



## Family Handbook

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## *About Faith Academy*

### **Welcome and Mission Statement**

Welcome to the Faith Academy's family! Our staff provides a positive learning experience for your child along with support for the entire family. We look forward to your family being a part of ours for years to come!

The mission of Faith Academy is to strive for growth of each individual with the use of developmental milestones for the development of the WHOLE child-*Socially, Emotionally, Cognitively, Physically, and Spiritually.*

### **Our History**

Faith Academy is a not-for-profit ministry of Faith Community Church that has been serving the Franklin and surrounding communities since April 24, 2006. Our goal is to provide high quality services through which children can develop to their greatest potential. Faith Academy is licensed by the State of Wisconsin and we serve children ages 4 weeks-15 years with a licensed capacity of 102.

### **Philosophy**

The Academy believes the first few years of a child's life are by far the most important, helping to lay the foundation for all intellectual and emotional development. We strive to provide a nurturing environment which gives individualized attention. We take great care to provide a warm, friendly, and fun environment for your child, while ensuring they receive the guidance and structure they need. The Academy believes a child learns best by being actively engaged with their environment. They do this through observation and exploration with objects and people in their environment. Our professional teaching staff will guide the children with age appropriate activities in the centers and help facilitate their learning by asking open ended questions to gauge the child's understanding and to challenge the children as well. Centers are activities located in specific areas around the classroom in which children can work independently or in small groups. Our approach is a problem-solving one that allows the child to learn through centers that are age appropriate for each classroom. These centers are child-oriented and encourage the child to learn with a hands-on approach. We also include play into our curriculum to help children make connections to their outside world. Play is a very important part of each child's growth and development. Through play children learn to: build confidence, feel loved, be happy and safe, develop social/ language/communication skills, learn about caring for others and the environment, develop physical skills, connect and refine pathways to their brain, and are able to express their feelings and emotions. Each child is a unique individual and we will encourage the developmental growth of their individual personality by encouraging individuality and giving positive praise and encouragement. Each child is also a member of God's family and we will strive to allow for their spiritual growth. We develop their spiritual growth by listening to age appropriate stories from the bible, learning simple prayers, and teaching life values. We are committed to building a strong relationship with each family through communication and respect. This relationship will help to ensure the best start to your child's life.

Through the interactions of parents, teacher, and child our staff create lessons that are guided by the 5 domains of WMELS-Wisconsin Model Early Learning Standards, which is aligned with our State Licensing Education Standards. Along with the 5 domains, Faith Academy has also included a 6<sup>th</sup> domain that incorporates our Christian beliefs.

- Health and physical development
- Social and emotional development
- Language development and communication
- Approaches to learning
- Cognition and general knowledge
- Recognition of God and our membership in His Community

## Hours of Operation and Holiday Closings

We are open Monday through Friday from 6:00 AM to 6:00 PM year-round. We observe seven days in which the Center will be closed all day. They are as follows: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, day after Thanksgiving, Christmas Eve, and Christmas Day. We will also be closed at 12:00 PM on Good Friday. Other closings for additional days will be determined by student enrollment and parents will be made aware of them at least **one week** in advance. We will verify these days with questionnaires. **All holidays are considered days that will still be paid at the full rate.** Holidays that fall on a weekend will be observed on the equivalent national holiday.

## Non-Discrimination and Children with Special Needs

Faith Academy does not discriminate against any parent or child seeking to enroll because of gender, race, religion, national origin, ancestry, pregnancy, marital or prenatal status, sexual orientation, age, arrest record, conviction record, military or veteran's status, or physical, mental, emotional or learning disability. Faith Academy's program is committed to providing services to all children and families in compliance with the Americans with Disabilities Act (ADA), provided that the Center can meet the needs of the child and parent using reasonable accommodations. We review each child's needs on a case-by-case basis. Please discuss your child's needs with the Director before you enroll.



## *Enrolling Your Child*

### **Family Orientation and Admission**

To enroll in Faith Academy's program, parents must come into the Academy and meet with Center management. The Director/Assistant Director will take you on a tour of the facility and complete the orientation process. Parents will be given a folder of paperwork that needs to be completed before a child can start. We encourage all parents to observe your child's potential classroom and meet the teacher(s) your child would be assigned to.

*Forms required for enrollment include:*

- Child Care Enrollment
  - Child Health History & Emergency Care Plan
  - Immunization Record
  - Child Health Report
  - Intake for Children Under 2, Preschool Intake, School-Aged Intake (These forms allows us to learn about your background, culture, and method of routines)
1. The Immunization Form must be completed by the parent and **returned to the Child Care Center no later than 30 days after enrollment.**
  2. The child's Health Form must be signed and dated by the attending physician and **returned to the Child Care Center no later than 90 days after enrollment.** The Health Form is valid two (2) years from the physical examination date for all children two (2) years and older and valid for six (6) months for children under two (2) years.

Some forms may need to be updated every few months or every year as the State requires them to be. If the updates are not received by the date given, child care services may be suspended until all forms are received.

If a family requires a parent manual, or other resources in another language, Faith Academy will make every effort to provide the family with a manual, or other resources in their native language.

