.

We will make every effort to work with you and your child as long as parents are willing to work with us and assist in the process of implementing and carrying out behavior management practices, goal setting and potential referral. As a

parent, you have the right to stop this process at any point with the understanding that your child will then be discharged from our care within two weeks.

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

- Failure to pay fees on time. (Grounds for immediate termination, without advance notice.)
- Lack of parental cooperation.
- Inability of child care program to meet the needs of the child. (See above)
- Health and safety of other children in the center. (See above)
- Repeated failure to pick up the child at scheduled time.
- Failure to complete and return required forms.

“Days Gone By” will give 2 weeks written notice of our intent to discharge a child (and try to inform parents of local resources that may be of help to them), except when due to parent’s failure to keep current with fees owed.

If parents choose, for whatever reason, to withdraw their child, they must give a 2-week written notice of their intent to withdraw a child(ren). Tuition will be collected for these final 2 weeks whether your child attends the Center or not.

If a parent does not agree with the decision that has been made regarding the termination of their child, they should meet with the Director to resolve the issue. When necessary, the Director may need to schedule a meeting with the Owner/Administrator to discuss further actions. However, the Administrative Team will make the final decision.

Personal Items Left Behind

If a family withdraws or is dismissed from “Days Gone By” for any reason, all personal items must be taken as well. In the event of an unplanned withdrawal or forgotten items, parents will be expected to make arrangements to pick up the personal items left behind. Two attempts will be made to notify families of items left at “Days Gone By.” Families will have two weeks to pick up the items. After that time, “Days Gone By” reserves the right to use the items within our program or donate them as we see fit. No medications, lotions, sunscreen, etc. will be kept for more than two days, as stated in the Medication Policy.

FREQUENTLY ASKED QUESTIONS

Child Care Services Agreement and Deviations

- In order to provide consistent employment for our staff and quality care for all families, it is important that we know all schedules prior to offering to provide care for your family. We will do our best to meet your family’s needs while meeting the needs of our employees and our other families.
- A Child Care Services Agreement must be on file for every child prior to their first day of attendance.
- Before an Agreement can be established, we must have clear communication about the scheduling needs of your family. Typically, this is established during a tour. If scheduling needs change prior to enrollment, a new arrangement must be in place before “Days Gone By” can guarantee placement.
- Once a schedule has been approved by the Management, an Agreement can be created, signed and turned in to the Office. This Agreement will remain in effect until a request for change is made to the Office. Please do not assume that a change in hours or days will automatically be approved. There are many other schedules that we work with each day and each week; not all change requests will be able to be approved.
- Any change in your Child Care Services Agreement will result in a new Agreement being created, a \$10.00 change fee and the understanding that you are giving up your previous Agreement. This means that there is no guarantee that you will be able to go back to the schedule of your previous Agreement.
- Prior to making any changes to your Agreement, you must discuss your changing child care needs with the Director. Enrollment changes are subject to availability, especially a reduction in days or hours. Moving from a full-time to part-time schedule is certainly allowed, but the days available need to be discussed and approved to ensure that the requested days are available. Part-time positions require coordination with other part-time enrollees. This means that moving to part time may require that you utilize days that are available in another part time child’s weekly schedule. The Director will be able to tell you which days are available. We will do all that we can to accommodate

your new scheduling needs but cannot guarantee them. We also cannot guarantee that a full-time spot will be available should your needs change again in the future.

