

De La Fontaine Trilingual Montessori School
Parent Policy Handbook
(April 15, 2024)

I. ADMISSION

Licensing

De La Fontaine Trilingual Montessori School (DLF) is a family-owned business with two locations in Seminole and St. Petersburg, Florida. We will never refuse to enroll a child on the basis of race, sex, color, creed, political persuasion, national origin, handicap/disability, ancestry or sexual orientation. We are inspected regularly to ensure that we meet the Wisconsin Department of Children and Families licensing standards.

A copy of the license certificate, recent inspection, notice of enforcement action, stipulations, conditions, exceptions, or exemptions will be posted in the front entryway to be seen at any time.

Hours of Operation

DLF is open Monday through Friday from 8:00 am - 5:00 pm. January through December. We are licensed by the State of Florida's Department of Children and Families, and owned and operated by Kelsi and Aaron Sykes as a Limited Liability Company in the State of Wisconsin. The Center Director's, will manage the day-to-day operations and business operations.

Holidays

Days closed are dependent on when each federal holiday falls each year. A calendar will be given out at the beginning of each fiscal year or when you enroll so you know when the center is closed. This calendar is also posted under the "current families" tab located on our website.

Open Door Policy

At DLF communication is the key to our success! We encourage staff, guests, parents/guardians, and volunteers to share concerns, suggestions, questions, or ideas. Our door is always open!

Parent/Guardian Information Area

DLF will post the following items for parents/guardians' review at the front entrance on the parent/guardian information board: Licensing certificate, a copy of the parent handbook (in main office), results of our most recent licensing visit, and a copy of the licensing regulations.

Child Schedules

Parents/guardians must keep a current schedule for their child on file with DLF, as this is how daily staffing is determined. If you need to make changes to your schedule please contact the Center Director.

If you need to drop off or pick up your child(ren) outside of your regularly scheduled time, arrangements must be made in advance with the Center Director and are subject to availability. Please remember that all children must be picked up no later than 5:00 p.m. otherwise late fees will be incurred. DLF reserves the right to contact Social Services or the Police Department if children are not picked up by 6:00 p.m.

Drop Off Cut Off

The school day starts promptly at 9:15am. In order to keep the flow of the day, children ready for rest time, and the most conducive learning environment possible all children must be dropped off by **9:10 am** each day. If there is a circumstance like a doctor's appointment etc. please talk to your Center Director for approval of late drop off.

Child(ren) Absence

If your child(ren) will not be attending due to illness or any other reason, please notify DLF for at least one hour prior to your normal scheduled arrival. DLF's safety policy is if a child has not arrived within 30 minutes of normal arrival time, the parent/guardian(s) listed on the enrollment paperwork will be contacted. If the parent/guardian(s) cannot be reached after 30 minutes the emergency contact person will be called.

Fees & Tuition

Enrollment fees and tuition rates can be found on the most current "Fees & Tuition" sheet provided by the Center Director.

*Changes in rates occur when a child has a birthday based on age groups given on the Fee's & Tuition sheet.

Confidentiality Policy

Confidentiality of Children and Families

1. All children's records must be locked in a secure file.
2. Access to children's records is limited to employees with a "need to know."
3. Children's records must not be removed from the center.
4. Children's records must never be left out on desks, tables, etc. where other people may have access to them.
5. Children or families' private information must never be discussed among employees except on the "need to know" basis. Employees must be particularly aware of their surroundings when discussing this

information. Special caution must be taken to ensure other children, families, or employees do not overhear information that is confidential.

6. Discussion of children's or families' information with volunteers, other families, friends, or community members is prohibited.
7. Information and documents considered confidential include, but are not limited to medical records, special needs records, family records, financial records, and any other private information about the children or their families.
8. All requests for release of information shall be directed to the Center Director.
9. Information will only be released to persons outside of DLF with the express written consent of the child's parent or legal guardian.

Child Abuse and Neglect

The State of Florida requires that all suspected cases of abuse or neglect be reported to the County Human P.O. Services or the Police Department. It is our responsibility to protect all children entrusted to our care. Our major concern is for the health, safety, and welfare of the children. All staff must report suspected abuse or neglect to the Child Protective Services or Police Department, as well as the DLF Director.

All staff must complete a Certified Background Verification and Criminal Records check, which can be used to obtain any police record related to child abuse.

Administrative Structure is as follows: Executive Director, Center Director, Assistant Director, Teachers, Assistant Teacher

ENROLLMENT AND ADMISSION

It is mandatory that all parents/guardians and children meet with the Center Director to tour the center, discuss all child-specific needs, and go over the policies before enrolling. DLF will make accommodations for a child with disabilities as specified under the Americans with Disabilities Act.

During the tour families will be shown and informed of the following:

- Philosophy of DLF
- Learning centers and classroom design
- Parent policy handbook, licensing rules and bulletin board in the lobby
- Location of lesson plans
- Security of building with electronic access code
- Items needed from home

- Tuition rates and fees

Admission Policy & Fees

When enrollment is approved, families will need to fill out the DLF Contract and financially secure enrollment with the following:

- Enrollment Deposit (per child, non-refundable)
- Enrollment Contract Signed and Dated

The following items must be completed and returned to the center to be kept **on file by the first day of attendance:**

- Child Enrollment Contract
- Photo Release Card
- Parent/Guardian Agreement Enrollment Contract
- Permission to Apply Diaper Cream (if applicable)
- Form DCF-F (CFS0059) Medical Authorization and Action Plan (if chronic or current conditions)
- Form DCF-62 Child Care Enrollment Form
- Form DCF-F (CFS-2345) Health History and Emergency Care Plan
- Form DCF-104 Alternate Arrival/Release Agreement (if applicable)
- Form DCF-56 Child Care Center Transportation Permission (if applicable)
- Form DCF-61 Intake For Child Under 2 Years-Child Care Centers (if applicable)
- Child Questionnaire

Packing List:

Parents/guardians are asked to provide the following items by the first day of attendance: (age-specific and labeled with the child's name)

- Infant Sleep Sack/ Swaddle if needed
- Pack of disposable diapers
- Baby wipes
- Lotions (i.e. sunscreen, insect repellent, diaper rash cream, etc. signed authorization form is required)
- Standard zipping sleeping bag at least 2 inches thick and a minimum size of 24 inches by 36 inches (children 12 months and up, taken home at the end of each week to be washed)
- Reusable water bottle (preschool students, taken home at the end of each week to be washed)



- (2) Full changes of clothing including underwear, shoes, socks, pants, and shirts (based on seasons)
- Clothing suitable for outdoor play for each season (including hat/waterproof mittens/waterproof boots)

DLF will provide a crib with a tight-fitting sheet for each child less than one year of age. Sheets will be washed by staff after every 5 uses or sooner if needed.