*See appendix A for more details on family orientation.*

### **Open Door Policy and Family Participation**

Faith Academy has an open door policy, and we encourage parents to visit the Center. We welcome all our parents to participate in your child's education and to spend time observing what goes on in the classroom at any time during the day. Here are some ideas on how you can achieve this:

- Volunteer in your child's classroom
- Volunteer for field trips
- Read with your child.
- Extend learning in the home through hands on activities such as arts and crafts.
- Spend time playing with your child to support their social and emotional development.
- Talk to your child about their day
- Network with other parents.
- Attend parent/teacher conferences

- Participate in orientation sessions
- Attend special events with your family
- Speak every day to your child's teachers and ask about your child's day
- Share something with your child's class, such as a special talent or stories about your family or culture
- Join our Support Ministry team (*see appendix B*)

## Scheduling

Upon registering your child with Faith Academy, you will be asked to commit to either a full-time or part-time schedule with designated drop-off and pick-up times. Full-time is considered 25 or more hours per week. Part-time is considered less than 25 hours per week. Please see the fee schedule in the registration packet for this information. You will be charged according to that time schedule and payment is required on the Friday prior to services being rendered. If you need to change your schedule, discuss changes with the Director to see if request can be granted. Rotating schedules, extended illnesses or absences will be accommodated as determined by the Director.

## Vacation and Sick Time

Children enrolled full-time are eligible for **ten** sick or vacation days per calendar year, 90 days after enrollment, prorated for remainder of calendar year. Children enrolled part-time are eligible for **five** sick or vacation days per calendar year, a day being equivalent to a typical scheduled day, 90 days after enrollment, prorated for remainder of calendar year. The vacation/sick days are renewed each calendar year with no days carrying over from the previous year.

To use a vacation day, you must *Vacation Request Form* at least two weeks prior to the requested vacation days or submit an email to the Director, stating the days your child will be absent from the Center that you would like to use as vacation days. Submit that form (via hardcopy or e-mail) to the Director and credit will be applied to your account.

Parents are required to call the Center if their child is not coming into Faith Academy on a regularly scheduled day. If we have not heard from you by 9:00 am we will attempt to call you to find out if your child will/will not be attending.

## Withdrawal Notice

If your child needs to be withdrawn from the program, two weeks written notice is required (submitted to the Director in writing – hardcopy or e-mail) so that another child can fill the vacancy. Charges will continue until this form is received. You will be billed for two weeks' notice regardless if your child attends during this period or not. Any remaining balance in excess of \$50 will be credited to your account upon request. Faith Academy will transfer a child's records upon request from the family with written consent to a new setting if applicable.



## *Communication*

### **Communication with Families**

There are many ways in which we communicate with parents. Communication is the key in your child's education. Parent-teacher conferences are held twice a year. It is important that you sign-up to attend these conferences. It is your opportunity to discover new and exciting things about your child's development and be a part of goal development for your child. At these conferences you will be able to discuss your child's individual portfolio's where teachers document your child's progress throughout the school year. The portfolios contain notes, pictures, samples of your child's work and progress in their development. From the portfolio teachers create a developmental profile to help you understand what your child knows and what they are able to do. If you are unable to attend the conference, please feel free to set up an appointment when it is convenient for you.

Faith Academy wants to keep the lines of communication open for all our families. We do this through:

- Faith Academy newsletters
- email: parents should let us know their email addresses for consistent communication
- daily reports for children under 4 and any child not toilet trained
- our website [www.faithacademyforkids.com](http://www.faithacademyforkids.com)
- calendars of upcoming events
- notices on classroom doors

### **Parent Notifications and Information**

As required by State Licensing, a copy of the licensing rules is available in the lobby for parents to review at any time. Our License certificate and any non-compliance statements will be posted in the front lobby. Center policies will be given to parents upon inquiry of enrollment.

### **Room Transitions**

Parents will be given prior notice of their child moving up to the next room. The child will be given at least two weeks to transition as follows: mornings for a couple days, then through lunch and nap and finally through the afternoon. If your child is having a difficult time, we will then wait before transitioning. Although children are typically moved based upon their age, we will delay a transition if the child is not developmentally ready for the next classroom.

### **Daily Attendance**

The State of Wisconsin requires that child care facilities track the transportation of the children enrolled at all times. Therefore,

- If a child is not here at their scheduled drop-off time, the teachers will notify the office and a phone call will be made to the parent/guardian to confirm the student's status and the information gathered will be logged in the office.
- If a child will be absent on a given day, the parent/guardian is responsible to call by 9:00

- AM.
- If a school-age child will not be using the bus and therefore not attending Faith Academy. It is the parent/guardian's responsibility to inform the Academy
  - Consistent failure to communicate the child's status may result in dismissal from the Academy.
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## *Policies and Procedures*

### **Confidentiality**

Children's records are open only to the child's parent or legal guardian, the Director, Assistant Director, authorized church officials, the child's teacher and authorized employees of the State Licensing Bureau or other State-investigating departments. Faith Academy is committed to keeping secure all private information about the families that it serves. Information such as phone numbers, home addresses, e-mail addresses, and the like will be held in confidence by the Academy and its staff. This information will only be shared as required by law.

Regarding pictures of your children; Faith Academy will liberally use photos of your children within the secured area of the building to promote the Academy "family" and celebrate your children's accomplishments. Should Faith Academy wish to use photos of your children to promote the Academy for any purpose outside the secured area, a specific authorization form will be provided stating the purpose of the use and requesting your approval before the photo is used.

