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# Parent Policy Handbook

Welcome: We would like to welcome you as a parent, along with your child/children to Learning Tree & Playland Childcare. Thank you for giving our program the opportunity to provide outstanding childcare. We hope you and your family are pleased with our services. We want to welcome our parents to visit and spend time in your child's classroom, whenever you wish and we encourage you to participate in activities when possible. Please see our Parent Board by the front door for health updates and parent information.

Philosophy: At Learning Tree & Playland Childcare, we feel that every child is a unique individual. All children learn in different ways and we will embrace each child's learning needs individually. We ask that you communicate and work with your child's teacher, so together we can develop the best rate of learning for each child. Every child should progress at his/her own rate. We can help children continue to learn by enriching and changing their environment at times that they are ready for such changes.

Creation/Mission: Learning Tree & Playland Childcare was established with the purpose to create a family friendly child care center, where the children can create, experience and learn. Learning Tree & Playland Childcare will create an environment that is comfortable to learn in, yet challenging. Our staff will provide activities which enhance the natural curiosity, interest level and encourage creative expression in learning experience.

Teaching: One method of teaching we implement is theme teaching. Theme teaching incorporates all subject areas, providing children with integrated learning experiences. Each theme will include different activities in science, art, reading, math and music, etc. Learning Tree & Playland Childcare encourages making learning experiences fun and positive. We hope that Learning Tree & Playland can be a stepping stone for promoting lifelong learning and a love for school.

Child Education: We have developed developmentally appropriate programming for infants, toddlers and pre-k age children. For example all infants will be on their own schedule for eating, sleeping and drinking along with age appropriate art projects. Toddlers will be offered a lot of sensory experiences and time to use their imaginations using toys and projects. Pre-k aged children will be allowed to explore new ideas and develop more complicated ideas based off of more simple ideas. We will participate and teach with Wisconsin Early Learning Models and base our projects/learning time off of these standards. Portfolio pages will document your child's learning/development over the time they are at Learning Tree & Playland Childcare. Each lead teacher will be responsible for creating their curriculum for the specific theme that week and will give a calendar to the parents of extra events that take place above and beyond everyday projects; example a nature walk or water day.

Enrollment: Parents are required to complete a tour of our facility before enrollment and the child is encouraged to attend as well. Parents and children are encouraged to visit with their new teacher prior to their first day, however we understand that isn't always

possible, if it isn't possible to come and visit please give yourself a few extra minutes to talk with the teacher before your departure. Please complete all paperwork and hand it into the Director at least 2 days prior to your child's first day. If information is missing it gives the Director a chance to catch any mistakes or missing parts and it gives their teacher a chance to review the paper work to get to know your child before they start. Any and all special health needs will be shared with all teachers/caregivers that will take care of the child. Health and Immunization form is required every 6 months for children under 2 and then needs to be updated every 2 years after that. A new form needs to be filled out by the doctor and returned by the due date. The director will send out notes to remind parents of these due dates. There are no limitations/requirement to enrollment (such as toilet training or walking requirements).

**Consistent Staff:** At Learning Tree & Playland Childcare we strive to maintain consistent teachers in each classroom. Each classroom will have one or two (depending on staff to child ratio) primary caregivers. If a teacher chooses to leave or gets terminated, we will let the families that are affected know and we will do our best to fill that room with a consistent float staff until a new full time teacher is hired. Children will remain with at least one staff member and in one classroom

**Attendance:** We offer three, four or five day rates for your child to attend Learning Tree & Playland Childcare. There is no part day rate offered at this time. See tuition rate sheet for specific details. Each child will be marked into the attendance sheet when they arrive with their parents/guardian and marked out when they are picked up.

**Referral Program:** As a family that is currently enrolled you have the opportunity to refer other families to the center. If they enroll and stay in the program for 3 months, you will receive \$25 off of your tuition. There is no limit to the amount of money you can receive from this referral program.

**Family Discounts:** A 10% discount is offered for families who are enrolling more than one child on a full-time or part-time basis. The discount will be taken off of the eldest child's tuition. **Discounts will NOT be applied if payment is not received the week before care is given.**

**Payment of Tuition:** Required one week in advance. If payment is not received a \$25 fee will be charged to your account. It is your responsibility to make tuition payments in full in the event that Learning Tree & Playland Childcare needs to close due to any weather closures, health concerns and or mandated closings. **Rates subject to change each October.** A \$50 (\$75 for 2 or more children) registration fee will be due at enrollment along with the first week's tuition to hold the spot. An annual \$50 supply fee will also be due every October 1<sup>st</sup>.