Bottle/Food Policy

All bottles must be prepared in advance and brought to DLF for the day. This means parents/guardians must put breast milk or pre-mix formula with the water into enough individual bottles for the child to be satisfied for the day. All bottles must be labeled with the child's full name, and the date brought in.

All separate food, snacks, and lunches must be brought in a small insulated lunch container labeled with the child's full name and the date on the outside of the lunch box.

Labeling items is extremely important and is a State Regulation.

All items must be taken home at the end of each day.

Breastfeeding Friendly Center

De La Fontaine Trilingual Montessori School is a breastfeeding friendly center. Our open door policy allows for mothers to come and feed their child throughout the day. If this is something you are interested in, please ask your Center Director for more details.

Clothing Policy

DLF is not liable for any clothing or footwear becoming dirty, ripped, or damaged during outdoor play. We highly encourage that children be dressed in washable, comfortable clothing. We also require tennis shoes or other safe foot coverings. We have ground cover that can get inside sandals, flip-flops and "jellies". The soles on these shoes also slip on the climbers. Two sets of extra clothing should be brought, in case of accidents. All extra clothing, jackets, sweaters, mittens, boots, and hats should be marked with the child's name. Please remember that children are taken outdoors daily (weather permitting) and should be dressed for it. We also request that if your child wears dresses that tights or shorts be worn underneath. Art smocks are provided by DLF.

Building Entry/Pass Code Procedure

Parents/guardians are asked to park in the stalls closest to our building, if possible, during drop off and pick up. The front entry door is locked for the safety of the children and staff. In order to gain access, DLF has an electronic entry system that requires an individual

passcode. Passcodes are only given to parents and guardians. Individual passcodes are used strictly for access purposes and are to be only used by parents/guardians. Parents/guardians are required to sign their child in and out on the ProCare system (Lake Mills) located on the iPad in front of the office (Belleville).

Pets

Any pet is allowed in the classroom at DLF. There are a couple of center dogs that may be found in the office. No dog will be allowed in the kitchen. At the time of enrollment an acknowledgment will be signed. All children enrolling will need to sign off on their understanding of our pet policy at the time of enrollment.

Changes to the Parent Handbook/Policies

DLF, at its discretion, may change any policy contained in the Parent Handbook at any time. Parents/guardians will be notified in advance of any changes by ProCare Newsletter.

Child Records

All records are kept confidential and you may review your child's file at any time. Licensing, Social Service Agencies, and staff also have access to children's files.

Photographs

The local newspaper and DLF staff may take photos of children playing or participating in activities at DLF. Your permission to allow photographs including your child to be used without compensation is part of this notification. If you do not wish your child's photo or name to be used you must inform DLF in writing.

Video Surveillance Policy

De La Fontaine Montessori School utilizes a video surveillance system on campus for the safety and security of students, staff, and visitors. The footage is used for internal purposes only and is strictly monitored by authorized personnel. Please note that video recordings will not be shared with families or any external parties. This policy ensures the privacy and safety of all individuals on school premises.

II. Discharging Children

DISCHARGE POLICY

Parents/guardians may voluntarily terminate their child's enrollment with a four-week written notice. You will be responsible for paying tuition for 4 weeks from the time of the written notice given.

Termination by the Center Director may occur verbally or in writing when:

- DLF and/or parent/guardian deem placement inappropriate
- Fees for service are unpaid as per Tuition Contract
- Failure to submit required child enrollment forms
- Failure to follow the rules established by DLF
- Failure to comply with scheduled hours of attendance
- Failure to provide necessary information regarding a child's health and welfare
- Failure to be supportive of child's behavioral concerns

Little Woodland follows state law and the Americans with Disabilities Act (ADA). *"The ADA requires that child care providers not discriminate against persons with disabilities on the basis of disability, that is, that they provide children and parents with disabilities with an equal opportunity to participate in the child care center's programs and services. Specifically:*

- *Centers cannot exclude children with disabilities from their programs unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program.*
- *Centers have to make reasonable modifications to their policies and practices to integrate children, parents, and guardians with disabilities into their programs unless doing so would constitute a fundamental alteration.*
- *Centers must provide appropriate auxiliary aids and services needed for effective communication with children or adults with disabilities, when doing so would not constitute an undue burden.*
- *Centers must generally make their facilities accessible to persons with disabilities. Existing facilities are subject to the readily achievable standard for barrier removal, while newly constructed facilities and any altered portions of existing facilities must be fully accessible."*

Sourced from [Commonly Asked Questions About Child Care and the ADA](#)

De La Fontaine Trilingual Montessori School reserves the right, within the parameters of the ADA, to discharge a child for, but not limited to behaviors that disrupt other children, are harmful to other children or staff, or are damaging to equipment. We will seek a conference with the parent/guardian and review the documented behaviors.

DLF reserves the right to terminate a child immediately depending on the severity of the incident(s). In the interim, parents/guardians are responsible for finding alternate childcare. Parents/guardians will be encouraged to seek outside help in dealing with serious behavior and/or social-emotional concerns. A mutual decision to withdraw the child may also be reached by the parents/guardians and the Center Director.

In the event a child intentionally damages equipment or the building, parents/guardians will be billed for repairs or replacement. If a child injures another child or damages their possessions, including eyeglasses, parents/guardians will be expected to replace or repair the damage or pay for the medical expenses caused by their child

Notice to DLF of Disenrollment

If you are to disenroll from DLF for any reason. A 30 day notice is required. You will be required to pay for that time. If you do not give a full 4-weeks DLF will charge you for the whole 4-weeks of tuition from the time of written notice. You are required to give your notice in written form via email to your Center Director.

No prorations will be given.

III. FEES, PAYMENTS & REFUNDS

Fees & Tuition

Enrollment fees and tuition rates can be found on the most current “Fees & Tuition” sheet provided by the Center Director. Fees and Tuition will be reviewed on a yearly basis which may result in a yearly increase.

Tuition rates are based on how many days a week a child attends. The minimum days of enrollment is 4 days.

Part-Time care is no longer offered, but if a family is grandfathered into *Part-Time* is any child who attends 3 days a week. *Part-Time* is also any child not enrolled for the whole 365 days a year (summertime only, etc).