### **Drop-Off and Pick-Up**

Parents/Guardians must walk the child into the building and to the child's classroom each day. For safety reasons, children cannot be just dropped off at the front door. Parents/Guardians must log their child's number into the lobby computer and record sign in and sign out times in the classroom attendance log book. Failure to sign your child in or out will result in charges for the entire operation of hours that day. When leaving your child in his/her classroom, please make sure that the teacher is aware of your child's arrival. You must not leave the Center until your child is properly in the care of the teachers. Only persons 18 years of age or older are permitted to pick-up and drop-off the children. A record of individuals authorized for drop-off and pick-up is kept for each child. Be sure to notify the Center of any changes. Please be aware that we will ask for proper identification if we do not recognize the person that has called for your child. Failure to supply us with a picture I.D. will prevent us from releasing the child to that particular individual. Parents will have access to their child's file only.

The Center closes at 6:00PM. An after-hours charge of \$1.00 per minute per child will be charged to all parents who do not pick their child/ren up by the closing time. If no phone contact has been made and your child has been at the Center longer than 30 minutes after the closing of the Center, we have the right to take your child to Social Services and file an abandoned child report with the Franklin Police Department. If you are consistently late picking up your child, your childcare may be terminated.

When picking a child up at the end of the day, the adult must walk into the child's classroom. The adult must be sure to let the teacher know that they are picking up the child. We will only release a child to authorized individuals who were designated in writing by a parent/guardian as a person able to pick-up by the parent or legal guardian.

### **Personal Belongings**

Children are to leave all toys, food, and money at home. Faith Academy provides plenty of materials for your child while they are here. We are not responsible for any lost or stolen items.

## What to Bring from Home

The following is a checklist of items needed from home for the Infant/Toddler room:

- Cups or Bottles for the day (we cannot re-use a bottle)
- Formula (If your child does not use Good Start)
- Nursery water if desired. Tap water will be used if nursery water is not provided.
- Blanket
- Pacifier, if used
- Diapers
- Wipes
- Diaper ointment, if used.
- 2 extra sets of clothing
- Children over the age of 1 may have naptime friend
- Blanket

The following is a checklist of items needed from home for the 2-year-old room and up:

- Diapers/wipes (if not toilet-trained)
- Extra set of clothing, this includes school age children. When potty training, please bring in 2 sets of extra clothing.
- Blanket
- Pacifier, if used
- Naptime friend, blanket or sleeping bag
- Additional classroom items will be required for the K4 classroom.

### ***Please remember to label all your children's belongings with their name.***

Faith Academy provides milk, juice, breakfast, lunch and snack to children on table foods. For infants, we provide Gerber Good Start formula with ARA & DHA and Soy formula, baby food and baby cereal. We also provide the sheets for cots/cribs, art and learning supplies.

## Clothing

Children are encouraged to wear comfortable clothing that can be easily self-managed for bathrooms needs. Please keep in mind that the children participate in a variety of "messy" activities such as painting, sand and water play and outside play. We discourage you from sending your child to school in "dress" clothes because it is likely that they will become soiled while participating in the day's activities. Please remember that your child also participates in physical education activities daily, therefore it is requested that your child wear tennis shoes for safety reasons. We recommend that they do not wear open back sandals at all, i.e. flip flops.

All children must have a complete extra change of clothing in case of spills or accidents. This includes underwear, socks, shirts and pants. ***Label all of your child's belongings with their name!*** Many children wear identical clothing, and without a name clearly displayed, it is almost impossible for the teacher to identify to whom it belongs. We have limited amounts of extra clothing here at the Academy but will gladly take any donations.

## Donations

If a family should wish to donate new or lightly used equipment to the Academy, the family should contact the Director to confirm the need for the equipment. If the equipment is in satisfactory shape and will be beneficial to the Academy, the Director will accept the piece of equipment and direct the Faith Community Church Finance Coordinator for a Donation Receipt. A donation is defined as an item of monetary value that is offered to the Academy free of charge for permanent possession.

## Transportation

Transportation to and from the Academy is not available. If your child attends school in the Franklin School District, they can be dropped off or picked up by a Franklin School bus for before and after school attendance at the Center.

## Pets

Only State licensed approved pets are kept at Faith Academy if applicable. All pets are kept in cages or aquariums. Upon enrollment, parents will be informed of any pets currently at the Academy. Parents will be given a 30-day notice before any new pets arrive.

## Tuition Payments and Fees

A statement will be provided to the parents/guardians upon request. Payments are expected the Friday before the services are rendered. Payments received more than a week late will be assessed a \$25 late fee. We accept the following forms of payment: personal check, electronic bank checks, money orders and online payments. We do not accept cash for tuition payments, but we will accept cash for extra activities that your child can be involved in. A \$20 fee will be charged for any NSF checks. Place your check in the slotted lock box located outside of the Director's office. Please DO NOT put cash in the box.

All holidays, illnesses, or emergency closures of the Center are considered days that will be still paid at the full rate.

Parents who receive Wisconsin Shares assistance are responsible for any co-pays each week. You will receive a letter from your caseworker stating how much assistance you qualify for. Simply subtract that amount from the weekly rate for your child to determine your co-pay. It is your responsibility to verify continued eligibility and you are responsible for any amounts that your assistance does not cover.

If after one week there is no payment made on the account and no alternative payment plan has been discussed, then the child will be dis-enrolled from the Center and the spot will be considered open. Please be aware that if you leave with an unpaid balance, your information will go directly to the collection agency and then to court if needed. An additional 35% fee and court costs will be added to the balance to compensate for the additional amount needed to collect the balance due.