- If you are requesting a seasonal or summer reduction in hours from your full-time schedule, please be aware that we may not be able to hold your spot long term. Please refer to the Holding Fee Policy for more information and details regarding fees and options.
- Full withdrawal of your child for extended periods may result in a loss of their spot. Paying a Holding Fee or continuing with part-time enrollment will give us a better chance of being able to guarantee a return to your regular schedule. You are always free to make the choice that works for you.
- If you have a child under the age of 2 and you are requesting a varying schedule each week, you will be charged for a full week of care. Infant and Toddler spots fill up very quickly and we typically have a very long waiting list in this area. If the care your schedule requires prevents us from offering part-time care to another family, your child is actually filling a full-time spot; therefore, you will be expected to pay the full-time rate for that spot. Once your child is over the age of 2½, the circumstances will be re-evaluated, and we will determine whether we need to continue to charge a full-time rate or can reduce your Agreement to a part-time rate.
- If you have an Agreement for varying care that results in full time charges, you cannot assume that your child can then attend every day of the week, unless you request an Agreement that establishes a full time care schedule. If you do not request this, we have the right to schedule other children to attend on the days that your child is not scheduled to attend. Due to the inconsistency of the schedule, these would be add-on days for current families or drop-in care, not a regular weekly schedule fulfillment.
- If you have a varying schedule and you request an Agreement for full-time care, you are able to bring your child Monday through Friday. You will still be required to fill out a monthly calendar indicating any days that you know your child will not be attending. If you do not know this in advance, you will be required to notify us as soon as you do know (see scheduling). If you tell us that your child does not need care on a certain day, we have the right to schedule another child that day and may not have room for your child should your schedule change. Close communication is vital in these situations.
- When you create an Agreement for consistent part-time care, you are telling us that you only need days A, B, C, etc. Based on this information, we may offer days D and E to another family. Prior approval is required for any additional days that you may want or need to add to your child's schedule. The teaching staff does not deal with these schedules, so they are not able to tell you whether or not there is "room" for your child to attend on an unscheduled day. If you bring your child on an unscheduled day, without prior approval from the Office, you may risk having to take your child back home with you due to lack of an opening that day. If we have room for your child, you will be charged a full day rate plus the Unscheduled Child Rate of \$15.00 for the day.
- When you create an Agreement for consistent care, you are agreeing to pay the same rates for the same days every week, regardless of your child's attendance due to illness, vacation days and/or holidays/closures. You may request to add an additional day to a week, but will not be allowed to "swap" or "switch" days.

Scheduling

- A minimum of three days per week per child is required to be enrolled in our program for 6 weeks-2 years.
- A minimum of two days per week per child is required to be enrolled in our program for 2+ years.
- Once enrolled, each authorized person will register their fingerprint in our security system. Your fingerprint will be the method of checking children in and out of the center and will also access your billing information, messages and immunization updates by pushing the option button after signing in.
- Our Licensing rules and regulations require that we have an accurate count of each child in our building at all times. Properly checking in and out is a fundamental requirement of enrollment.
- It is important that someone contact "Days Gone By" before 9:00am if your child/children will not be attending for their scheduled time. We are required by Licensing rules and regulations to establish contact with any family that is scheduled but does not arrive by 9:00 am or within one hour of their scheduled time, whichever is later. Occasionally needing to make this contact is understandable, but repeatedly needing to follow-up is time consuming and frustrating. A change in the Service Agreement may be needed if we find that your child is consistently arriving later than scheduled. Blatant disregard for the policy to notify us could result in discharge.
- In addition to our Licensing requirements, we base our teacher's schedules on the schedules that parents reserve in the Child Care Services Agreement OR on changes noted on the monthly calendars. It is not a wise use of your tuition to have two teachers scheduled in a classroom when only one is needed. We often do not know this because parents don't let us know about their schedule changes. Allowing teachers to work on lesson plans or classroom

updates and cleaning during these times is an effective use of their time, but we need to know when your child will be arriving, if it is going to be later than scheduled.