Changes in rates occur when a child transitions into the next classroom. Parents/guardians will be given at least 2 weeks’ notice of the transition and the fee change will apply the first “official” week the child is in his/her new classroom.

Enrollment Fees

- Deposit (per child) to hold the child’s spot

These enrollment fees “hold your spot” until the time of start as located on the enrollment contract. If after 14 days of the date stated the child has not yet started in care tuition will automatically be withdrawn from your account on a weekly basis because your child’s spot is being held.

De La Fontaine Trilingual Montessori School has the right to change tuition at any time. Each enrolled family will be given at least 2 weeks’ notice of the tuition change.

If a child is going on a field trip, additional costs may be added to your tuition for that day with at least two weeks prior notice and written consent of the field trip.

If a child is scheduled (via the enrollment contract or child schedule change contract) to be at the center for 9+ hours a day, a \$10 a day fee is automatically applied to tuition on those days to ensure proper staffing and safety of the children needing extra time.

Payments

DLF offers weekly tuition payments - due Thursday prior to each upcoming week
Payments are accepted in the form of:

ACH Withdrawal - This form must be filled out when a child enrolls.

If there is a third party payment, as from an employer or the county, a special payment schedule will be arranged with the Center Director. A rate contract must be signed and authorization must be placed before care can start. Parents/guardians are responsible for any unpaid amounts and any unpaid co-payments involving county subsidy on a weekly basis and must be paid in full by the 1st of each month.

A 10% discount is offered for families with two or more full time, year-round children in attendance. The discount is applied to the oldest enrolled child's rate. Discounts do not apply to part-time, before or after school rates, or summer-only enrollment.

If there is any sort of billing error that may occur, DLF does not write refund checks. Instead the amount overdrawn will be credited to your account automatically.

DLF is licensed from 7:00 a.m. to 5:30 p.m. (Belleville) and 6:00 am - 5:00pm (Lake Mills) therefore, children must be picked up by 5:30 p.m. (Belleville) and 5:00pm (Lake Mills). A \$1 a minute will be charged until the child is picked up after the time of closing. It is up to the Owner/Director's discretion to charge this to your account (We understand that at times traffic, weather and extreme circumstances occur).

There are no reductions in tuition given due to holiday, child illness, illness quarantine, or family vacation.

DLF will accept children for drop-in care if prior enrollment arrangements have been made, enrollment forms are on file and space is available. You will be billed based on the daily rate of care found on the most recent tuition sheet.

When a child's rate drops due to a transition to a new classroom. The tuition drop will occur the first "official" week a child is enrolled in that classroom.

No refunds will be issued for parental error with the scheduling or unenrolling a child by either party.

Late Payment & Non-Sufficient Funds Policy

DLF has financial obligations and it is extremely important that tuition is paid on time. A late payment fee of \$10.00/per day will be charged to your account if tuition is not paid by the due date. If continued late tuition payments are not paid and arrangements have not been made with the Center Director, your child could be disenrolled from DLF immediately and you will still be charged for the last two weeks of tuition.

Any fees associated with non-sufficient funds or closed accounts will be passed on to your tuition account. There will be a \$35.00 charge for any ACH withdrawal returns. Repeated

instances will result in payment being required in the form of cash, money order or immediate enrollment termination. If your tuition payment is going to be late, or you are having financial difficulties, please contact the Center Director immediately.

DLF does not maintain separate tuition accounts for one child. Parents/guardians are asked to clearly designate payment responsibility at the time of enrollment.

Childcare fees and tuition are based on enrollment and the space that we are reserving for your child, not solely upon attendance. To maintain a reserved space, fees must be paid during the absence of your child due to illness, quarantine, holidays, days the center is closed, vacation or any other reason.

DLF reserves the right to charge accounts for days credited which were more than the allotted vacation due to summer enrollment i.e. If you used five days of vacation in January, then reduce to the minimum two days a week in the summer months, you are only eligible to receive two days of vacation and will be charged back the three days credited in January.

School Closings

In the case of inclement weather, DLF follows the closings, late starts and early dismissals of the Belleville School District (Belleville) or Lake Mills School District (Lake Mills). DLF communicates all school-related closings, late starts, early dismissals and any other unforeseen closings by text message via the ProCare app and on the Facebook page. If DLF has a late start, an early release, or is closed for the day because of weather, families will pay tuition for their scheduled child/children that day and are responsible for securing their own substitute/emergency provider.

IV. CHILD EDUCATION

MONTESSORI/REGGIO INSPIRED APPROACH

The educational methods employed at DLF are influenced by the Reggio Emilia and Montessori approach. Below you'll find a brief description of the philosophy and how it's integrated into the curriculum. The philosophy is based upon the following set of principles:

1. Children must have some control over the direction of their learning.
2. Children must be able to learn through experiences of touching, moving, listening, seeing, and hearing.
3. Children have a relationship with other children and with material items in the world and are allowed to explore.
4. Children must have endless ways and opportunities to express themselves.

The foundation of the Reggio Emilia approach lies in its unique view of the child. In this approach, there is a belief that children have rights and should be given opportunities to develop their potential. Rather than being seen as the target of instruction, children are seen as having an active role as an apprentice. This role also extends to that of a researcher. Much of the instruction at schools takes place in the form of projects where children have opportunities to explore, observe, hypothesize, question, and discuss to clarify their understanding. Children are also viewed as social beings and a focus is made on the child in relation to other children, the family, teachers, and the community rather than on each child in isolation.

Philosophy

At De La Fontaine Trilingual Montessori School (DLF), our mission is to educate children to be creative, critical thinkers. We integrate developmentally appropriate academic education with child-driven activities in all areas, focusing on the arts, time spent outdoors and overall each child as themselves. . At the same time, we promote the emotional and physical health of the children. Our goal is to create lifelong learners who reach their full potential as contributors to the community.

Mission Statement

Our image of the child is that they are capable and unique individuals who should not be confined to a standardized form of learning. We believe children should be free to explore and discover the world around them in a safe, loving and fun environment. Here at DLF, we strive to provide this type of environment and give each child an opportunity to learn individually, grow healthy bodies and minds, and form meaningful relationships.

The role of teachers:

The teacher is considered a co-learner and collaborator with the child and not just an instructor. Teachers are encouraged to facilitate the child's learning by planning activities and lessons based on the child's interests, asking questions to further understanding, and actively engaging in the activities alongside the child, instead of sitting back and observing the child's learning.

