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Child Development Center of St Joseph

*The mission of the Child Development Center  
of St. Joseph is to develop the whole child  
while ministering to families.*

Parent Handbook  
2006

Child Development Center of St. Joseph  
Parent Handbook

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## Welcome

Welcome to the Child Development Center of St. Joseph. We are pleased you have chosen our Center for your child (ren). We look forward to collaborating with you for their care. We take pride in our ministry and strive to provide a warm, supportive and nurturing environment that continues the compassionate tradition of family-focused care within a Christian-oriented environment.

We designed this handbook to provide parents with pertinent information about the Center and the policies and procedures that guide our practices and affect you and your child. If you have any questions or concerns, we encourage you to call the Center and speak to the staff so your child has an optimal experience.

Together, we can raise happy and healthy children who are the hope and leaders for the future.



Sr. Mary Brendan Bogdan, CSSF  
Administrator



Keona Jones  
Education Director

## **HISTORY AND SPONSORSHIP**

The Felician Sisters founded their original childcare ministry in Milwaukee in 1907 at the request of community members and church leaders who desired an orphanage to care for the displaced children in the area. With the closing of the orphanage, the Sisters sponsored a residential treatment center for children and then South Day Care Center of St. Joseph at the original site. Today, under the name, Child Development Center of St. Joseph, the Center continues the Felician Sisters' mission with their ministry partners to provide family-focused childcare within a Christian-oriented environment. As with other Felician-sponsored ministries, the not-for-profit Center is a resource and advocate for the children and families in the community.

## **PURPOSE**

The Child Development Center of St. Joseph, a Christian oriented childcare facility, provides quality services for children while supporting parents and families. The Center works in collaboration with a number of community agencies and organizations to improve the lives of children in the community.

## **LICENSURE AND ACCREDITATION**

Licensed by the Wisconsin Department of Health and Family Services, the Center serves children 6-weeks old through 12-years of age. Accredited by NAEYC, the National Association for the Education of Young Children, we ensure you of a quality educational experience for your child.

## **HOURS, DAYS AND MONTHS OF SERVICE**

The Center is open to serve families from 6:00 a.m. to 6:00 p.m., Monday through Friday, January through December. A yearly calendar identifies days the Center closes in commemoration of holidays. Please ask the receptionist at the front desk for a current calendar.

## **PHILOSOPHY**

The Child Development Center of St. Joseph believes in the development of the child as a whole person. We consider the development and growth of the physical, social, emotional, intellectual and cognitive capacities and abilities of children. Fundamental to effective growth is an environment that fosters positive relationships between parents, staff, children and the community.

We realize our mission in the daily interactions of those in contact with the Center. We strive to minister with dignity, respect, and fairness.

## **EDUCATIONAL PHILOSOPHY**

The educational philosophy of the Center is that young children learn through play—exploring and directing their own experiences. The teaching staff and the environment offers children a variety of activities that promote each child's self-esteem and positive self-image, self-help skills, intellectual growth, social interaction, self-expression and communication skills. The classroom environment includes learning centers that offer

opportunities for children to explore materials, experiment, make choices, solve problems, and expand their vocabulary.

Playing and interacting with others allows children the opportunity to develop friendships and consider the needs and rights of others. Through daily, teacher-developed lesson plans, children engage in age-appropriate developmental activities that mix both group and individual interactions, active and quiet experiences in indoor and outdoor settings.

## **PROGRAMS**

The Center, accredited by the National Association for the Education of Young Children (NAEYC), follows programs designed specifically for children at the various stages of their cognitive, physical, social and emotional development.

### **INFANT/TODDLER PROGRAM**

The program for children under 2-years of age is individualized. Through the day, children will be encouraged to participate in a curriculum that includes activities that promote sensory experiences, large and small muscle development, self-help, self-esteem and positive self-image, intellectual growth, social interaction, self-expression, and communication skills.

### **PRE-SCHOOL PROGRAM**

Children from 2- to 5- years old are enrolled in the Pre-School Program. These are grouped age appropriately and engage in a stimulating curriculum that promotes their sensory experiences, large and small muscle development, self-help, self-esteem and positive self-image, intellectual growth, social interaction, self-expression, and communication skills.

### **SCHOOL-AGE PROGRAM/SCHOOL HOLIDAY**

The Center provides options for before and after school care. The program offers a wide variety of activities that appeal to a child's interest. Children can enjoy a nutritious snack, participate in athletic activities, engage in individual pursuits, relax, or get started on homework. Transportation is available to and from local area Milwaukee Public School campuses.