Each family is expected to pay an enrollment fee upon enrolling at Faith Academy. A nonrefundable \$60 per child enrollment fee is due upon enrollment, or a maximum of \$100 per family. Annual registration fees are due in September of each year of \$45. The annual enrollment fee is waived for families that enroll after April 1<sup>st</sup> of the current year.

## Discounts and Referrals

Faith Academy will give a discount of 10% off the total tuition for active church members. Families that have multiple children are eligible to receive our sibling discount which is 10% off the oldest child's tuition.

Faith Academy values our men and women who diligently serve our country. If you or your significant other are active members of the military, Faith Academy will give 10% off the weekly tuition.

Families that refer others to Faith Academy can be eligible to receive a referral credit. Faith Academy will give a referring family a \$100 tuition credit after the referred family has been enrolled for an entire month.

## Foster or Kinship Families

Foster or Kinship families are not required to pay the registration fee. If you are receiving assistance from the State, Faith Academy will also not charge a weekly co-pay. If payments are not received by the State, then the foster/kinship family is responsible for the balance.

## Refunds

If you withdraw your child or your child is discharged from our care in the middle of the week and you have paid your tuition or co pay for that week, you will be entitled to a refund. This refund will be pro-rated based on the number of days your child had attended. Any remaining balance in excess of \$50 will be credited to your account upon request.

## Discharge

Neither the staff nor the children shall be dismissed on the grounds of race, sex, creed, handicap, political persuasion, national origin, or ancestry. The following reasons are examples of why termination may occur but is not inclusive.

Disruptive qualities that:

- Can cause injury to self or others.
- Require the full attention of one teacher for extended periods of time.
- Cause damage to the facility or other property.

Parent or Guardian is uncooperative:

- Failure to make proper payments as listed in the fee schedule or make payment arrangements.
- Failure to comply with established Center and State Department of Health and Family Services requirements.
- Failure to observe the rules relating to arrival and departure on a regular basis.
- Parent or Guardian threatens Faith Academy staff or children enrolled.

Mutual agreement between Director and parent/guardian.

## Concerns

If you have concerns about you or your child's experiences in our program, please follow this procedure:

- First discuss your concerns with your child's teacher.
- If you do not feel as though your concerns have been properly addressed, then you should ask to speak to the Director or Assistant Director.
- If you do not feel as though your concerns have been properly addressed, then you should ask to speak to the Pastor.
- If, after going through the above chain of command, your question or concern has still not been addressed, you may contact the *Faith Community Church Mutual Ministry Committee* by calling the church office at 414-433-0222.

## Rest Periods

Children under the age of five must have a rest period of at least ½ hour. If a child does not sleep during nap time they will be given a quiet activity. Children over 2 years of age have nap time after lunch. Children under age 2, nap on their own schedule.

## Outdoors

Children are taken outdoors daily per State Licensing requirements. We will not take the children out in inclement weather defined by the state as:

- heavy rain
- temperature above 90 degrees Fahrenheit
- wind chills below 0 degrees Fahrenheit for children above 2 yrs.
- wind chills below 20 degrees Fahrenheit for children under 2 yrs.

All children need to be dressed for the weather as they will go outside daily unless it is inclement weather. If a child is too sick to go outside they are too sick to be in childcare, unless we have an excuse from a medical doctor.

Occasionally, classrooms will have water play outside. Usually, this involves a sprinkler or a shallow pool. During water play, the staff will make sure to supervise children properly to avoid any water involved accidents.

## Child Guidance

Faith Academy views discipline as a process of teaching self-control rather than a process of punishing the child. We believe that children learn best through experiences. We believe that the teachers must lovingly guide and redirect the children to help them learn to cooperate with their peers, to have positive educational experiences, and to encourage and enhance their growth and development while in our care. Our goal is to help the children be able to make their needs and wants known to others in an appropriate manner. The staff will treat your child with love and nurturing while guiding them to become appropriately independent. Our discipline procedures are as follows:

- Establish and communicate clear expectations and limits.
- Reinforce appropriate behavior, understand feelings, and encourage children to think of alternatives to unacceptable behavior.
- Redirection of children to other activities
- Removal from the group for a "Take a Break", so the child can re-group and consider other appropriate ways of dealing with the situation. (Note: "Take a Break" is used only for children over three years of age. It is no longer than 1 minute per age of the child, i.e., a 3-year-old can have up to a 3 minute "Take a Break", not to exceed 5 minutes, so even an 8-year-old can only have up to a 5 minute "Take a Break.")
- Additional "Take a Break's" in the Director's Office if misbehavior continues.
- Notification of the parents for their cooperation in the discipline process.

Please note that staff is prohibited from all corporal punishment even with permission from parents including, but not limited to: spanking, hitting, shaking, slapping, biting, twisting, pinching, isolating, physical restraints, binding, verbal abuse, threats or derogatory remarks (to diminish self-esteem). There will be no withholding or forcing of meals, snacks, or naps. Children cannot and will not be disciplined for toileting accidents.

## **Sunscreen & Insect Repellant**

Sunscreen and insect repellant can be applied to your child if you give written permission. Permission forms are on file at the Center. Families are required to provide the Center with sunscreen/insect repellant if you wish it to be applied to your child. If you provide it, it must be labeled with your child's name. Families are required to hand the sunscreen/insect repellant directly to a staff member instead of leaving it in the child's cubby.