The Environment:

The importance of the environment lies in the belief that children can best create meaning and make sense of their world through environments which support “complex, varied, sustained, and changing relationships between people, the world of experience, ideas and the many ways of expressing ideas.”

Long-term projects as vehicles for learning:

The curriculum is characterized by many features advocated by contemporary research on young children, including real-life problem-solving among peers, with numerous opportunities for creative thinking and exploration. Teachers often work on projects with small groups of children, while the rest of the class engages in a wide variety of self-selected activities typical of preschool classrooms.

Staff Roles

Staff will be responsible for the areas below.

- Staff will;
 - Encourage each child to share experiences, ideas, and feelings.
 - Listen with attention, respect and have consideration for others.
 - Be available and responsive to children.
 - Treat all children equally regardless of race, gender, religion, family background, culture, or abilities.
 - Incorporate activities that build positive self-identity, value differences, cultural heritage, and developmentally appropriate independence.
 - Use redirection, the anticipation/elimination of potential problems as techniques to guide behavior.
 - At DLF there will be no time outs as a form of guidance/ discipline.
 - Be consistent and clear with classroom rules that are developed in conjunction with the children and are discussed to make sure they understand.
 - Help children understand their emotions by identifying, comforting and reflecting on feelings.
 - Design and implement age appropriate lessons, aka “Lesson Planning”.
 - Follow all state guidelines and regulations put forth by the Department of Children and Families state licensing division.

- Complete other duties as assigned.

Curriculum Planning:

Reggio inspired activities are about exploration and discovery; exploring with their senses, asking questions, testing theories, making plans and thinking deeply. When the teachers are setting up a provocation (an inquiry or discovery activity) they will think about some of the questions the child has been asking lately. The teachers will use these questions as a cue, and an opportunity to provide an experience, which will engage their interests. Another part of lesson planning is to find out what each child already knows about particular subjects. This will help the teacher plan an activity/inquiry that really relates to what the individual children know or want to know. Outdoor play space will be maintained in a safe and secure manner and provide for a variety of large motor activities i.e. bikes, balls, climbers, swings, slides and sandbox. It is our practice to teach values that are designed to use both large and small motor skills. Games, toys and other materials provide experience to grow in mind and body.

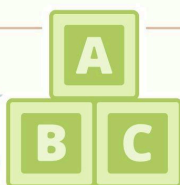
Daily Activities

Infants: The primary emphasis for infants is health, safety, and facilitating the optimal development of each child. Every interaction is an opportunity for the infant to learn and

grow. Our nurturing teachers focus on creating bonds with the children by holding them frequently and understanding their sleeping and feeding rhythms. The classroom is designed to allow infants to explore safely while strengthening their bodies and practicing their motor skills. As the infants mature so does the structure of activities. To provide the best care possible, we require that an “under two form” be filled out and updated quarterly for all infants. This plan will be provided to you by the Center Director and can be updated at any time, however, it must be updated quarterly at a minimum. Your child’s teacher and/or Center Director will set up a time to review this plan and go over any changes that have been made.

Sample Daily Schedule Toddlers

6:30–7:30	Drop Off & Breakfast
8:00–8:45	Free Play & Sensory Time
8:45–9:00	Circle Time
9:00–9:30	Activity & Art
9:30–9:45	Snack
9:45–10:50	Outside / Large Motor Time
10:50–11:15	Lunch
11:15–1:30	Rest Time
1:30–2:00	Snack
1:30–2:00	Outside / Large Motor
2:00–4:00	Free Play
4:00–5:30	Pick Up



*Times May Vary

Toddlers: Toddlers are beginning to develop social skills, increase their vocabulary and find their independence. To develop these skills, our childcare program offers whole group experiences as well as small group opportunities to better meet the unique needs of each individual child. Each day children have the opportunity to explore and learn about their environment in both the inside and outside classrooms. Children are encouraged to communicate verbally and participate in individual and group conversations. Providing unique learning opportunities and experiences for the children within this age group works towards enhancing the child's self-concept and gives them a better start to a firm foundation in their preschool years.

Preschoolers: The preschool program is designed to meet the wide developmental range of intellectual, social/emotional and physical ability of children in this group. For this reason, all learning experiences will offer a challenge to every child, stretching and challenging them in ways that are appropriate to their level of ability. A child's motivation for learning is derived from their own curiosities and interests, thus we strive to create learning experiences, which are of particular interest to the children.

Religious Content

DLF promotes diversity by teaching about multiple cultures and ethnicities. We reserve the right to observe any or all religious holidays by way of art, music, cooking, books, discussion, and celebration.

Swimming in a pool or lake is not part of any programming at DLF. Water play is done by using a sensory table and sprinkler.

Rest Period Policy

Crib sheets are provided and laundered at least every five days for infants if not sooner if needed. DLF will provide a sleeping mat for any over 12 months of age. It should be taken home weekly to be laundered. This mat is property of DLF.

If your child no longer naps, she/he will have a quiet time to relax after lunch. Children 5 years old and under are required to rest. After 30 minutes of rest, a child will have the opportunity to do other quiet activities that will not wake other sleeping children.

V. CHILD GUIDANCE

Child Guidance Policy

Teachers will use appropriate techniques for managing fussing, crying or distraught children. Classroom teachers guide children with positive action communicating at eye level. We utilize redirection, encourage sharing/taking turns, problem solving, emotional regulation skills, alternate choices, and promote team and classroom community building. Teachers will also use a wide variety of techniques throughout the day to make transitions from activity to activity smooth and structured. Sing along and hand gestures will be

commonly used along with the clear direction of where and what the next activity will be. Children will be encouraged to discuss clear cut limits, rules, and consequences during small group time and as necessary.

Teachers are expected to intercept an action and encourage acceptable behavior. Use of a calm voice and manners, direct eye contact and defining the problems and assisting to reach a solution builds self-control and respect for the others involved. Natural consequences will be a part of the disciplinary process if needed. Some natural consequences include things like being removed from a particular learning area for a period of time, or the inability to use certain equipment in the classroom. It may be necessary to remove the child from the larger group for a time to calm down, regroup, and think about their actions. In these cases, the child could be redirected to an activity or area of the classroom where they work on a specific activity for a period of time, or they may need to take a break. Breaks will be used on a limited basis when it will benefit the child being separated from the group for a time, one minute for each year of age of the child, not to exceed five minutes, in an area within view of the teacher, but if possible, away from the other children. Breaks do not apply to children under the age of three.