The Center also provides fun, interactive and interesting School Holiday programs for School-Age children.

### **SUMMER PROGRAM**

In summer, the Center launches its KIDquest Summer Program. KIDquest is a camp complete with sports, arts and crafts, games, field trips and special events. Originally a program for School-Aged children, KIDquest has been expanded to include the Pre-School children by popular demand. Families can access as little as 2 weeks of the program or enjoy the entire 11-week program. Registration for KIDquest begins in the Spring.

### **DROP-OFF CARE PROGRAM**

The Drop-Off Care Program is designed to respond to parents needing occasional childcare support. It is ideal for families who need childcare when their primary provider is ill or unavailable. Drop-Off Care gives families the security of a back-up plan. Since certain paperwork is required to access this service, we suggest registration in advance of need.

### **STAFF**

The Center staff reflects a diversity of educational and work backgrounds. We recruit and hire teachers who meet or exceed the Wisconsin Health and Family Services (WHFS), licensing requirements for childcare teachers and assistant teacher positions. While a 4 year Degree or an Associate Degree in early childhood is preferred, minimal educational requirements for Center lead teachers are a Child Development Associate, (CDA) credential or 30-college credits with at least 6-credits in early childhood education.

The Child Development Center of St. Joseph participates in the Wisconsin T.E.A.C.H. professional development and education program for early childhood teachers.

### **ENROLLMENT**

Please complete and return the following forms prior to your child's first day of attendance:

1. Child Enrollment Form (CFS-62)
2. Child Immunization Record
3. Health History and Emergency Care Plan (CFS-2345)
4. Child Information Form or Special Intake for Children Under 2-Yrs Form (CFS-61)
5. Child Care Food Program Affidavit (DPI/FNS)
6. Emergency Cards (2)
7. School Age Release Form (if applicable--transportation to/from local public schools)
8. Child's Schedule and Fee Payment Agreement
9. Agency Authorization (if applicable)
10. Photo Permission Form
11. Authorized Pick-up List

The registration fee must be paid prior to first day attendance as well.

Please adhere to the following requirements/schedule when submitting initial and ongoing documents to the Child Health Report:

1. The Child Health Report must be submitted within 30-days of first attendance day
2. The physical exam date as follows:
  - a. May not be more than five-months old for children under 2 years of age
  - b. May not be more than 12-months old for children between 2 and 12 years of age

3. Documentation of subsequent physical exams as follows:
  - a. May not be more than six-months old for children under 2 years of age.
  - b. May not be more than 2-years old for children between 2 and 12 years of age

### **ABSENCES**

Please notify the Center daily by phone at 414-645-5337, if your child will be absent, arriving late or leaving early.

### **HEALTH AND SAFETY**

The Center established policies and procedures to protect the health and safety of all children and the adults that participate in activities at the Center, in accordance with Wisconsin licensing rules for day care centers, and recommendations of the American Pediatrics Association.

Staff members receive training in first aid and Infant-Child Cardiopulmonary Resuscitation (CPR).

### **DAILY ARRIVALS/DEPARTURES**

We appreciate your conformance to the agreed upon arrival and departure schedule. Enter your 4-digit code at the time clock when you arrive and on departure. It is your responsibility to clock your child in and out each day. Failure to clock "IN" or "OUT" will result in a sign in/out fee. Please communicate directly with your child's teacher-- personally informing her/him that you are dropping your child off or picking your child up for the day. For your security, children will only be released to persons on your pick-up list. Photo ID will be required for anyone not recognizable to the teacher.

### **WELLNESS**

Each day a teaching staff member will greet your child and perform a quick health and wellness check. Any observable injuries will be noted in a medical log to indicate that the injury did not occur at the Center.

If a child arrives at the Center ill, the child will not be admitted. If a child becomes ill during the day, the parent/guardian will be contacted to immediately pick the child up or make arrangements for the emergency contact person or other authorized person to pick the child up. It is important that parents keep emergency contact information and phone numbers up to date so that they can be reached immediately when a child is in need.

Children will be sent home and should remain away from the Center for at least 24-hours if they have any of the symptoms, including but not limited to the following:

- ♦ Fever, 101<sup>0</sup> or higher
- ♦ Heavy cough with a fever
- ♦ Undiagnosed rashes
- ♦ Watery, red or crusted eyes
- ♦ Vomiting
- ♦ Sore throat
- ♦ Infected sores
- ♦ Itching of the body or scalp

- ♦ Eye, ear or nose drainage
- ♦ Two or more incidents of diarrhea in am or pm
- ♦ Communicable diseases such as chicken pox, German measles, infectious hepatitis, mumps, measles, etc.