**Vacation:** After your child has been enrolled in our program for 6 months, you will receive one-week vacation. Every year you will receive one week of vacation. Children that attend year-round will be offered this vacation time. Please give a written notice that you wish to use vacation and which days/week you will be using it for.

Returned Check Fee/Late Fee: A \$50 fee will be applied to your account for any returned checks. The late payment fee is \$25, which will be automatically applied to your account. If your account says delinquent for more than one week your child will not be able to attend until payment is received in full.

Late Pick-up Fee: **First 5 minutes is \$15. Each additional minute is \$1. You have 1 week of pay your late fee to the teacher that was working, if it is not paid your child will not be able to attend. You will still be responsible for the cost of tuition also if they can't come due to non-payment of late fees. If you have more than 7 late fees your 8<sup>th</sup> fee and beyond will double per child.** If you are 10 minutes late your fee will be \$20. Please pick up your child/children on time, so our staff can enjoy their evening with their family and friends as well. If you are going to be late, please call and let us know so we can plan accordingly. A late fee slip will be given to you at the time of pick-up or the next day. The late fee payment is due to the staff member that is staying with you child after hours. Please pick your child up on time and none of this will matter.

Confidentiality: We will not share any information about a child or their family to anyone other than their teacher/caregiver. All records & information pertaining to the child and his/her family will be kept confidential. Our medical log book will also stay confidential by only stating one name in each entry. If a parent wishes to review the medical log book about a specific incident, we will cover up all the other entries and make a copy of it. We are not allowed to reveal or tell the name of the other child/children involved in an incident. We will not share any pictures on our public social media pages or public places. We do offer families to be apart of our PRIVATE FACEBOOK PAGE and all members have to be accepted. **Please search LT&P Private Page.** We will not share personal information such as phone numbers or addresses with anyone besides Learning Tree & Playland staff. Only parents/guardians will be able to access children's files if they request to do so.

Dismissal Policy: Learning Tree & Playland Childcare reserves the right to terminate enrollment at any time. In the event of aggressive, destructive or unacceptable or unsafe behavior, enrollment will be terminated immediately after two written notices are in the child's file. If a written warning is needed the parents will be called immediately and given notification about the event that led to the warning. This dismissal policy is effective as long as your child is enrolled. All dismissals are under the discretion of the director and each circumstance will be looked at individually. If payment is not received up to 3 weeks, the child/family is not allowed to attend until it is paid or arrangement has been made with the director. If we feel that parents would be better served elsewhere, we reserve the right to recommend such a change and to terminate enrolled. If both the center and the parents come to a mutual decision about withdrawal/dismissal, a two week notice is still required. The center will keep track in the medical log book of any behavior of children that could result in dismissal. (Refer to Child Guidance page 4) Final decision is up to the Director and there is no appeal process.

**Withdrawal Policy:** Proper notification is defined as two week's written notice prior to withdrawal. Verbal notification is NOT adequate. Please leave a written notice in the office.

**Schedule Changes:** Proper notification is defined as two week's written notice prior to change. We cannot guarantee that the alternate schedule will be available. Verbal notification is NOT adequate. Please leave a written notice in the office.

**Absences:** If your child will be absent for the day and you have not already given notification, please call by 8:00am or message a staff member on our APP. If we do not hear from you by then we will call your "call number".

**Transitions:** When your child is ready and there is space in the next room, your child will transition up to the next age room. Before your child moves to their new room, all families will get a formal notice; either by email or letter and each child will visit their new room several times and experience different activities in their new room. The first time they visit it will be with their current teacher to get use to the room, after that your child will visit her/his new classroom on their own to get use to the teacher and the space. Your child will visit at different times during the day and will get to experience the new schedule. The transition process will take around 2 weeks. Along with visiting their new classroom, the current teacher will complete a transition form so the new teacher can be as familiar with your child as possible. If the parents would like to sit down and meet with the new teacher, that can also be arranged. Otherwise please let the director know any questions or concerns you may have.