## **Diapering & Toileting**

Parents are required to bring in enough diapers and wipes to last through the day. Children are checked/changed every two hours. If you chose to use cloth diapers you must bring in enough bags to put the cloth diapers in each time we change your child. Cloth diapers must be taken home daily and a fresh supply brought in the next day. If your child needs to use a diaper cream a medication form needs to be filled out for us to apply it. It also needs to be labeled with your child's name.

When a child begins to show signs that they are ready to use the toilet we will begin working with the parent to help toilet train. We cannot begin toilet training a child until a child is at least 18 months of age per State Licensing regulations. We will provide parents with feedback of how toilet training is going at the Center. A child cannot be punished or rewarded for toilet training. We will praise a child when they are successful but will not force a child to try.

## **Babysitting Agreement**

Faith Academy does not promote employee's babysitting for our clients. If an employee chooses to babysit a client's child while off duty, Faith Academy does not assume responsibility of the employee's actions or situations that may occur.



## **Smoking**

Smoking is prohibited anywhere on Faith Community Church's property including buildings, grounds and parking lots.

## **Weapons**

No weapons may be brought on Faith Community Church's property at any time.

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## *Student Education and Experiences*

### **Educational Programs**

All of our programs utilize the Pinnacle Curriculum which focuses on interactive activities to help each child develop a love for learning while they are growing, playing, and having fun. This curriculum is designed to accommodate varied learning styles, and it integrates both educational and relational concepts with Christian subjects and values. Children learn best through hands on activities where they have ample opportunity to explore. Every classroom has a lesson plan with goals that they want the children to learn each week. Teachers also complete individualized goals for every child and keep a portfolio of their work.

### **WMELS**

The Wisconsin Model Early Learning Standards specify developmental expectations for children and provide a framework for understanding and communicating these expectations. Each teacher uses these standards to help guide their lesson plans to provide activities and experiences that help your child to be successful and prepared for kindergarten.

**Infants and Toddlers:** Children are on their own schedule, which means when they are tired they sleep and when they are hungry they eat. Teachers plan activities to help the children grow in all developmental areas. Children have access to the all areas of the classroom where they can choose their own activities. Teachers help the children build upon skills they have already mastered such as learning how to walk after crawling. Daily conversations with the infants and toddlers while diapering and feeding help to develop their language skills. Materials such as rattles, balls, blocks, paint, and push toys are made available throughout the day. Infants are placed on their back to sleep to prevent the risk of SIDS. No toys or pillows are allowed in the crib and the blanket must be large enough to tuck in on three sides. Infants who can roll over will be put to sleep on their back but then allowed to roll over if they choose to. Unless a physician specifies the need for a position device and supplies a written letter, one may not be used. Children cannot be allowed to sleep in car seats, swings or bouncers. The Center provides infant iron fortified formula and food. If you choose not to use the Center provided food you are required to bring in enough for the day. Formula and food must be labeled with the child's name and date. Infants are fed on their own schedule. Teachers do not prop bottles and will hold your infant while they eat.

**Two year olds:** Children begin to play with each other and have story time. Teachers begin to encourage the children to put on their coats, self-serve their meals, and begin potty training. Children begin following a schedule but it is still flexible to meet the needs of the children in the class.

**3 and 4 year olds:** Children begin learning skills that help them prepare for kindergarten. They are provided with opportunities to be creative and explore the areas of their choosing. Teachers assist children in developing their social skills such as working together and problem-solving. Children are introduced to concepts about themselves and we help them explore the world around them through hands on learning experiences.

**School-Age:** Before and After School-Age children receive assistance in doing their homework and have time to socialize with friends. There are many games available in the room as well as art materials to encourage their creativity. When School-Age children attend the Center on days their school is closed, their time is structured with activities to build social skills, reading, science,

math and social studies. During the summer months they have Camp where they go on field trips based on the theme. Children help the teacher to plan the activities they will do each week.

## **The Parent's Role**

When Families are involved in their child's early education and form strong partnerships with their teachers, it makes a significant positive impact on the child's growth and development. Research has shown that when parents are involved in their children's early childhood education experiences, children have a greater chance of success when entering elementary school and beyond. Parents are important guides in their children's education experience. The earlier you are involved the more powerful the effects.

Parents are encouraged to be supportive and to become active participants in their child's early experiences. Be a partner with your child's teachers to know your child's strengths and weaknesses and how to build on them. Faith Academy values cultural diversity and we welcome you to share stories from your home life. Some examples might be holiday practices or your family traditions. It is important for children to have an understanding of cultural diversity and learn to respect the multitudes of cultures they will interact with in their life.

All parents want their children to be successful in school and life. As your child's first and most important teacher, you are part of their success and most importantly, their life.

## **Classroom Environment**

Our Center is clean and well maintained. Each classroom has child sized equipment and set up to allow the children to choose their own activities. Young children learn best through play and each classroom is set up in learning centers such as blocks, dramatic play, art, writing, science, math, quiet area, etc.

## **Fieldtrips**

At various times throughout the year we will be taking the children on field trips. A note will be sent home, along with a permission slip and any additional fees each time before a trip is taken. Children will not be allowed to attend without a signed permission slip and payment on file at school. When vehicle transportation is required, school buses will be used and school bus transportation procedures will be followed. The last teacher on the bus will do a final check to ensure that all children have departed the bus.

Walking field trips may be planned throughout the school year. Announcements of walking field trips will be posted on the classroom doors. Each student must have a walking field trip permission slip on file at the Center.