Should an injury occur to another child, the teacher will comfort the child that was injured and administer ice, Band-Aid, etc in a meaningful way. The child who caused the injury may be involved in helping to care for the injured child as a way to recognize the effects of their actions. Depending on the developmental ability of the children involved, the injured child may be a part of determining the next steps for the child who caused the injury (for example, stating that they would like the child to say they won't hit again). Parental and guardian involvement will be utilized to assist the teacher when attempting to control unwanted behaviors, but we will never use physical or verbal abuse even at guardian or parent's request.

VI. EMERGENCY PLANS

Tornadoes, Fires, Emergency Situations

The Center Director will document dates of fire and seasonal tornado drills and check smoke detectors monthly on a form provided by the state.

There will always be at least two staff members for safety precautions and in case of an emergency. Those staff members will be trained on Shaken Baby Syndrome (SBS), Sudden Infant Death Syndrome (SIDS), and CPR. Emergency numbers such as police, fire department, poison control, etc. will be posted by each telephone.

Any child with a disability will be helped directly from either the Center Director to help get to the tornado shelter or evacuated in the event of a fire. If a child is in a wheelchair or has a physical disability there will be an evacuation plan in place to take that child out of the accessible door.

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

Fire Extinguishers

There are four fire extinguishers located: 1 by the main entrance, 1 by the door leading to the playground, 1 by the entry side door and 1 by the kitchen. All fire extinguishers will be professionally inspected annually.

Inside Temperatures

The inside building temperatures will be no less than 67 degrees and will not exceed the limit of 80 degrees.

VII. HEALTH CARE

Special Healthcare Needs

When a child is known to have a diagnosed medical condition, a written note from the family physician along with an action plan is required to be in the child's file at DLF. The information will be shared with the staff that is assigned to care for that child. Such special needs, including dietary requirements, will be shared with the cook and also posted in the kitchen. When specialized equipment is needed, such as a nebulizer or epi-pen, the child's parents/guardians or a medical professional will train staff in the correct procedures.

Parents/guardians are responsible to ensure the medicines are kept up to date, taking home expired epi-pens, etc in a timely manner.

Allergies

If your child has food allergies and requires a modified diet, we must be notified of this in writing from the child's physician. There may be instances in which DLF have the ability to accommodate these allergens based on the severity of the allergy (e.g. anaphylaxis shock). State statute 251.07(5)(a)4.9m indicates "A special diet based on a food allergy may be served upon the written request of the parent".

When possible DLF will provide meals and snacks to accommodate food allergies, in situations we are unable to accommodate we welcome parents/guardians to provide lunches and snacks for their children. These will be served at the same time snacks and meals are served to the other children. If you chose to provide meals and snacks for your child you must:

1. Review and meet the "USDA Updated Child and Adult Care Food Program Meal Patterns: Child and Adult Meals" ([Appendix A](#))
2. Provide DLF with a signed copy of "Acknowledgement of USDA Food Requirements" ([Appendix B](#))
3. Provide DLF with a written request to provide a special diet for your child.

We never force a child to eat or finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Eating patterns will be communicated to the parents/guardians. Due to the fact that infants have not been introduced to many foods, and to prevent the event of allergic reactions, we do not provide foods to children under the age of 12 months without written parent/guardian consent. The menu can be found on the information board in the front lobby.

Child Illness

Children who are ill should not come to school. Determining if a child is ill can be, at times, based on a variety of factors. The list below is not all-inclusive but is intended to give some examples of common illnesses. Ill children can be sent home from school at the discretion of the classroom teacher and/or the Center Director. We are required by the state of Wisconsin to protect children at the center from communicable diseases.

If your child stays home from being sick, please let the Center Director know within 24 hours of why they are sick or diagnosed so DLF can properly report to State Licensing.

If a child is sent home from DLF for any reason, they must stay home for the entirety of the next school day and then refer to release notes below for extension of needing to stay home.

****If a sibling is sick, the other sibling must also stay home due to the likelihood of them catching it.****

- Common Cold with symptoms such as a runny nose and/or slight cough are common. If a child has these symptoms and also shows any signs of lethargy, irritability, discomfort, or lack of participation in activities the child should be at home.
- Flu (heavy coughing, constant, thick, colored nasal discharge and/or fever) - child must be fever free for at least 48 hours without medication before coming back to school.
- Fever (underarm of 99 F or higher, forehead or ear of 100 F or higher) - child must be fever-free for at least 24 hours without fever-reducing medication before coming back to school
- Vomiting - child must not vomit for at least 24 hours prior to coming back to school
- Diarrhea two or more times in 24 hours (child will be sent home from the center). The child must be diarrhea free for at least 24 hours before coming back to school.
- Hand, Foot, and Mouth - child must be fever free for 24 hours and any sores must be healed before coming back to school.
- Strep Throat - child may return to school 48 hours after the first dose of medicine and after at least 48 hours without a fever or fever-reducing medication.
- Bacterial Pink eye - child may come to school 24 hours after the first treatment and is symptom-free.
- Viral Pink eye - child must be fever free and able to refrain from touching face in order to return.
- Chicken Pox - child may return after the sores have dried.
- Croup- child may return after 3 days after symptoms begin and fever free for 24 hours.
- Pertussis/Whooping Cough - child may return to school after being on antibiotics for at least 7 days.
- RSV - a child may return 5 days after diagnosis, as long as the symptoms are gone, including cough and fever.
- Head Lice - child may return once all signs of lice are gone.
- Scabies - child may return to school after all treatments are complete.
- Unidentified rash - we may ask the rash be evaluated by a pediatrician to ensure it is not a communicable disease that is required by the state to be excluded.
- Covid 19 - child must stay home for 10 days, and return on day 11. Day 0 being the day of symptom onset, day 1 the day of symptom onset and when counting begins. They must be fever free for 24 hours and symptoms are improving.

There may be instances that DLF requests a physician's written note prior to a child returning to school.

There are no reductions in tuition given due to child illness or the center closing due to illness.

DLF follows procedures on personal cleanliness and communicable diseases stated in licensing rules and the guidelines for the exclusion of children from childcare as adapted from the Wisconsin Division of Public Health. Parents/guardians will be informed whenever their children have been exposed to a communicable disease (posted in the parent area and sent in a newsletter to classrooms affected). Certain diseases must also be reported to the Public Health Department and to our licensing specialist.

If a child should become ill or seriously injured at the center, parents/guardians will be contacted immediately. Ill children will be isolated within sight and sound, made as comfortable as possible and should be picked up as soon as possible. If the child is not picked up within one hour, the emergency contact person on the child's enrollment form will be called.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents/guardians will be told about the minor injury when they pick their child up.