**Illness:** In the event your child becomes ill, please keep your child home until their symptoms subside and they can participate in regular activities. Your child will be sent home if they have a fever over 101 F, had 3 or more diarrheas in the day, has an undiagnosed rash, appears to have pink eye. If you take your child to the doctor and their rash for example is not contagious, get a note from the doctor and we are happy to take them back. (If they are diagnosed with an ear infection that is also okay to bring them back since that is not contagious). We have a 24 hour policy. Your child has to be symptom free for 24 hours before they can return to the center. If your child is not well enough to participate in normal daily activities, please keep your child at home so they can get the rest they need. Our goal is to minimize spreading of germs and to keep everyone healthy. You have one hour to pick up your child from the time your child's teacher calls you. If we don't reach the parents/guardians we will then begin calling your emergency contacts. We require payment in full for the first week of illness. Fifty percent of your child's tuition is due for the second week of illness.

**Medication/Medical log book:** Medication (including pain relievers, cold medicine, lotions, etc...) will be given to your child at our center only if a written (signed and dated) authorization by the parent is in our files. Prescription medication must be in its original container and labeled with your child's name, name of drug, dosage, directions for administering, date and physicians name. Medication permission slips must be updated according to licensing requirements. In the case that a medication dose was skipped/missed we will let the parent know as soon as the problem is discovered, and

they can let us know what they want us to do. If a child is given the wrong dosage, parents will also be notified as soon as possible. Learning Tree & Playland maintains a medical log book and accident log book. The medical log book will be reviewed by the director every 6 months to check that all the entries are done up to licensing code and medication was administered correctly. All injuries will be documented in the medical log book including time, date, child's full name, what happened, what was done to help child, along with staff signature. If it is a minor injury, an injury report form will be filled out to have parent sign at end of the night. If it was more serious, including a head injury the parents will be called as soon as the child is taken care of or another caregiver will call immediately. An injury report will also be filled out and had parent sign at pick up. If the parents/guardian has to take the child to the hospital an accident report must be filled out and licensing will be notified.

**Cleanliness:** Staff is required to wash their hands before and after preparing food, serving food and changing diapers. Staff is also required to wash their hands after they use the restroom and after wiping a child's nose or cleaning up blood, vomit. Children are required to wash their hands before and after they eat and after they get their diaper changed or use the restroom. If children participate in cooking projects they are also required to wash their hands before and after. Each room will have a foot activated trash can to dispose of diapers. Soiled clothing or bedding will be bagged securely and placed out of reach of children and sent home at pickup. Universal precautions will be taken when handling any bodily fluids. Gloves will be worn and disposed of properly in garbage can. Toys will be cleaned at least once per week or after every time they are put into a child's mouth. They will be sanitized in the commercial dishwasher or wiped down with bleach/water solution if too big for sanitizer or has batteries.

**Holiday Parties:** Please contact your child's teacher if you do not want your child to participate in parties celebrating different holidays. We do not encourage or discourage religious conversation. We respect individual preferences regarding culture, religion, etc.

**Translation:** Families who speak other languages will be directed to translation resources available on the internet. Community resources may be used if available. LT&P Childcare will have information for additional support available through translators or translated materials provided from outside entities. The need for additional resources will be evaluated on an individual basis.

**Holidays & Closures:** Regular fees will be charged for these days when they fall during the regular school week. We follow the **Madison Area School District & Stoughton Area School District** in the determination of any weather days (when school is in session). Both districts will need to close for us to close for cold or snow. If school is not in session, closing will be based on the Directors discretion and a mass text/email will be sent out. Announcements for Madison & Stoughton Area School District may be found on local radio and television stations. There will not be a separate/individual announcement for Learning Tree & Playland Childcare. In the event of an emergency closing (not limited to weather closings), parents will be called and will be required to pick up their child/children in a timely fashion. We will be closed on the following

holidays: Christmas Eve, Christmas, New Year's Eve, New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, and Thanksgiving Day & Friday after. If a holiday falls on a Saturday, we will be closed on Friday. If a holiday falls on a Sunday, we will be closed on Monday.