## **Screen Time**

Occasionally, children will be allowed time to use technology (i.e. computer, tablets, television) in the classrooms to enhance their learning. We follow these guidelines when using these items if applicable:

- a.) Infants and Toddlers (birth-35 months) are given zero minutes of screen time

- b.) Preschoolers (36 months-60 months) are given 30 minutes of screen time per week
- c.) School-Age (61+ months) are given 60 minutes of screen time per day

Exceptions may be made to this policy due to special events happening within the center.

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## *Health and Safety*

### **Illnesses**

Please do not bring your child to the Center if he/she is ill. An illness prevents your child from fully participating in the program as well as exposes other children and staff to health risks. In accordance with State Licensing, we cannot accept your child if he/she has any of the following:

- **Fever: 100 degrees or higher**
- **Unexplained rash: must have doctors note to return**
- **Vomiting**
- **Diarrhea**
- **Discharge from eyes or ears**
- **Lice/nits**

Children may be sent home prior to exhibiting multiple symptoms depending on the health environment at the Academy at that time.

If your child becomes ill while in our care, you will be called to pick him/her up immediately. Someone must be here to pick-up the child within one hour of being called. In the event that we cannot reach you, we will call the emergency number listed on your emergency card. The Director's office or an area determined by the Director will be designated as an isolation area. Children will be observed at all times. Children cannot return until they have been symptom free without the use of medication for 24 hours or with doctor's consent.

### **Communicable Diseases**

If your child has an infectious or communicable disease, please notify the Director. A notice will then be posted to inform all parents when their child has been exposed to a communicable disease. Your child will not be able to return until a doctor release is brought in stating the child is no longer contagious. The name of the affected child will not be released to ensure confidentiality. Local health department and State Licensing agency will be notified when the Center has a communicable disease outbreak.

### **Sanitization and Hand Washing**

Staff members are required to sanitize toys and equipment weekly using a bleach solution. Toys in the infant and toddler rooms are sanitized daily. The Center is kept clean and orderly at all times to prevent illness and injury.

Children and staff wash their hands before and after eating, toileting, entering from outside, after sensory activities, and at any other times that are necessary.

## Biting

Biting is unfortunately an age-appropriate behavior among non-verbal children. Although it is not an action that we condone, it is one for which we will not immediately terminate your child's enrollment. We will work with each child to try and determine the reason for the biting and focus on correcting it. However, if your child is biting for no apparent reason and is breaking skin, your child's enrollment may be terminated.

## Medication

No prescription medication or non-prescription medication may be given to a child except under the following conditions:

1. A signed, dated, written authorization from the parent is on file. A form is available in the office or in each classroom. It is only valid for 10 days.
2. Prescription medication is in the original container and labeled with the child's name, name of medication and dosage, directions for administration, date and physician's name.
3. Non-prescription medication is in the original container, labeled with the child's name and directions for administration. This includes cough drops, throat lozenges, Chap Stick and sun block.
4. All medication brought to the Center must be personally handed to the Director or Assistant Director by the parent. **DO NOT** put any type of medication in a lunch box or diaper bag or book bag assuming the teacher will find it.
5. All medication dosages must be for the child's correct age. A doctor's note is required if medication says for under a certain age or weight.
6. All medication will be kept out of reach from the children, in the Director's office or in the medication box in the kitchen refrigerator.

**\*\* If all of the above criteria are not met, medication cannot be administered, and you will be notified. \*\***

## Injuries

Every classroom has a first aid kit and all teachers are trained in first aid and CPR/AED. If a child is injured at the Center and it is minor, we will provide first aid as needed. The teacher will document it in our medical log book and also write an accident report for the parent.

If an injury is determined to be serious, we will call the parent. If a parent cannot be reached we will call the listed emergency contact person. If no one can be reached we will transport the child to **Children's Hospital, 8915 W Connell Ct, Milwaukee, WI 53226 (414) 266-2000** (or hospital EMT's recommend). A staff person will stay with the child until a parent can be reached and comes to the hospital.

For all life threatening emergency's 911 will be called and the child transported to the hospital as the ambulance attendant suggests. We will notify parents immediately about the accident and where the child is being transported.

## Off-Site Injuries

We carry emergency cards and first aid kits when leaving the Center with children. If your child is injured on a field trip or walk, we will provide first aid as needed. Minor injuries will be cared for using the first aid kit and will be logged upon returning to the Center.

If a major injury occurs off-site, the following procedure is followed:

1. The staff member in charge will administer first aid.
2. A second staff member will call 911.
3. The second staff member will call the parents of the injured child.
4. The second staff member will call the Director.
5. The Director will leave the Center with the child's file and meet the child at the hospital.
6. The staff member administering first aid will ride in the ambulance with the child to the hospital.

## Insurance

In the case of accident or injury, any medical expenses that are incurred must be covered through the family's medical insurance.

## Child Abuse and Neglect

All staff members are mandated reporters. According to Wisconsin Statutes, Chapter 48.981 (2): a child care worker in any day care Center or child caring Center must make a report if he/she has reason to believe that a child has been abused or neglected. Therefore, we may ask that you explain to your child's teacher any injuries that your child has sustained outside the Center. Injuries are recorded in the Center incident/accident/medication log. You may be asked to sign a form with an explanation of the injury as well.