We will practice universal precautions when handling all blood injuries and bodily fluids. 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, including head injuries, 911 will be called. If it is a life-threatening situation with no time to consult the parent/guardian or emergency contact, the child will be taken to St. Marys in Madison, which is the closest hospital to DLF. Should an ambulance be needed, parents/guardians of the child will be responsible for any costs. The parent/guardian or emergency contact will be contacted as soon as possible after contacting 911.

Staff will have training in infant and child CPR. First aid supplies will be stored in the children's bathroom. Any incident or accident that occurs while the child is in the care of the center resulting in an injury that requires professional medical treatment must be reported within 48 hours to licensing. If medical treatment is sought after the child has left the center, you must inform the Center Director immediately.

When children are off-site for walks or field trips, staff will take along emergency contact information, attendance sheets and a first aid kit in case an injury occurs.

All injuries will be recorded in the classroom medical logbook as well as incident reports that parents/guardians will be notified with at pick up. A phone call notice is only required for head injuries of any kind.

Medication

DLF will store medication in a lockbox in a high up place unless medication requires refrigeration then it will be stored in a lockbox labeled "Medication" in the kitchen refrigerator.

Prescriptive and non-prescriptive medication will only be given to children if parents/guardians have completed the authorization form provided. All medication must be in its original container, bearing the label with the child's name, dosage and administration directions.

DLF will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.

Medication will only be administered at the specified time on the authorization sheet. If a dose is missed, or an error in distribution is made, the parent/guardian will be notified immediately and it will be the parents/guardians' discretion on how to handle the missed dose. DLF will not permit "As Needed" medication. Any over the counter medication must have the appropriate form filled out with specific instructions on dosage amounts and dosing times. Never can dosing exceed the labels recommended days administered unless a signed note is on file from the child's physician.

DLF will maintain a medical log where we will document the administration of medication and accidents or injuries that happen when children are in our care. Observations of injuries to a child's body received outside of care or any marked changes in behavior or appearance will be noted.

Non-Medicinal Products

Sunscreen, insect repellent, lip balm, diaper creams, and other non-medicinal products will only be used on a child when signed authorization is on file, and the specific products are supplied by the parent/guardian and labeled with the child's name. These products will be provided by the parent/guardians.

SIDS and Shaken Baby Syndrome

On September 1, 2001 the state implemented a new law called Sudden Infant Death Syndrome (SIDS) Risk Reduction. This law is mandatory for all state-licensed group centers who have infants up to 12 months of age to have training in the most current medically accepted methods of preventing Sudden Death Syndrome (SIDS), such as how to lay an infant for sleep in a crib, bedding should be used and what can and can not be in the crib. Upon being hired, all staff at DLF will have this training.

Sudden Infant Death Syndrome (SIDS)

DLF staff will do the following with any child under the age of ONE year:

- All infants will be placed to sleep on their backs unless the child's physician authorizes another position in writing and a parent/guardian signs a legal release of liability form.
- Soft objects will be removed from the crib.
- No blankets, toys, bumper padding or other objects will be allowed in a crib.
- Sheets will be tight fitting.
- If a child falls asleep in a swing or car seat they will be moved to their crib.
- Staff will ensure that awake, non-mobile children have time each day to spend in a prone position ("tummy time").
- Staff members, substitutes, and volunteers will be trained on these procedures before they begin working with any children.
- Sleep sacks are the only approved sleeping attire for children sleeping in cribs. Parents/guardians must supply one winter and one-summer blanket sleep sack to be brought home every week to be laundered. Swaddling of infants is permitted if requested by the parent/guardian.

AHT Training (formerly Shaken Baby Syndrome or SBS)

WI State Licensing requires staff members to be trained in Abusive Head Trauma Training (AHT). Staff, including substitutes and emergency backup providers, must have attended an approved training in the identification, prevention and grave effects of shaking babies, before being allowed to work with children.

All staff members will acquire this training through our owner, Kelsi Sykes, who is certified to train staff on this important training.

Hand Washing

Handwashing with soap and warm water before and after attending to a child's toileting, medical needs, body secretions, first aid, and food preparation are used by all attending staff including all persons involved in food preparation and food service. Hand washing is taught to children before and after meals, and after toileting.

For the health and safety of all children and staff, staff members must wash hands at the following times:

- A. Upon arrival at the center
- B. After each diaper change
- C. After helping a child use the toilet
- D. After wiping a nose, coming into contact with saliva, cleaning a cut or scrape, or touching any other bodily fluid

- E. Before preparing meals or snacks
- F. Before and after mealtimes and snacks
- G. Before and after using the sensory table
- H. After removing gloves
- I. After using the restroom
- J. After returning to the center from a break
- K. After coming indoors from the playground

Sanitizing

Cleaning of classroom equipment will be done weekly or when needed. Tubs will be provided for toys that children place in their mouths, later washed and sanitized daily. The toys will be sanitized by washing in soap and water and then sprayed with or soaked in sanitizer solution.

Diapering

Before changing a diaper the staff will wash his/her hands. Latex-free gloves are worn by staff during diaper changes and discarded after the diaper has been removed. Following the diaper change, the soiled diaper will be disposed of in a plastic-lined, foot-activated diaper pail. Wet or soiled clothing will be put into a plastic bag and tied. Hands of both the child and the staff member will be washed. Changing pads will be cleaned and disinfected after each child.

CPR

Employees in regular contact with children shall obtain and maintain a current certificate of completion for infants and child cardiopulmonary resuscitation and automated external defibrillator use from an agency approved by the department within six months after beginning to work with children and every two years thereafter.

Toilet Training

Toilet training should be a positive experience in a child's life. It is very important that parents/guardians be the one to initiate this process and not the provider. After successfully testing at home with your child for more than one week, if you feel your child is ready and is able to verbally communicate their need to go, then you can ask the teachers to help assist you in the process.

Toilet training is as individual and rewarding as learning to walk. There is no right age by which children should be toilet trained, however, the State of Wisconsin Licensing will not allow us to toilet train children under the age of 18 months. Once we all see and agree on the stages and signs in your child's progress and parents/guardians have initiated training at home successfully, then we can try toilet training your child for 10 working days. If your

child shows no interest, is showing signs of fear or having too many accidents, we will discontinue training until we feel he/she is ready to start again.