When your child has been sent home from the Center with the above symptoms or a known or suspected communicable disease, a doctor's excuse may be required before the child returns.

A good indicator that a child is not feeling well is when the child only wants to sit and watch and not participate in activities. The staff will closely monitor any child who is not acting like themselves. Parents will be called if any of the above symptoms develop. When called, a parent should make arrangements to pick up their child within an hour.

All requests for a pick-up or a readmission of a sick child to the Center are at the discretion of the Education Director. The child will be readmitted to the Center when he/she has been free of any or all symptoms and has not required fever/pain medication for a minimum of 24-hours.

All members working in a childcare center are required by law to report any suspected child abuse to local authorities.  
(Revised: July 16, 2001)

### **MEDICATION**

It is the Center's policy to administer medication only under the following conditions:

1. All medication must be in the original container and labeled with the child's first and last name, name of drug, dosage, directions for administration and the physician's name.
2. Medications prescribed for anyone other than the child will not be administered.
3. Over the counter medications will only be administered per medication instructions on the label. Any deviations from these instructions, requires the written, dated and signed physician's instructions.
4. Medications will be administered providing the parent has filled out an Authorization to Administer Medication form that is available from the teacher. The form must be completed in full, signed by the parent or legal guardian, and dated.
5. All medication administered to children will be documented in the medical log.

### **ACCIDENT OR ILLNESS PROCEDURES**

In the event that a child becomes injured or ill, an Injury or Incident Report will be completed by the teacher. This report will be kept in the child's file after the parent/guardian has been given the opportunity to read and sign the report. The Center also maintains a medical log of injuries and medications.

Parents/guardians must notify the Center in the event that a child contracts a communicable disease. A report of possible exposure to a communicable disease will be posted in the classroom so parents can be aware of symptoms.

### **CHILD CARE FOOD PROGRAM**

Nutritious meals and snacks are provided to children that are present at the Center at the times that meals and snacks are served. Menus are posted in each classroom and in other locations in the Center. Parents must complete Child Care Food Program Forms at the time of Orientation.

Children with special dietary requirements or preferences will need written instructions from the child's physician and a written request from the parent. The Center will make every reasonable attempt to meet with this request. A completed medical statement from a physician must be on file for any child (including infants) with a restricted diet that excludes a required meal component. This statement must indicate the food(s) to be omitted and the food(s) that may be substituted.

Please do not send candy, gum, beverages (Soda, Kool-Aid, etc.) or any other food items to the Center with your child.

In operating our USDA sponsored food program, no child will be discriminated against because of race, color, national origin, age, sex and disability. To file a complaint of discrimination write the USDA, Director, Office of Civil Rights, Room 326 W. Whitten Building, 1400 Independence Avenue, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity employer.

### **SEVERE WEATHER AND OTHER EMERGENCY CLOSINGS**

In case of severe weather, the Child Development Center of St. Joseph will close whenever the Milwaukee Public Schools close. Families should be informed of school closing announcements via local television and radio stations.

In the event it becomes necessary to close the Center during the day, parents or the designated emergency contact will be notified. Please be prepared to pick up your child within an hour of such notification.

### **OUTDOOR ACTIVITIES**

Outdoor play is an integral part of the daily curriculum. The American Pediatrics Association recommends and the Wisconsin Day Care Administrative Code states that children will be offered the opportunity for daily outdoor activities. Teachers use their judgment in determining when children will play outdoors and how long they remain outside. Please dress your child appropriately for outdoor play. If children are in attendance at the Center, it is expected that they will participate in all activities.

### **REST/NAP PERIOD**

Children will be offered the opportunity to rest their bodies during the day. This activity usually occurs after the lunch period. Non-napping children participate in quiet activities.

Teachers and parents consult to determine a child's individual rest/nap needs, however, in accordance with the day care administrative code no child is required to sleep.

Children under 2-years of age are kept on their own individual schedules and nap whenever there is a need.

#### **CHILD GUIDANCE/DISCIPLINE**

Children arrive at the Center to find nurturing care, reasonable order and the promise of an interesting day. In such an environment, the number of disciplinary concerns is reduced. However, if child guidance becomes necessary, discipline will consist of positive redirection, and setting clear limits designed to help children develop self-control, self-esteem, respect for the rights of others, and positive interactions with other children and adults. Sometimes a child's behavior results in logical consequences that help a child learn the cause and effect relationship of his/her actions.

In accordance with Center policy and State law, the Center's staff will not use or permit any person on the premises to use physical punishment or behavior that is humiliating or frightening to a child.