- If we do not receive a phone call by 9:00am and we cannot establish contact, we may assume that your child/children will not be attending for the day, we will adjust our teachers' schedules accordingly and your child/ren may be unable to attend for that day due to staffing changes. Personal Days will not be allowed to cover the expense of this day.
- Each family is required to complete an Agreement and a monthly calendar with days and hours of care needed per child per day. It is the parent's/guardian's responsibility to follow the hours of care identified on the calendars to avoid additional charges. The calendars are due the 15th of each month, in advance. If we do not receive the calendar, your child may not be scheduled and a non-refundable \$50 holding fee per child will be applied until the calendar is turned in. Your child may not be scheduled until the calendars are turned in and the applied holding fee will not be refunded. If, within 2 weeks, a calendar is not turned in, your enrollment will be considered self-terminated.
- Once a calendar is handed in, we ask that no financial changes be made. However, we understand that circumstances change, so we will do all that we can to accommodate any last-minute changes. Please communicate any change in scheduling needs as soon as possible. Teachers are scheduled according to the individual schedules of children in their care. We work very hard to be wise with our staffing. This is a process that takes many hours each week, so we rely on good communication from families. This process also ensures that we are meeting licensing regulations regarding attendance and teacher-to-child ratios.
- Switching or exchanging of dates will not be allowed. An occasional add-on day may be allowed, if there is room. Any add-on days or schedule changes will be billed at a full day rate, even if the add-on would result in a full week of care.
- If a child arrives on a day that they are not scheduled to attend, we cannot guarantee that there will be room for them to stay. This deviation must be approved by the Office and will result in the addition of a full day tuition fee PLUS the Unscheduled Child Fee being added to your account.
- Rotating schedules will be enrolled and billed according to the total number of days per week that a child will require care. For example, if a schedule rotates Monday and Wednesday one week and Tuesday, Thursday the next, there would be a 4-day per week charge for that spot because the child is utilizing 4 full days that cannot be used by another child, unless we find someone with a schedule that has the opposite rotation. We will work hard to coordinate schedules, but rotations are difficult.
- A monthly calendar is required from all families, even if your schedule will not change for the month. It is the parent's/guardian's responsibility to follow the hours of care identified on the calendars to avoid additional charges and scheduling errors. If you mark that your child will be "OFF" on a certain day, we will not schedule him/her for that day. We have the right to fill that spot with a drop-in child or change our staffing to accommodate the change in your schedule for that day. This means that there may not be room for your child should you discover that you wrote down the wrong day or had a change of plans.
- Fees will be charged for all major holidays/closures If a holiday falls within your typical weekly schedule, you may request to add a different day to meet your work needs, but this will be considered an add-on day and will be billed as an additional day; it will not be exchanged for the holiday day.
- For School-age children, who would possibly attend during the school year (September through May) for vacations, holidays, teacher in- services, etc., are exempt from the two-day minimum policy and will be billed according to the appropriate rate cycle. The two-day minimum does include school-age children during the summer months (June, July and August).
- We are not licensed to care for children past our closing time of 6:00pm; this is a direct violation of our WI Licensing rules and regulations and could result in fines and severe punishment for our center. If a child is late in getting picked up after the center is closed, a \$30.00 late fee will be charged for the first 10 minutes the child is at the center beyond closing time and \$5.00 per minute after that. Every attempt will be made to make contact with parents/guardians first and then authorized or emergency contact persons will be contacted. If no one can be reached, the Police will be called and asked to pick up the child/ren.
- If a parent/guardian does not call ahead to request to pick up their child/children after their scheduled Agreement hours, a \$5.00 late fee will be applied for every 15 minutes past the scheduled pick-up time.
- Children in attendance over 12 hours in a day are in violation of our licensing rules. A schedule will not be permitted to extend past 12 hours. Any child who is left in our care over 12 hours in a day will be charged an additional rate of \$15.00 per day. This fee pertains to all individual children.
- Families that do not attend for a 2-week time period, without notifying the center about the absence, will be

considered self-terminated. The center will not be responsible for calling to notify the family of this absent rule and

may notify the family in writing confirming the self-termination effective date. Tuition will be withdrawn through automatic withdrawal during this time.