Parent Communication: Learning Tree & Playland Childcare staff welcomes communication with parents. Parents are welcome to visit their child at any time during the day at Learning Tree & Playland Childcare or during field trips. We will also be offering conferences two times a year, so parents/guardians can formally sit down with their child's teacher and discuss and view their child's work/projects. Daily sheets, notes from teachers & directors, calls during the day, comment cards, Parent Board, newsletters and posted notices are also used to communicate with parents. The parent board is located in the vestibule and will include upcoming events, illnesses in the center, menu, a copy of state licensing book, a copy of our policy handbook, extra medication forms. We will also have our license certificate, result of most recent inspection (including: enforcement action, stipulation, conditions, exceptions or exemptions)

Learning Tree & Playland Childcare does not discriminate on the basis of race, religion, age, color, sex, creed, handicap, potential persuasion, national origin or ancestry. We are handicap accessible. We encourage cultural diversity and offer pictures and toys from all different cultures.

Child Abuse and Neglect: If we feel that a child is being neglected or abused by his/her parent/guardian or other family member we will call Child Protective Services (CPS). We are here to serve all the children and make sure that they are safe at home and at Learning Tree & Playland Childcare.

Field Trips: A general permission slip will be made available to parents in the registration packet. It is important to sign the permission slip promptly so that your child may participate in these field trips. Field trip information will be posted in the classroom calendar, newsletter or on the front door prior to the field trip. Extra field trip costs should be paid separate from your child's tuition payment. The cost of the trip will be determined by the cost of the activity divided by the number of children going. We will occasionally take walking field trips to places that are close in distance. We will post it and the staff will make each parent aware of it before we leave. We will also have water days in the summer but there will be no pool used at the center.

Nutrition: Learning Tree & Playland provides daily recommended nutritional requirements for breakfast, lunch and an afternoon snack. Please do not send candy, gum or other sweets with your child. Please contact your child's teacher in advance if you wish to provide a special treat to share with the class and please ask about any possible allergies. We cannot be responsible for hosting parties at Learning Tree. Parents will have to arrange this separate from Learning Tree to allow the continuation of our daily activities.

**Communicable Disease:** If your child has a communicable disease, it is our policy that your child can not attend the center unless he/she is no longer contagious. Please call the center by 8:00am to notify the director of your child's absence and let us know what they are sick with. Examples of communicable disease are: pink eye, lice, chicken pox, stomach flu, strep throat etc... You are required to pick up your child for the remainder of the day if they are running a temperature of 101 F or higher, have vomited or have diarrhea. Regarding lice, we have a no-nit policy (we will not allow children to attend with any nits in their hair). We also require you pick up your child within one hour of being notified of them becoming ill.

**Weather & Clothing:** Please dress your child according to the weather and leave an extra set of clothing at the center (weather appropriate) in case of an accident, spill or if they get wet outside. Please label all of your children's items with their name or initials. Children will go outside daily unless the temperature is 0 F or below with wind chill factor and over 90 F and above with the heat index (20 F or below for infants). Please make sure you have all the appropriate items at the center daily for snow play or cold days, so your child can enjoy the snow. Children will be expected to participate in outdoor activities unless we have a written notice from the doctor.

**Allergies:** Please notify us in writing about any allergies or special diets. We will maintain a PEANUT/NUT FREE facility. Learning Tree & Playland Childcare maintains a pet-free environment.

**Transportation:**

We will provide a 15 passenger van to pick up and drop off children at school. No more than 15 children will be allowed on this bus at one time. Transportation will not be allowed to be given in individual employee vehicles. All children will be checked into our attendance sheet when get onto the bus and checked out when they exit. State of Wisconsin transportation form for each child will be kept on the bus along with emergency cards for contact information. All vehicles used to transport children in care are covered by liability insurance. There will be a bell alarm in the back of the van to ensure that the driver gets up and checks that all seats are empty before leaving and parking the bus. Once the van is checked and parked it will remain locked until the next time the van will be used. Drivers must be at least 25 years of age and have a clean driving record. Annually, I will obtain and review the driving record of any person who will transport children and obtain an inspection for each vehicle used to transport children.