#### **COMMUNICATION**

Choosing a childcare partner is one of the most important decisions a parent can make for the health and well-being of a child. To ensure that your child is receiving the best quality care your ongoing involvement is key. Communicate with your child's teacher. Discuss any problems and concerns when they appear. Make the time to schedule a conference to discuss your child's progress and share information with the teacher that will enhance your child's experience. Ask your child what he or she does at the Center. Listen carefully and encourage your child. If you have talents, skills, or other interests that you are willing to share, let us know.

#### **ORIENTATION**

Each family is oriented to the Center's admission process during the orientation session. During the meeting, we have the opportunity to get to know more about your family and your expectations for service. At the meeting the Parent Handbook, policies, procedures will be reviewed so you have a clear understanding of what we do, why we do it and how we can best work together. Families will have the opportunity to gain clarification or answers to any questions or concerns they may have. The family is asked to complete a questionnaire about holiday celebrations at this time. Families are also encouraged and welcomed to visit their child's classroom.

#### **CONFIDENTIALITY**

We understand the importance of building trust with the families we serve. To this end, all information pertaining to children and families is confidential and will not be discussed or divulged to anyone unless the information serves a legitimate childcare function.

#### **PARENT CONFERENCES**

Parent/Teacher Conferences will be scheduled twice a year for all interested parents. Parents may request a conference at any time.

### **NEWSLETTER/WEBSITE**

The Center publishes a monthly newsletter that highlights happenings at the Center. The website provides information pertinent to both prospective families and families whose child(ren) attends the Center. If you have ideas for topics for the newsletter or areas of interest for the website, please inform us.

### **FAMILY RESOURCES**

The Center provides referral services to outside agencies and community organizations to assist families. A fully credentialed social worker serves as the Center's Family Advocate. The Family Advocate provides the following services for the Center:

- Classroom – observations, assessments of children, and referrals for children, parents, and staff
- Individual – short term counseling for parents, children and staff

### **BIRTHDAYS AND CELEBRATION**

A child's birthday is an important and much anticipated event in most children's lives. The Center staff is interested in making the day special for your child. On a child's birthday, parents may provide a nutritious snack for their child to share with classmates. The teacher will share the snack either after lunch or with the afternoon snack. Some of the nutritious snacks we recommend include raisins, carrots, graham crackers, and cheese, fruit, muffins or fruit breads. Please do not send candy, gum, chips, soda or other sweets. Please inform the teacher of the snack's ingredients so that she may be aware of any items which might trigger food allergies.

The Center speaks to parents at Orientation regarding the holidays celebrated by families. As a Christian-oriented ministry, we celebrate Christmas and Easter. We strive to plan activities that are interesting and meaningful to children. Center curriculum demonstrates respect for a variety of customs and cultures. If you have particular concerns or interests relating to special holidays and/or celebrations, please speak to your child's teacher.

### **DRESS**

Please dress your child in comfortable, washable play clothes that suit your child's needs. Children play outdoors, paint, spill, and play actively. Avoid sending children to the Center in valuable clothing as it may be ruined. Jackets, boots, snow pants, caps, and mittens/gloves from home will be necessary (as temperatures require) since children may go outside daily.

### **CHANGE OF CLOTHING**

A complete change of clothes (underwear, socks, shirt, pants or dress) should remain at the Center. Please remember to change the clothing seasonally and as your child grows. Label all articles of clothing with the first and last name of your child.

### **LINENS AND SUPPLIES**

All children who are at the Center during nap/rest period are required to have their own sheet and blanket to cover their individual cot. The Center provides a cot. Please label the linen with the first and last name of your child.

Depending on your child's age, the Center requires different personal supplies that enhance his/her experience at the Center. We distribute a list of needed supplies at the time of enrollment. Teachers inform parents, if additional needs arise.

### **DISCHARGE**

The Child Development Center of St. Joseph may discontinue enrollment for any of the identified reasons, including but not limited to the following:

- Failure to follow Center policies and procedures
- Failure to submit required forms
- Failure to comply with immunization requirements
- Physical or verbal abuse of children or staff
- Failure to drop off or pick up children at the agreed upon times
- Failure to notify the Center when your child does not attend the Center for two days
- Excessive absenteeism
- Failure to pay child care fees by due date

In some cases, The Center may not be able to meet the needs of your child/family. If efforts between the Center and home do not succeed, we may discontinue care. We will meet with parent to recommend other options for care.