Tuition and Billing / Automatic Tuition Withdrawal

- Tuition Fees will be charged for two weeks at a time, in advance of care. Automatic tuition withdrawal through Daxko is required for ALL clients. Daxko will be used to automatically withdraw tuition funds from your checking account, savings account or credit card. All paperwork related to automatic withdrawal must be on file prior to your child's first day of attendance. Registration and Deposit fees can be withdrawn via Daxko, upon your request.
- If Registration and Deposit fees are to be withdrawn via Daxko, this withdrawal will take place within 24 hours of the date that the form is received in the Office. This could result in two withdrawals on your account within the first week. Keep in mind that as long as the Deposit Fee goes through, that amount will be credited toward the first two weeks of your regular tuition billing.
- Remember to report any banking/credit card changes at least 10 business days before the billing payment period to avoid other service charges. Any NSF accounts will be charged an automatic \$35.00 service charge the Daxko returned item service charge of \$15.00
- Parents are responsible for checking their billing accounts. Choosing the "options" button on the security pad will allow you to check your billing. No other fees will be added to your account after Wednesday, unless requested
- All billing will be sent out by 12:30 pm Thursday and deducted from your allocated account on Friday.
- If the Friday payment withdrawal day is a holiday or observed bank holiday, payments will be deducted from the allocated account the day before.
- Delinquent accounts will be handled in the following manner:
 - One missed payment – Account holder will be notified and a resolution will be established
 - Two missed payments – Account holder will be notified and a payment plan must be set up
 - Three missed payments – Dismissal from the program; this could be short-term or long-term
- Please be aware that any and all delinquent account fees will automatically continue to be gathered via Daxko until the account balance is paid in full. A payment plan can be established.
- Late payments will result in additional charges and could, ultimately, result in dismissal from the program.
- The Child Care Services Agreement will be used to establish regular weekly billing and attendance schedules. Any additional days or changes to the Agreement must be approved by the Office. The teachers do not have the authority to approve schedule changes. Deviating from the Agreement will result in additional charges.
- All scheduling adjustments that result in changes for more than one month will require a new Child Care Services Agreement. All new Agreements will result in an additional \$10.00 fee per change.
- Fees will be charged for all listed holidays/closures, child sick days, and family vacation days as stated in the Program Information section.
- NO refunds will be given for days when children do not attend for illness or other reasons.
- Initial Registration Fees will be charged at the time of enrollment for all children, including a new baby or 2nd child from a currently enrolled family. These fees cover the additional time required to establish a new account, scheduling, billing and filing, and creating the State-mandated file for each child.
- Annual Renewal Registration fees will be charged annually, in August or September according to the Rate Sheet. (These fees cover the added administrative costs associated with updating annual forms, purchasing new learning materials and supplies, etc.)
- Additional fees will be charged for field trips, special projects, enrichment programs, etc. Advance notice will be given before these charges occur. Charges will be added to the regular child care billing account.
- Summer activities, like field trips and special guests, will incur additional charges based on admission and bus fees. Annual membership cards are not accepted at most businesses during a field trip experience.
- If there will be a third party payment, as from an employer or the County, a special payment schedule will be arranged and detailed in the Agreement. Parents are responsible for all co-payments or amounts not covered by their employer or the County. Advanced tuition payments must remain consistent in these situations as well.
- All third party payment authorizations must be on file prior to a child's first day of attendance. If this is not possible, a phone call or email from the third party will be required prior to attendance.

- “Days Gone By” will establish annual tuition increases. The increase will take place in January of each year and will be a 3-5% increase. A reminder of the increase will be given at least two weeks in advance.

Late Payments / Delinquent Accounts

- Repeated NSF or declined payments will result in your account being permanently disabled through Daxko. We have no control over this. You will be required to secure a new payment form immediately.
- Late payments will result in additional charges and could, ultimately, result in dismissal from the program.
- Any account with an outstanding balance of \$500 will be frozen. Your child will not be allowed to attend until payment arrangements are made and at least one successful payment is received.
- Please be aware that any and all delinquent accounts will automatically be sent for collection.

Additional Fees and Refunds

- Initial Registration Fees will be charged at the time of enrollment for all children, including a new baby or 2nd child from a currently enrolled family, and annually thereafter. (These fees cover the added administrative costs associated with scheduling, billing, and filing.)
- Annual Registration fee of \$10.00 will be charged in September for any child who was not a new enrollee in the current year. In other words, there will only be one Registration Fee per child, per calendar year.
- Annual rate increases of 3-5% will occur in January. A two-week notice will be provided.
- NO refunds will be given for days when children do not attend for illness or other reasons, as described in the Scheduling section and in Child Care Services Agreement.
- Any long-term scheduling change must be pre-approved and accompanied by a new Child Care Services Agreement. Each change will incur a \$10.00 charge, per child.
- Any monthly schedule changes or additions will be billed according to the current rate sheet.
- If there will be a third-party payment, as from an employer or the County, a special payment schedule will be arranged and detailed in the Agreement. Parents are responsible for all co-payments or unpaid amounts.
- All third-party payment authorizations must be on file prior to a child’s first day of attendance.
- Additional fees will be charged for field trips, special projects, enrichment programs, summer activities, etc. based on admission and bus fees. Advance notice will be given before these charges occur.
- Unscheduled Child Rate of \$15 per child will be posted to an account when any child is brought to “Days Gone By” on a day they are not scheduled, and previous arrangements have not been made. The fee only applies if there is attendance availability, and the child is permitted to stay.