## Custody and Pick-Up Procedures

Unless otherwise indicated by the courts, both parents shall have the legal right to pick-up their child from Faith Academy. If one parent is not allowed to pick-up or see the child, be sure to notify the staff in writing, and provide a copy of supporting documentation. Should there be a question as to legal rights, 911 will be called and the proper authorities will determine the arrangement.

We will not release a child to a parent who appears to be under the influence of drugs or alcohol. Should a parent arrive to pick-up their child while under the influence of drugs or alcohol, we will ask the parent if we can call someone else to pick-up the child or call them a taxi to take them home. This is for the safety of the child, the parent, and others.

When releasing a child to a designated emergency person, we will make sure we check the emergency identification card and a photo identification of the person there to pick-up the child. Should they not be on the list, we will contact the parent or guardian. If the parent or guardian cannot be reached, then we cannot release the child.

## Building Emergencies

Children are accounted for at all times. Each staff member is responsible for knowing the names and number of children present in their classroom daily. Each room has a Fire and Tornado Evacuation procedure posted with emergency numbers listed. Fire and Tornado drills are practiced at least once a month so staff and children will know what to do in case of an actual emergency. Staff is responsible for getting all children out of the building during a fire drill. They will have the sign-in/out sheets and emergency cards of all the children in their classroom with them. During tornado drills everyone will be taken to the back hallway.

In the event of a fire, loss of HVAC function, threats to the building or its' occupants, flash floods, loss of building services, the children will be evacuated to Ben Franklin Elementary School, located at 7620 S. 83<sup>rd</sup> Street in Franklin. All teachers will take the children's emergency cards with them and the Director will take the School Directory.

## Inclement Weather and Closings

We follow the inclement weather closing procedures of Franklin School District. In the case of cancellation of classes due to severe weather such as snow, tornado, or floods, you will be advised over Milwaukee news station, WTMJ and WISN. Two snow days are averaged into the fee schedule. The third and subsequent cancellations will be reflected as a credit to your account. **We will NOT close because of cold weather, as long as we have heat.** School districts may close because the children have to stand to wait for buses but we will be open during this time.

Parents also can sign-up for our mass texting option, which will let you know of any emergencies or closings right as they occur. For more information about our texting option, please contact the Director.

## Lost or Missing Child

Despite all of our precautions, it is possible that a child may become lost or missing. If a child does become lost or missing, the director or person in charge will direct all available staff to search the building, grounds, and immediate area. Thoroughly checking restrooms and hiding spots. The director will contact the parent(s) to rule out any miscommunication about attendance or pick-up arrangements, and if necessary, the director or person in charge will contact local authorities. The State licenser will be informed in the event of a lost or missing child.

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## *Nutrition*

### **Meals**

Children receive freshly prepared, nutritious food when they attend Faith Academy. Each meal and snack will meet the U.S. Department of Agriculture Child Care Food Program minimum meal requirements.

Daily meals include breakfast, lunch and snack, and are served to each child attending at meal times. Family-style serving will be used so to encourage conversation, fellowship and an opportunity for children to learn about healthy habits. Second servings are offered to all children. Meals will reflect a variety of cultures to introduce children to new foods and learn about diversity. Infants are fed individually and on demand.

School-Age children will receive their snack when they arrive from school. They will also receive breakfast, lunch, and afternoon snacks on the days they are not in school. Children who are still at the Center at 5:30 PM will be offered a late evening snack.

Weekly menus are posted in the kitchen and in each classroom. They will be planned at least one week in advance and kept on file for 3 months. If for any reason an item on the menu is changed, then the menu posted for parents and the one kept on file shall have the changes recorded on these copies.

**Breakfast at 8:30 AM**—consisting of at least one item from each of the following categories:

- Fruit or juice
- Cereal, whole grain, or enriched bread products
- Grade A vitamin D milk

**Lunch at 11:30 AM**—consisting of at least one item from each of the following categories:

- Protein sources, such as meat, poultry, fish, eggs, cooked dried peas or beans, or cheese
- 2 vegetables, 2 fruits, or a combination
- Cereal, whole grain, or enriched bread products
- Grade A vitamin D milk

**Afternoon Snack at 2:30 PM**—consisting of at least two of the following items:

- Milk or milk product
- Fruit or 100% fruit juice
- Vegetable

For infants, we provide Gerber Good Start formula with ARA & DHA and Soy formula, baby food and baby cereal.

## **Food Allergies and Special Dietary Needs**

If a child has any food allergies, we need a doctor's note stating exactly what they can and cannot have. This will be kept in their file as well as with the kitchen staff and the classroom teachers. We do not have any specialty menus here such as vegetarian or kosher, but we will provide substitutions when the food contains an allergen or diet restrictions.

Foods that are considered choking hazards for younger children such as raisins or popcorn will be supplemented with appropriate foods. Faith Academy does not serve tree nuts.

Allergies will be posted in each classroom in such a manner that they are not visible to everyone that enters (such as inside a cabinet door, or under another piece of paper) so to protect the children's privacy. Allergies will also be posted in the kitchen, so that kitchen staff can be made aware of any food allergies and adjustments in meals and snacks can be made. All staff will look at the allergy list upon entering the classroom.

Parents are asked to inform the Director at the time of enrollment if their children have any special dietary needs and/or food allergies. This information is important for the Center to have on record so that the Center can make sure that children do not eat foods that may make them ill.