DLF will attempt to use terminology and procedures that are consistent with those being used at home. Accidents are to be expected, and will never be cause for punishment or humiliation. We will never use food or candy for a reward system. Wisconsin health regulations state that staff is not able to wash out soiled clothes however; feces will be discarded if possible (clothes will be placed in a plastic bag and sent home). Each child will always be accompanied by the teachers. To help in the process; please dress your child in loose-fitting clothes for them to pull up & down. Keep two full sets of extra clothing in their cubbies at all times (pants, shirts, underwear, socks, and shoes). Training will start with Pull-Ups to avoid damage to furniture/carpeting; this is also for hygiene purposes. When the child has gone two weeks without any accidents we can try underwear.

Biting Policy

Biting is one of the most common and most difficult behaviors in group childcare, however it is normal behavior for developing infants and toddlers trying to communicate their needs. Biting can occur without warning, and is difficult to defend against. This provokes strong emotional responses in any child exhibiting biting behavior, the victim, the parents/guardians, and the caregiver involved. No matter what the cause, the biting in a group situation causes strong feelings in all involved. It does help to be aware of the potential problem before it happens, and to form a plan of action if it does occur.

When a child is bitten the following steps are taken:

- The child who has exhibited biting behavior is immediately removed with no emotion, using words such as “stop, that is not okay”.
- The caring attention is focused on the victim.
- The child who has exhibited biting behavior is not allowed to return to play and the caregiver uses developmentally appropriate language to teach alternate methods of communication and expression..
- “I can see that you want that truck, but I can’t let you hurt him to get it. We need to wait for our turn.”
- Redirect that child to alternative play options.
- Staff will write an ouch report for parents/guardians to sign at pick up.

For the Victim:

- Separate the victim from the biter.
- Comfort the child.

- Administer first aid.
- Staff will write an ouch report for the parent/guardians to sign at pick up.

If biting becomes severe in nature the following steps are taken:

- Talk to parents/guardians to determine any triggers that may be causing the behavior.
- Have staff working in the classroom document the behavior including the time of day, date, what the child was doing prior to the bite, and what the child was doing when the bite happened so that we can identify any possible triggers in the classroom.
- If after meeting with the parents/guardians and documentation does not eliminate these behaviors, outside sources may be consulted for observation and evaluation.

VIII. NUTRITION

Well balanced, natural and mostly organic meals and snacks are served at DLF. Food is offered to your child but your child is not forced to eat anything. Children will be encouraged to finish the food served to them before a second serving is offered. If your child will be arriving after the specified mealtime, please be sure to provide them a meal before they arrive. This helps our day run more smoothly.

Organic Natural and Locally Grown Food

DLF strives to provide the best food possible for your child. Organic, natural, and locally grown foods have a number of health benefits, especially for young developing minds and bodies. Research suggests that because of children's small size, ingesting the chemicals that are used in conventional foods can contribute to some illnesses.

Tuition includes a nutritious morning snack, lunch and afternoon snack, assuming the enrolled child is in attendance during the times these are served.

Special diets, based on a medical condition, including nutrient concentrates and supplements may be served only upon the written instruction of a child's physician and upon request of the parent/guardian. Special diets based on a food allergy or religious restriction may be served upon the request of the parent/guardian. Parents/guardians may be asked to provide special alternate foods that are not normally stocked by DLF.

Teachers eat with the children in their care at small tables in the classroom. Table manners are practiced. Food is not used for reward or punishment. Tables are washed with soap and water and then washed with a sanitizing solution before and after meals. Children wash their hands before and after eating.

Meals are prepared in the DLF kitchen. Kitchen surfaces are washed and sanitized before each use with the approved sanitized solution. The cook washes his/her hands before and after preparing food. The cook receives orientation and annual training regarding food service requirements, preparation and sanitation. Any cleaning and sanitation of surfaces, hands, foods, and dishes is done according to this food service training. He/she prepares menus to include diverse foods. When substitutions are made, it is noted on the menu, which is posted on the parent/guardian information board in the lobby. The menus are dated and kept for three months.

Food storage is clean, free from vermin and sanitary. Food is not stored on the floor or with cleaning products. Cleaning products are stored away from food. Food is purchased commercially. Home-canned food is not served, but we will serve home-baked goods for special occasions. Leftovers requiring refrigeration are kept in sealed containers, labeled and dated, and are to be used within 24 hours.

DLF does not participate in the Child and Adult Care Food Program.

Snack and Meal Schedule:

Morning Snack 8:30 am; Lunch 11:30 am; Snack 2:30 pm; Additional snack 5:30 pm - DLF acknowledges that you may not want your child to have a snack offered to them at 5:30 but the state of Wisconsin Licensing mandates all children will be offered a food source, including children receiving after school care.

Allergies:

All children with allergies will be added to a universal allergy form. This form will state the child's name, classroom, allergy and if they have an epi pen. This will be kept covered for confidentiality in the kitchen and every classroom in the center. All staff are expected to keep up to date on this form and know the allergies in every classroom.

Nutrition Guidelines

DLF follows the rules and regulations designed by the State of WI food program. If a special treat is being offered during a meal or snack, this will be offered in addition to the center served meal or snack. The number of meals and snacks served daily will be tracked.

This facility is operated in accordance with the U.S. Department of Agriculture policy, which prohibits discrimination on the basis of race, color, sex, age, handicap, religion, or national origin. Any person who believes he or she has been discriminated against in any USDA - related activity write to: Administrator Food and Nutrition Service 3101 Park Center Drive Alexandria, VA 22302

Birthdays & Special Occasions

Parents/guardians are welcome to bring in birthday treats. Please be thoughtful of the fact that we are health-oriented and would prefer that “special snacks” be healthy in some kind of way. On holidays or for special events that are celebrated, we will ask parents/guardians to help by signing up to bring something to share.

*Please ask your teacher if there are any allergies in your classroom. It is crucial to be mindful to not bring items that could cause an allergic reaction.

IX. TRANSPORTATION

Smoking and vaping are prohibited in any vehicle while transporting children to or from DLF. Smoking and vaping is prohibited on DLF property, including in the parking lot.

Off-Site Transportation

DLF does not provide transportation for children. Parents/guardians are responsible for making arrangements for children needing transportation. Please inform the DLF Center Director and your child’s classroom teacher when these arrangements have been made. An “Alternate Arrival/Release Agreement” form will need to be completed and on file with DLF.

Field Trips

Field trips may be taken throughout the year, however, the majority will most likely occur in the summer. Parents/guardians will be notified in advance and permission will be required for children to attend. The parents/guardians will be notified verbally and be required to fill out permissions in written form. Additional fees may apply and these will be collected in advance. We encourage parents/guardians and grandparents to attend as chaperones. The number of needed chaperones and additional applicable fees will be shared on the information sheet about the field trip.