Enrichment Activities

- Throughout the year, there are various enrichment opportunities that we make available to the children. These are things like Spanish, Dance, Gymnastics, or Yoga. We believe that exposure to these different types of activities truly enriches a child’s learning and early development.
- Most Enrichment Activities start with the two-year-old classrooms, but some will work with our infants and toddlers as well. Depending on the extent of involvement in the classrooms, the teachers often learn from these experts and work to continue the learning throughout the week.
- There are fees associated with each of these Enrichment Activities. Some charge a per-child fee and others charge an hourly rate. We do our best to absorb these fees, but there may be some that we pass along to families. These additional fees are listed on the current Rate Sheet.

HOLDING FEES AND LATE WITHDRAWAL FEES

Holding fees apply to currently enrolled children or a child who will be enrolled in the near future.

New Enrollee Holding Fee: This is a fee that will hold your child’s spot before he/she is ready to start attending “Days Gone By.” To hold a spot for up to 3 months, you will be required to pay the Registration Fee and a Deposit equal to one week’s tuition. To hold a spot for 3-6 months, you will be required to pay the Registration Fee and a Deposit equal to two week’s tuition. Registration and Deposit fees are non-refundable, but they will be credited to your billing account upon attendance.

Summer Holding Fee: Families who choose to withdraw or reduce the number of days that a child attends during the summer will be expected to either continue to enroll their child for the required minimum of two days per week or pay a holding fee of \$130 per week. If you choose the two-day minimum, "Days Gone By" reserves the right to choose which days will work best for enrollment; these may not necessarily be the days that you request but will be the days that best coordinate with our other enrollments.

If you know that your child will need care for only a portion of the summer, and you want to guarantee that we will have a spot available for your child at that time, you will be required to pay the holding fee for the weeks of non-attendance. If you prefer, you can request drop-in care. All drop-in policies will pertain, meaning that care cannot be requested more than two weeks in advance and there is no guarantee of the care being available should enrollments or staffing change on the day or week of needed care. Drop-in rates will be charged.

Families who choose to completely withdraw enrollment for the summer months are giving up their child care spot without an assurance of that spot being available when they are ready to return in the fall. We cannot hold spots with no income for 3 months. If a new client is seeking enrollment, you will be given the opportunity to return immediately to the same schedule you vacated, pay the full tuition price for the vacated spot or give your future spot up to the new client. The Holding Fee will not apply in this situation.

Late Withdrawal Fee: We generally have an influx of requests for care for the summer months. If we do not have clear commitments from our current families, we may turn away those who need care. In the past we have allowed this and were informed too late by current families that they no longer needed care. This has caused us to hire extra staff that is not needed, turn away families who could have filled the vacated spots and created scheduling upheaval for other families. Due to the number of changes that come up and the types of requests we receive, we have developed some rules that are specific to the summer months only – June, July and August.

- Summer enrollment information will be available in March of every year. Reservations must be received by April 1st for ALL families, even if your schedule will not change for the summer months.
- All rates will remain the same, and will be automatically withdraw from accounts each billing cycle, regardless of vacation days, unexpected days off, programming outside of "Days Gone By," etc.
- If you find that your summer plans are changing, and you will be changing your child's schedule for the summer, the last day to make changes to your summer enrollment reservations with Days Gone By is May 1st. Following this date, there will be financial penalties for Late Withdrawal:
 - May 2 – 7: \$50.00 per child
 - May 7 – 13: \$125 per child
 - May 14 – 20: \$180 per child
 - May 21+: \$300 per child

All fees will be in addition to the regular enrollment fees. For example, if you decide on May 15th that you will not be bringing your child for the summer, your regular two weeks of care, following a two-week notice, plus a \$180 Late Withdrawal fee will be charged to your account.

