



Cubby Bear LLC

FAMILY HANDBOOK

January 2022

Cubby Bear LLC

WELCOME

Dear Family,

Here at Cubby Bear, we practice the development of the whole child. Giving each child the skills he or she needs to excel socially, emotionally, physically, and most important intellectually.

Here, your son or daughter will find a rich, nurturing environment where learning is fun, the curriculum grows as skills increase, and passionate teachers turn every learning moment into a positive experience. In short, it's a place where you can be confident your child will thrive.

We're happy to meet with you any time to talk about your child's progress and growth and we invite you to share your suggestions or concerns with us. After all, you know your child better than anyone else; we value your insights.

When starting a new program, it's natural to have questions; many of the answers are right here, and we encourage you to store this handbook for easy reference.

We're looking forward to getting to know you and your child. And again, if there's anything we can do to improve ourselves, don't hesitate to speak up. We're honored you've chosen us for your child's education and care. Now let the stories begin.

Thank you for choosing **Cubby Bear LLC**. We look forward to providing your child with a caring and enriching environment.

Sincerely,

Katie Hafenstein
Owner/CEO
920-631-7003

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ABOUT US

Philosophy

Our goal is to provide exceptional care that exceeds a parent's expectations. The purpose of Cubby Bear is to provide parents with a safe and caring place to take their children without having to worry during the work day.

Mission

At Cubby Bear, we strongly believe in allowing all children to learn and grow at their own pace. We accept each child as an individual and will treat them with respect. We encourage all children in our care to discover and learn everything there is to know about the world around them. Teachers at Cubby Bear will use positive reinforcement to teach the children the act of kindness, care, and patience. We are not just a babysitting business; we care for each child as if they are our own.

Certification

Group Childcare Center licensed for up to 75 children with a 2-star Youngstar rating.

DCF 251 State Licensing Rules for Group Day Care Centers and Cubby Bear's Family Handbook are located in a white binder in the parent information area outside the office. These are available for parent review at any time.

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Hours of Operation

Child care services are provided from 5:00 AM to 6:00 PM Monday through Friday.

School age care will be conducted from 5:00 AM to 8:00 AM and 3:45 PM to 6:00 PM, September to June.

Summer Care is available for all children from 6 weeks old until they turn 12 years old, Monday through Friday from 5:00 AM to 6:00 PM during the months June to August.

Holidays

We are closed for certain holidays: New Year's Day, Memorial Day, 4th of July, 5th of July (weekday only), Labor Day, Thanksgiving Day, Black Friday, Christmas Eve, Christmas Day, day after Christmas (weekday only), New Year's Eve.

***Please note, payment is still required for these days unless you use vacation days.**

Admission & Enrollment

Based on the availability and openings, our facility enrolls children from 6 weeks to 12 years of age. Parents may enroll their child by visiting the center for a tour, meeting with the Director, filling out paperwork, paying a non-refundable enrollment fee and paying the tuition deposit.

All admission and enrollment forms must be completed and enrollment fee and tuition deposit paid prior to your child's first day of attendance.

An enrollment fee of \$40.00 per child is due at the time of enrollment. This fee is **non-refundable**.

A two-week, non-refundable tuition deposit is required for each child enrolled. This deposit will be held and will represent tuition payment for the last two weeks of the child's enrollment.

Our process for introducing children to our program is as follows: we request that a parent visit with their child in the classroom prior to the child's actual start date. In most cases, one or two visits are best; please speak with the Center Director about your child's pre-start date visit(s). An enrollment form must be completed by a parent prior to your child's first visit day. During the first few weeks your child will be adjusting to a new place and many new faces. We are interested in making this adjustment as easy as possible for both children and families. Options for easing your child into the program should be discussed with the Center Director and teachers.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

Schedules

Each child's schedule for the next week will be due on Tuesdays by 10:00 AM, or your account will be charged \$25.00 each day it is late. In addition to the late fee, your child will not be able to attend that week if the schedule is not received. You may submit a schedule in the following ways; call the center at 920-631-7003, or e-mail the center at cubbybear330@gmail.com. Whatever schedule is provided to us is what you will pay for; no matter if your child attends or not.