With children’s safety a priority, DLF must have an appropriate number of adults to children in ratio. If manageable numbers cannot be obtained, DLF reserves the right to cancel a field trip.

Staff will check the children onto a contracted service (bussing), take headcounts to verify that all children are accounted for every 30 minutes while on a field trip, and anytime children are getting off of the bus attendance will be taken. This attendance will be recorded on a name to face sheet. To ensure that no child is left unattended on a bus, the staff will have all children exit the bus when it reaches its destination. A staff member will do a walk-through of the bus to verify that all children have exited. The staff member will look on and under all of the seats to verify that no child is left on the bus.

Guardians will be asked permission for any field trips, including walking trips. DLF requires, at a minimum, two staff to attend walking field trips. The teachers who are leading the trip

will contact the Center Director when leaving and arriving at the destinations to ensure that whereabouts are always known. The same safety precautions of head counts when leaving from and arriving to the destination will happen as well as head counts every half an hour.

If a child with a disability attends a field trip it is required that a support person or therapist attend the field trip to help aid that child for the duration of the trip. This includes transportation to and from the field trip as well as the time spent at the destination. This also ensures the safety of this child in an emergency situation.

Accidents

Any and all accidents as well as traffic violations, or tickets will be reported to licensing within 24 hours of the occurrence.

Insurance

DLF is fully insured with liability insurance as required by the State of Wisconsin. Documentation of the liability insurance coverage is available for review upon request.

X. ORIENTATION OF NEW STAFF AND VOLUNTEERS

Staff Orientation

All staff members and substitutes will partake in the DLF staff orientation prior to working with children. The State of WI Department of Children and Families “Staff Orientation Checklist - Group Child Care Centers” form will be used to document this. This will be completed within 14 days of hire. Each staff member who has gone through this training is expected to implement each component into their daily practice at DLF.

XII. OTHER

Attendance

Attendance is kept in each classroom, with arrival and departure times recorded. During early morning arrival and late afternoon/evening pick-up, teachers will be kept aware of children they are responsible for, as rooms are condensed and individual staff leave for the day.

Arrival

Parents/guardians or authorized adults are required to bring children into the building and escort them to their assigned classrooms. We ask that if you have more than one child in

the center that you drop off the oldest first and then the youngest. This is a concern in the infant room due to the 'No Shoes' rule.

Please assist with removing outer clothing and placing items in the child's cubby. Once your child is ready to start the day, please bring your child to the teacher and share any questions, concerns, or special instructions for the day before saying goodbye.

If your child falls asleep in a swing or car seat, the child must be removed from the swing or car seat and placed to sleep on his or her back in a crib or pack n play according to the State of Wisconsin DCF 251 Licensing Rules for Group Child Care Centers with Commentary.

Departure

When you arrive to pick up please remember to log your child(ren) out on the ProCare touch screen by the front door. Please check the child's mailbox to see if there is any correspondence to be taken home. Please take a moment to talk with your child's teacher about the day's events and let the teacher know you are leaving. We ask that if you have more than one child in the center that you pick up the youngest first.

Special Notes

Children will only be released to previously authorized persons as designated on your enrollment paperwork. If anyone other than the child's parent/guardian or someone listed on the enrollment form is to pick up a child, please notify the Center Director, in advance in writing or by email. The person picking up the child will need to show a driver's license or other picture ID upon entering DLF. If the name/picture does not match, the named person is not pre-authorized to pick up a child, or we cannot reach a parent/guardian to provide authorization, the child will not be released.

If parents/guardians wish to allow a school-age child to leave for school or arrive from school at the center by bus or other pre-arranged transportation, they must have the Alternate Arrival/Release Agreement form on file at DLF.

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

COMMUNICATION AND INVOLVEMENT

Parent/Teacher Conferences

Conferences are scheduled twice a year for all families enrolled at DLF. Teachers will send an email or post a notice outside the classroom door with instructions on how to sign-up. Additional conferences may be requested by teachers and/or parents/guardians at any time throughout the year.

Parent/Staff Communication

Open communication between parents/guardians and staff is important. The forms of communication used at DLF include, but are not limited to face-to-face conversations, emails, phone calls, ProCare App messages, monthly newsletters, social media and the information board in the lobby.

Teachers post weekly lesson plans near their classroom doors, which list daily activities and schedules. Daily activity reports will be provided to parents/guardians. The report includes eating habits, diapering/toileting, naps, and disposition for the day for younger children. For older children, the report will include information on group activities, the day's lessons, as well as specific information on your child from that day.

The information board in the lobby contains information and documents for parents/guardians such as state licensing information, the weekly menu, the calendar, vacation slips and a copy of the Parent Policy Handbook.

GENERAL INFORMATION

Cell Phone Use

If you need to use your phone, please do so before coming into or after leaving DLF. We ask that your time inside the center be spent talking with the teachers about your child.

Conceal & Carry Policy

For the protection of our staff, children, and parents/guardians, we do not allow any weapons on the premises unless it is legally part of a uniform.

*Wisconsin DCF 251.06 (2) (c) prohibits firearms and ammunition on the premises of any licensed group center. This includes properly licensed and permitted concealed weapons or hunting paraphernalia.

Court Orders

Guardians with sole custody must provide a copy of the executed court order documenting any parent's denial or restriction of rights. No parent can be denied access to his/her child or the child's records unless there is a court order on file in the office. All guardians with legal custody are permitted to visit and observe anytime during operating hours. All guardians with legal custody are given access to parent/teacher conferences.

The use of **electronic devices/televisions/videos/DVDs** by children is not permitted at DLF. A teacher may use a classroom iPad to share a video or photo that directly relates to an activity/inquiry.

Grievance Procedure

In the event a concern arises, DLF will work to correct it in a timely manner. This can only be achieved if the concern is shared with the staff. Parents/guardians with concerns should first discuss them with the classroom teacher. If the classroom teacher is unable to resolve the concern independently as to the satisfaction of the parent/guardian, the matter should be brought to the attention of the Center Director. If the center is not able to resolve your concerns, parents/guardians may contact our Licensing Specialist assigned to this territory at (608) 266-2900.

Insurance

DLF is fully insured with liability insurance as required by the State of Wisconsin. Documentation of the liability insurance coverage is available for review upon request.

Smoking and vaping are not permitted anywhere on the premises (indoor or outdoor).