### **GRIEVANCE PROCEDURE FOR PARENTS/GUARDIANS**

- In order to assure due process, the Center recommends the following process be followed when parents/guardians want to address an issue or concern regarding the care and well-being of their child(ren) enrolled and in attendance at the Center.
- Notify your child's teacher of your concern
- In the event the issue is not resolved, the parents/guardians may state their case in writing to personnel in the following order:
  - Education Director – Keona Jones
  - Administrator – Sr. Mary Brendan Bogdan

Any family member, parent and/or child involved in the resolution of a conflict are guaranteed no retaliatory action.

### **FEE PAYMENT AND REFUND POLICY**

- Childcare fees are calculated at the time of enrollment and based on the **scheduled hours** of service. Fees for regularly scheduled childcare are based on half-days, less than five hours, full-days, a maximum of 10 hours of attendance daily. One scheduled change will be processed without charge. Additional schedule changes will be assessed at a nominal fee.

- Drop-Off Care is calculated on an hourly basis and made on the day of service prior to attendance.
- Payments may be made by check, cash or money order. A charge is assessed for each Non-Sufficient Funds check received.
- Payments are to be made weekly. If it becomes necessary to make payments biweekly, special arrangements must be made with the Business Office.
- There are two, non-refundable processing fees; one for regular childcare and one for Drop-Off Care that is due at registration.
- There is a 10% reduction in fees for the regular enrollment of a second child and each subsequent child from the same family.
- There is no charge for the six (6) legal holidays or any other days which the Center is closed.
- A written notice from the parent/guardian of withdrawal of the child(ren) for regular childcare from the Center is required at least 10 business days prior to the child(ren)'s last day of attendance. Failure to comply will result in the parent being billed up to 10 days for the scheduled services.

(Revised: February 22, 2005)

#### **Vacation Days for Regular Childcare**

- Vacation days (when child(ren) can be absent at no charge or loss of enrollment) are earned after a child has been continuously enrolled in the Center. Vacation days are to be used for any days children are away from the Center, illness included. Parents are requested to give as much advance notice as possible when using vacation days.
- The specific number of earned days is based on the number of days per week the child is continuously enrolled. A maximum of ten (10) days per year may be earned at a rate of 5 days after 3 months of continuous full-time enrollment and the remainder of 5 days after 6 months of full-time continuous enrollment.

#### **Table for Vacation Days Earned**

- Enrollees will earn vacation days according to the following schedule:

<b>Full-Day Enrollment</b>	<b>After 3 Months Enrollment</b>	<b>After 6 Months Enrollment</b>
5 days	5 days	10 days
4 days	4 days	8 days
3 days	3 days	6 days
2 days	2 days	4 days
1 day	1 day	2 days
<b>Half-Day Enrollment</b>	<b>After 3 Months Enrollment</b>	<b>After 6 Months Enrollment</b>
5 days	2.5 days	5 days
4 days	2 days	4 days

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3 days	1.5 days	3 days
2 days	1 day	2 days
1 day	.5 day	1 day

- Unused vacation days will not be carried forward to the following year's allotment.
- Unused vacation time may not be exchanged for additional service hours or applied to charges resulting from failure to notify the Center about a withdrawal.

**Penalty Fees**

- A penalty fee of \$5.00 for each 15 minutes or part thereof will be assessed for any child who is dropped off before or picked up after their scheduled time. The first occurrence will be documented and not charged. Second and subsequent occurrences will be charged and must be paid in full with the next week's fees. A third occurrence may result in the child(ren) being discharged from the Center.
- Failure to sign a child in/out each day will result in a charge of \$5.00 per day. This penalty fee must be paid with the next week's fees. If this policy continues to be disregarded, the child(ren) may be discharged from the Center.

**Additional Fees**

- An activity fee may be charged for the Summer Program to cover the cost of field trips, special activities, or special supplies.
- Pre-school children may be charged a field trip fee as these activities are scheduled.
- Parents will be notified in writing of any fees that may be required for a special scheduled activity.

(Revised: September 14, 2004)

**VOLUNTEERING**

The Center appreciates and acknowledges the role volunteers play in enhancing the program. We screen and orient volunteers to maximize their experience at the Center. If you or someone you know is interested in a volunteer opportunity, please direct them to Sr. Mary Kemen.

**ACKNOWLEDGEMENT AND RECEIPT OF HANDBOOK**

I received the Parent Handbook of the Child Development Center of St. Joseph.  
I reviewed the information included about the program and Center policies and  
procedures.

I agree to abide by the policies and procedures therein.

\_\_\_\_\_  
Parent/Guardian

\_\_\_\_\_  
Date