***Please note, schedules will not be accepted if your account has a past due balance.**

Inclusion

Cubby Bear believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

If your child has an identified special need, please discuss them with the Center Director. Cubby Bear can only provide such services as are reasonable and beneficial to the class as a whole and do not cause undue burden to the program, staff and other children. It may be necessary to turn down an application for enrollment or to terminate continued enrollment of a child with special needs when to do otherwise would jeopardize the safety and wellbeing of the child, the other children in the classroom and/or the staff. Communication is the key aspect to successfully support a child with special needs. At the initial meeting, the Center Director will meet with the parents/guardians to discuss the child's disability/special needs. All records, screening/assessment information, IEP/IFSP, and observations will be placed in the child's folder and remain confidential. Parents may access their child's file at any time. A staff person will act as the liaison for a child with special needs and will meet with the parents and child preferably before enrollment to begin developing a supportive relationship. Parents of special needs children and specialists working with the child are encouraged to share written materials with staff members.

Non-Discrimination

At Cubby Bear equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Animals and/or pets

No animals or pets are kept on the premises of Cubby Bear. For the safety of all children and employees, we ask that pets stay at home or in your vehicle while dropping off or picking up your child at all times.

Child Records

It is imperative that we receive all documents before we care for your child. It is the responsibility of the parent or guardian to update their child's files in a timely manner if any changes occur. Cubby Bear is required to keep a current written record on each child enrolled, including the following information.

*The name and birth date of the child

*The full names of the child's parents (or guardians)

*The child's home address and phone number

*An address and phone number where a parent or guardian can be reached while the child is in our care

*The name, address, phone number and relationship to the child of a person to be notified in an emergency when the primary contact cannot be reached immediately

*The name, address, phone number of a physician or medical facility authorized to care for the child

*Written consent from a parent or guardian for emergency medical care or treatment

*The names, addresses, and phone numbers of persons other than the primary contacts, authorized to call for the child or pick up the child

*The child's first day of attendance at the center

*Documentation of each child's health and immunization history on a state form provided.

Children under age 2 need documentation of a physical exam and immunizations every 6 months, and children over the age of 2 need documentation of a physical exam every 2 years and immunizations every 6 months.

*A current intake form (under 2 only) from a parent or guardian about the infant or toddler's habits of eating, sleeping, toileting and communication, and specific techniques which appear to comfort the child. ***Intake forms for children under 2 years old must be updated every 3 months.***

Family Activities

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Please see the list of Family Activities at the end of this booklet.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential. Federal and State law allows parents the right to review their child's file upon request.

Staff Qualifications

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Position Title	Education/Certification	Experience
Director	Associate and/or Bachelor's Degree in Early Childhood Education	12 years
Assistant Director	Associate Degree in Early Childhood Education	10 years
Lead Teacher	All state required childcare classes	1 year
Assistant Teacher	All state required childcare classes	1 year

Caregivers participate in orientation within 1 week of starting at Cubby Bear and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

Every one of our teachers goes through the same hiring process to ensure they have the dedication passion and the ability to meet the developmental and emotional needs of your child. We confirm all professional references and conduct criminal background screenings yearly. Each member of our staff meets or exceeds the qualification requirements set by the state law.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by Cubby Bear LLC.

Child to Staff Ratios

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
Birth to 24 months	4 to 1	8
2 year-olds	6 to 1	12
2 1/2 year-olds	8 to 1	16
3 year-olds	10 to 1	20
4 year-olds	13 to 1	24
5 to 6 year-olds	17 to 1	34
6 to 12 year olds	18 to 1	36

Communication & Family Partnership

Daily Communications. Center staff will keep you informed about your child's activities and experiences at the center through an online childcare platform called Brightwheel. Bright Wheel may include information of how the child ate and slept, what projects they did for the day, their behaviors, any injuries, medicines given, bathroom habits, and any additional information that the teacher may have for the parent. The needs of children come first, so there may be occasions when Bright Wheel could not be filled out or it has been filled out minimally.