Fieldtrips outside of Stoughton will be contracted out by a bus company at the owners discretion. Parents will be notified prior to the fieldtrip. When we take fieldtrips all children will be accounted for before we leave any location or before we get on and off of the bus. We will have one teacher count the children and a second teacher double check the count. When we leave the bus we will be checking all of the seats to make sure every child has gotten off the bus and is with their designated group. Parents are encouraged to attend any fieldtrip but riding the bus is subject to seating availability. You could follow us or meet us at the location. Each lead teacher will carry



their clipboard/sign in & out sheet with the emergency cards and transportation forms. The director or teachers are not allowed to transport children in their personal vehicles.

**Emergency Contact:** Please supply us with emergency phone numbers (current & local) in the event an emergency arises and you cannot be reached, If emergency treatment is required and the parents / legal guardian cannot be reached, Learning Tree will exercise our own judgment in calling a doctor or nurse from the closest clinic/hospital, even though you may not normally go there for medical treatment. Learning Tree & Playland reserves the right to enlist the aid of the EMS. Learning Tree & Playland Childcare does not provide health insurance/accident insurance for injuries incurred by child, family members or acquaintances at Learning Tree & Playland or on field trips. All expenses will be covered by the parent's / guardian's insurance plan or the parent/guardian personally.

**Child Guidance:** Children need continuity in establishing guidelines for their behavior. Guidelines are necessary to assure your child's safety, and to encourage respect for the others and oneself. Staff will use appropriate ways to manage crying, fussing, or distraught children including but not limited to: hugging, allowing space, singing songs and reading books. Staff will use TLC and compassion with the children to ensure development of effective coping skills for distress. We have tried to establish an environment where day to day conflicts are minimal. We supply positive feedback to encourage the children to act in ways which are safe and demonstrate overall respect. Child input is encouraged because we feel that children are more likely to follow guidelines which are self-imposed, at the same time, the process enables the children to understand the logical reasoning behind guidelines. Every child responds to guidance differently, so we will try to find what works for each specific child for example; redirection, 123 magic, shadowing. We will also practice redirection and "time-outs" will not be used as that is a negative way of dealing with misbehavior. When necessary, parents will be required to become actively involved in the process. Examples of these are: talking to your child on the phone, coming to the center to talk with your child or removing your child for the remainder of the day. Any or all of these will be used at the discretion of the center. Parents will need to comply in order to assure enrollment at the center. Learning Tree & Playland reserves the right to terminate enrollment if there is not satisfactory resolution reached. Examples of this behavior would be, but not limited to: excessive biting and scratching, repetitive aggressive unsafe behavior. If a child is excessively biting or being very aggressive repetitively we will have an extra staff member shadow that child to deter him/her from their actions. If a child is excessively biting, we will try to shadow that child as much as possible to limit the occurrences. Each biting incidence will be closely monitored by the staff and director. (For example a child that is teething and doesn't understand that biting is not okay, we will work with them and help them understand that biting hurts and is not okay. If a child is older and biting out of anger, we will also shadow that child to help curve the behavior but if it continues to occur written warnings will be placed in their file and parents will be notified.) A time frame for termination of enrollment will be decided based on each individual situation and will be determined by the Director. Punishment that is inconsistent with the State of Wisconsin laws and Learning Tree & Playland child

guidance policies are prohibited even at parent requests (example spanking). Learning Tree & Playland Childcare will arrange their classrooms; manage the materials and programming which will help to define clear guidelines for the children. Each class will come up with transitions so children are not waiting in a line in between activities.

Parents Provide: It is necessary for parents to provide the following for their child:

1. One blanket and crib sheet to be brought each Monday and taken home on Friday to be laundered.
2. Change of clothes which are appropriate for current weather conditions. (Including extra underwear and socks)
3. Diapers, wipes, bottles, formula, baby cereal and baby food as needed for your child. Your child's teacher will do their best to let you know when items begin to run low but please communicate with the teacher also about needs.
4. Special dietary foods and instructions along with special serving utensils and/or dispensers if needed.
5. Extra snack is to be provided by parents/guardians if your child attends childcare for more than 10 hours a day.

**PLEASE LABEL ALL ITEMS BROUGHT TO LEARNING TREE & PLAYLAND!!!**

**DO NOT ALLOW YOUR CHILD TO BRING TOYS FROM HOME UNLESS OKAYED BY HIS/HER TEACHER.**

**TOYS EASILY GET LOST OR MIXED IN WITH OUR TOYS AND IT BECOME A PROBLEM.**

\*If blankets and/or sheets are not returned on Monday to use for the week then that family will incur a \$5 fee for supplying and laundering of blankets/sheets. This will apply to families that consistently don't bring a blanket and/or sheet weekly.