FIELD TRIPS AND EXCURSIONS

Occasionally, excursions away from "Days Gone By" will be made, including walks for all age groups. A one-time walking permission slip is included on the *Child Care Enrollment Form*. Please make sure to check this form upon enrollment. In addition to this, an annual Field trip Permission Form will be provided, and must be signed, for the summer months and for the school year. The Field trip Permission Form must be signed and on file before a child will be allowed to participate in a field trip. Parents will be notified, in advance, of scheduled field trips. School year notices will be on a trip-by-trip basis, but summer notices will be posted on the monthly Activity Calendars. Trips away from "Days Gone By" use a chartered bus for transportation. Children will never be left unattended in a vehicle.

- Field trip permission slips must be completed and turned in or the child will not be able to attend. The Permission slip contains instructions related to billing preferences.
- Field trip fees can be paid via Daxko; checks will NOT be accepted for field trip expenses. Field trip fees that are being paid in cash must be paid prior to the event. The classroom teachers are responsible for

collecting these fees, so please pay them directly. Fees that are being withdrawn through Daxko will be added to the regular billing account. Summer fees are withdrawn in June. School year fees are withdrawn following the actual trip.

- Drop-in care is not available during the time of a field trip. Add-on care may not be possible due to attendance maximums and classroom ratios. Please plan ahead for all trips that you want your child to participate in. Requested add-on days will be granted on a first come, first served basis.
- Field trip departure times will be posted near classrooms and noted on monthly calendars. It is important that all children are in attendance at least 15 minutes prior to departure so they can be ready to go and do not need to be rushed. Most field trips have a specific agenda which is hindered by late arrival.
- If you know that your child will be arriving at the "last minute" for a field trip, please call the office as soon as possible. Please do not request that your child eat breakfast upon arrival. Breakfast is usually served earlier on field trip days, as noted on the calendar; there is not time for breakfast to be served to late arrivals.
- Parent volunteers will be requested for all field trips. Bus fees associated with a field trip will be waived for the parent volunteer. Full fees for the child will still apply. Siblings will not be permitted to attend.
- Parents may accompany their child on a field trip on an unscheduled child care day, if room is available. Fees will apply to both parent and child in these cases. Parents should check with the Office to see if there is room for their child to attend. Teachers are not able to determine scheduling availability.
- If you would like your child to participate in a field trip on a day that s/he is not scheduled, parents are welcome to bring the child to the field trip site and stay with them. "Days Gone By" will not be responsible for your child during this time, but you will be considered part of our group in terms of reduced entrance fees, etc. No additional child care fees will be charged for this situation, but it must be understood that we hold no liability or responsibility for your child on this day. You will be responsible for entrance fees for yourself and your child. Fees can be given to the teachers in advance, at the door or can be added to your account.
- If a child arrives at "Days Gone By" after a field trip has departed, care will not be available until the class returns. If desired, a parent may transport their child to the field trip location after a trip leaves Days Gone By. If this happens, the parent must communicate their plans with the office. The parent will be responsible to ensure the child is released only to the appropriate teacher/group leader at the field trip location.
- Field trips are a privilege. They are a special event that is set up to help children learn, offer different play opportunities and to build new skills. They are something we choose to offer, but we are not required to.
- If discipline problems arise with a child on a field trip, the teacher will notify the office and the parent of the situation upon return. Depending on the circumstances, conversations with the parents and the nature of the next field trip, the privilege of attending the next field trip may be taken from the child. If discipline problems continue during outings, the teacher may request a conference with the parent and the child may not accompany the class on their next field trip.
- If the discipline behavior poses a risk to the child or other children, then the parent may be required to come pick up their child at the field trip location. Field trips are taken with the utmost care in ensuring that all children remain safe throughout the entire field trip. If it is necessary for someone to come for a child due to behavior concerns, the privilege of going on field trips will need to be considered, and possibly revoked, before the next scheduled outing. It is possible that a child will lose this privilege for the entire summer.
- When children are off-site for a walk or field trip, staff will take along emergency contact information, attendance sheets and a first aid kit in case an injury occurs. A cell phone will be available on all trips.