If a child's diet must be modified for health reasons (excluding food allergies), a physician's written instruction and explanation is required. If a child's diet is modified for cultural or religious reasons, the parent is asked to put the request in writing, and inform them that they may be asked to help provide supplemental foods.

Cooks, staff, teachers and substitutes having direct contact with the children shall be informed about food and other allergies of specific children.

## **Celebration Treats**

Families are allowed to bring in special treats for holidays and birthday celebrations. Faith Academy will allow any treat that does not have tree nuts as one of the ingredients.

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## *Appendix A*

### **Family Orientation**

To make the transition easier for the families, Faith Academy includes a family orientation into the enrollment period. The orientation process goes as follows:

- 1) Meeting the Director and/or the Assistant Director.
- 2) Parent questions are answered and information about the center/teachers is given.
- 3) The enrollment packet is shown to the families, and information is given to them. For example, pricing, required paperwork, instructions for paperwork completion, letter from the Pastor, brochure, and a parent manual is given to each family. If a family requires a parent manual, or other resources in another language, Faith Academy will make every effort to provide the family with a manual, or other resources in their native language. The family is also given a glimpse of the activities and testimonials of the center by showing them our scrapbook.
- 4) Touring the center-the tour starts at the main computer. Here we describe the security system, how to use the computer, and where we post important information for the families.
- 5) Meeting the teacher and visiting the classroom. The Director will then explain the information boards that are posted outside of the classroom. This information gives them: teacher biographies, lesson plans, daily schedule, and monthly newsletters. The family is introduced to the teachers and the child is able to interact with the other children during this time.
- 6) Classroom tour-Director explains what they will see in each classroom: attendance procedures, cubbies, different learning areas, daily sheets, and typical daily activities.
- 7) The family is shown the rest of the classrooms if interested, as well as the chapel and kitchen.
- 8) Conclusion-the family is taken back to the office for any follow-up questions or discuss future enrollment or setting up a trial day.
- 9) Upon enrollment, families are given a pin number for each child and are guided to the classroom for any questions they might have.
- 10) Families are given the opportunity to stay with their child until they feel comfortable leaving them for the day.
- 11) We send photos of their child's day or give updates on how they are doing so there is a greater comfort level.
- 12) Generally, after about a month, an email is sent to the family to ask if they are pleased with the care they are receiving.

## *Appendix B*

### **Support Ministry Team**

Faith Academy encourages families to be involved in the center activities as well as involved in our committees. Faith Academy has a Ministry Board that typically meets once per month, this committee includes a parent member. This parent member is encouraged to provide input on program policies and procedures, activities, fundraising, and ways to help support the administration.

## *Addendums*

All addendums are agreed upon by the Support Ministry of Faith Academy.

**Babysitting Agreement** was added July 21, 2015 was previously not included in original document. (Page 16)

**Illnesses** was revised on February 25, 2016. It was previously stated that children over 4 months would not be sent home unless they had a fever over 101 degrees. The following line was also added: Children may be sent home prior to exhibiting multiple symptoms depending on the health environment at the Academy at that time. (Page 21)

**Tuition Payments and Fees** was revised on March 20, 2017 to include online payments. (Page 13)

**Withdrawal** was modified on January 17, 2018 to include the following: Faith Academy will transfer a child's records upon request from the family with written consent to a new setting if applicable. (Page 8)

**Open Door Policy and Family Participation** was modified on January 17, 2018 to omit Faith Academy's PTO. (Page 9)

**Screen Time** policy was added on May 21, 2018 (Page 19)

**Our History** was modified on September 11, 2018 to correct the ages served and capacity. (page 5)

**Scheduling** was modified on September 11, 2018 to give the option to email Director vacation request. (page 8)

**Vacation and Sick Time** was modified on September 11, 2018 to include emailing the Director with vacation requests. (page 8)

**Room Transitions** was modified on September 11, 2018 to change the policy to a 2-week transition period versus 1-week transition period. (page 9)

**Pets** was modified on September 11, 2018 to omit that the Academy does not currently have any pets. (page 13)

**Tuition Payments and Fees** was revised on September 11, 2018 to reflect the more secure locked payment box. (page 13)

**Discounts and Referrals** was revised on January 7, 2019 to include a discount for military families. (page 14)

**Foster and Kinship Families** was added in the manual on January 7, 2019. (page 14)



## *Parent Confirmation*

The following must be signed and returned with registration information. This policy has been updated as of (Sept 11, 2018) and will be effective as of \_\_\_\_\_ (child's start date).

**I have received a copy of the policy manual and understand its' content. I agree to follow the policies of Faith Academy**

<b>Page 5</b>	_____	<b>Page 13</b>	_____	<b>Page 21</b>	_____
<b>Page 6</b>	_____	<b>Page 14</b>	_____	<b>Page 22</b>	_____
<b>Page 7</b>	_____	<b>Page 15</b>	_____	<b>Page 23</b>	_____
<b>Page 8</b>	_____	<b>Page 16</b>	_____	<b>Page 24</b>	_____
<b>Page 9</b>	_____	<b>Page 17</b>	_____	<b>Page 25</b>	_____
<b>Page 10</b>	_____	<b>Page 18</b>	_____	<b>Page 26</b>	_____
<b>Page 11</b>	_____	<b>Page 19</b>	_____	<b>Page 27</b>	_____
<b>Page 12</b>	_____	<b>Page 20</b>	_____	<b>Page 28</b>	_____

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
Parent/Guardian 1

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
Parent/Guardian 2