\*If a supply of weather appropriate clothes is not kept at the center by the parents/guardian; LT&P will supply the articles of clothing needed but at the cost of \$2 per article. If the clothes are brought back (within 1 week) the \$2 fee will be reimbursed otherwise the fee will be expected to be paid when tuition is due.

Child arrival and departure: In order to assure your child's safety, it is necessary for a parent to bring his/her child into the center in the morning and together with your child greet the caregiver. In departing, it is necessary for the parent to come to the center and notify the caregiver of his/her presence and intention of taking the child home. In the event that the parent is unable to pick up his/her child, we require a written notice from the parent or a telephone call, stating who is responsible for taking their child

home. Photo identification will be required if the person is not known by the caregiver or if that person is not on your child's emergency card. Parents denied access by the court order will be required to leave the premises (the court order will need to be in the child's file, in order to abide by the courts decision). When parent's pick-up their children while under the influence of alcohol or controlled substance, Learning Tree & Playland is required by State of Wisconsin licensing to release them to the parent. Please be aware that law enforcement may be called in this situation. For the safety of all the children at Learning Tree & Playland, if a designated person, other than the parent, comes to pick up a child and he/she appears to be under the influence, we would immediately call the parent/guardian. Parents assume responsibility for who they designate to pick up their child.

Program of Activities: Learning Tree & Playland opens at 6:00am. Parents and children arriving will have free play until breakfast is served. Breakfast is served at 8:30am to 9:00am. After breakfast preschool activities begin. Some of the activities included in a preschoolers' morning are as follows:

- Art activities
- Creative Dramatics
- Small muscle development
- Large muscle development
- Circle time (calendar, numbers, alphabet, weather, shapes, songs)
- Story time
- Music
- Readiness Skills

During a preschoolers' morning, the children will participate in cultural awareness and developmentally appropriate programming for their age. All learning activities are planned according to the development level of each group of children.

Screen Time: Children are provided with less than 30 minutes of screen time per week (infants through toddler have no screen time) for music and movement.

The teachers individually schedule recess time for their children. At this time the children will be using our structure and activities which were developed for large and small muscle development. The first 15 minutes of outdoor time will be teacher directed such as: races, act like an animal, etc. From 11:00am to 12:00pm the children are eating. From 12:00pm to 12:30pm children will have stories read to them or will be quietly reading/puzzles. Nap time begins at 12:30pm and continues until 2:30pm (if children do not sleep they are asked to lie quietly for 30 minutes and then will be allowed to look at book, do puzzles or color at the table). After naptime, 2:30pm to

3:00pm is a time for children to go potty or get diaper changed and for teachers to also put away sheets/blankets and mats. Children will also be involved in singing, reading, puzzles, games etc... 3:00pm to 3:30pm will be time for children to eat snack and socialize with their peers and teacher. The remainder of the day will consist of an art project, outside time, and free play. Each room's schedule may change according to what fits best with that specific age group.

We will use transition techniques between activities. For example; children will not just stand in line while they are waiting to go outside, we will stomp in place, clap, sing to keep children engaged.

Emergency Numbers/Supplies: Emergency numbers will be posted at all phones including police, fire, 911, CPS, poison control center. Emergency supplies will also be kept at the center in a designated area. The first aid kit will be kept in the kitchen attached to the wall, along with extra flash lights, battery operated radio and extra batteries. We will also have a weather radio located in the office. Each classroom will have band aids and a flashlight in their clipboard. Each clipboard will also have the children's emergency cards, so it is with the teacher at all times in case of an emergency. All evacuation procedures are in consideration for children or staff with physical or mental disabilities. Please see each door for specific evacuation details for that room.

In the event of an emergency, we will relocate all the children to the Stoughton Wellness & Athletic Center (SWAC) and once all the children are accounted for and safe, we will begin to call parents to make them aware of the situation and possibly make arrangements to pick up.

**WE LOOK FORWARD TO PROVIDING EXCELLENT CHILDCARE FOR YOUR FAMILY!!!**

We feel fortunate to have the opportunity to serve you and your family