ANTI-IDLING / EMISSION REDUCTION

PLEASE TURN YOUR VEHICLES OFF when in our parking lot. This will help reduce exposure of our children to exhaust fumes that can enter our building.

Idling Reduction Facts

- The average American breathes 3,400 gallons of air a day.
- Children breathe 50 percent more air per pound than adults.
- Vehicle exhaust is a leading source of toxic air pollution in the United States.
- Idling consumes more fuel and wastes more fuel than turning your vehicle engine off and on.
- Diesel exhaust contains microscopic soot, a particle that is about 200 times smaller than a period.
- Diesel exhaust contains 40 chemicals that are classified as "hazardous air pollutants" under the Clean Air Act.
- A vehicle dropping off/picking up kids at a center puts three pounds of pollution into the air monthly.

- Carbon monoxide reduces the ability of blood to bring oxygen to body cells and tissues.
- Asthma is the third leading cause of hospitalization among children under the age of 15.
- Asthma is the most common chronic illness in children and the cause of most school absences.
- Exposure to vehicle exhaust increases the risk of death from heart and lung disease and lung cancer.

As with most situations, there are exceptions to this "rule". Here are some examples:

- At 32 degrees or above, vehicles can be allowed to idle for up to 5 minutes
- From 20 degrees to 32 degrees, vehicles will be allowed to idle for up to 15 minutes
- Drivers are also exempt if the outside temperature is below 20 degrees or above 90 degrees.
- Actively loading and unloading passengers or property on private property while idling is another exception.
- People may idle vehicles to use their defrosters, air conditioners, heaters, and other equipment to "prevent a health or safety emergency, including for the purpose of providing shelter."

Thank you for your commitment to reducing vehicle emissions around our children!

LARGE SCALE ILLNESS POLICY

Serious communicable diseases:

If your child has had direct exposure to a serious communicable disease, we ask that you keep them home until the incubation period is over. By doing this, you avoid exposing all of the children in the program and inconveniencing a great many families. These serious diseases include: Strep Throat, Chickenpox, Rubella, Measles, Mumps, Scarlet Fever, Staphylococcus/MRSA, REV, Roseola, HIV, TB, Fifth Disease, any Hepatitis strain, Mono/EBV, Pertussis, Bacterial meningitis, COVID-19. Please inform the school of this exposure within 24 hours so we can take necessary precautionary measures.

While it is obvious that a child needs to be kept home when they are ill, it is also important to know that they should not be in school after exposure to a serious communicable illness. This is especially relevant if somebody in your home has been diagnosed with a communicable disease. Remember that day 1 of the incubation period dates back not to when it was diagnosed, but actually 24 hours after antibiotics are administered to the carrier. Please make sure to wait long enough to see if symptoms crop up before returning, to be sure they are not bringing it with them. Exposure to Covid-19 is considered 48 hours prior to onset of symptoms.

School closing:

We reserve the right to temporarily close "Days Gone By" if there has been a mass exposure to a serious communicable disease. The length of time that we remain closed will be based on the County Health Department's recommendations.

Reducing transmittance:

Rest assured that if a child with a communicable disease has been in attendance, we will disinfect the classrooms and center before the children arrive the next day. We are sanitizing high-touch surfaces many times throughout the day, washing hands with soap and water even more frequently than usual, spending as much time outside as possible, and practicing social distancing. We will notify any affected individuals of potential exposure, so that those who want to avoid additional risk will have the option to do so. Quarantine times will be established by the local Health Department, not the child care program.

Tuition Requirements:

Families are contracted for a specific weekly/monthly schedule as indicated in your enrollment paperwork. Payment for this contracted schedule is required every week/month, year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. While we understand the burden families may face if they cannot work due to child care disruptions, we also must look after the welfare and retention of our staff and future longevity of the program. No credit is given for illness or other unforeseen closures due to health emergencies.