Notes and take-home items will be placed into your child's cubby at the end of the day. Please make sure to check your child's cubby each day for important papers.

Bulletin Boards. Located in the entryway of the center, bulletin boards provide center news, upcoming events, current center license, center violations, holiday closing dates, announcements, etc.

Newsletters. Monthly newsletters provide center news, events, announcements, important dates coming up, etc. These newsletters are sent via email, if you prefer a paper copy, please let the Director know.

Email. We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child.

Family/Holiday Nights. Family and Holiday nights are scheduled on a regular basis. These nights include fun filled age-appropriate activities for families. Family and Holiday nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families and teachers.

Conferences. Family & teacher conferences occur upon parent request only, if you feel the need to discuss concerns with a teacher, please let the Director know. We encourage you to communicate any concerns.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Cubby Bear will have a designated person in charge at all times. The chain of command is as follows: Owner, Director, Assistant Director, Lead Teacher, Assistant Teacher. We're here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs. If you have any questions or concerns that you're not able to successfully resolve with a classroom teacher, please feel free to contact the Director or the Owner.

Publicity

Occasionally, photos will be taken of the children at the center for use within the center, on our website, on Brightwheel and/or our Facebook page. Written permission will be obtained prior to use of photographs.

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curricula & Assessment

Cubby Bear uses lesson plans each week that help the children focus on certain skills, these include: large motor skills, small manipulative skills, story time, art, music, science and a variety of other learning activities. The children have opportunities throughout the day to participate in "free choice" and less structured activities as well. As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom so as to deliver the best individualized instruction for each child.

Physical activities are also offered to infants through supervised tummy time, daily outside time, teacher planned physical energy outlets and music & movement activities where teachers engage children in the development of their gross motor skills. Infants are also limited to a maximum of 15 minutes in infant seats.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

Developmental Screening

Cubby Bear monitors each child's achievement of developmental milestones, shares observations with parents/guardians, and provides resource information as needed for further screenings, evaluations, and early intervention and treatment.

Outings and Field Trips

Weather permitting; we conduct 30 minutes of supervised outdoor play and/or walking trips around the neighborhood two times a day for all children. Children are accounted for at all times. A permission statement for participation in walking trips is required before your child can participate.

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. *Permission Slips* for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

Wisconsin State rules prohibit children under four years old from going on field trips or outings if transportation is needed.

Classrooms

A little bit about each of our different classrooms at Cubby Bear.

Infants – Little Owls

Infants need a safe, secure “home away from home” where they can learn, play, and grow. That is why we’ve designed a nurturing, creative world for infants 6 weeks to 1 year that helps their minds and bodies develop. Our teachers work with you to make a smooth transition from your home to our center—one that leaves smiles on your child’s face and on your own. We’re committed to creating a strong bond with your child to ensure his or her best start in life. With that, we understand that the first five years of a child’s life are an amazing time of growth and learning that serves as the foundation for future stages in development. Our infant classroom provides a rich environment and a variety of experiences to meet your child’s rapidly developing skills. Our infant classroom emphasizes the importance of positive, supportive interactions between teacher and child. Our teachers sing, read, and talk with your child to help him or her with this critical development stage. Because our classrooms and equipment are developmentally appropriate in size, infants can move, explore, and play with confidence. Age-appropriate activities are individually planned to promote your child’s specific cognitive and social development in a warm, nurturing environment.

Young Toddlers – Jumping Monkeys

A whole new world opens to children when they take to their feet. They walk, talk, and begin to develop relationships with one another. The young toddler room is filled with sensory experiences that emphasizes the importance of a toddler’s environment and relationships. Our teachers provide a high level of interaction while individually nurturing each child.

Toddlers – Roaring Lions

A little bit older, a lot more fun. Our older toddler’s classroom emphasizes developing the whole child by focusing on both education fundamentals and social skills. We strive to allow the child to learn and explore on their own. Our passionate teachers keep small hands busy and young minds engaged through activities designed specifically for this age group.

2’s – Silly Sharks

Two-year-olds are curious about the world around them. They’re busy exploring their environment and learning to communicate their thoughts. While they’re beginning to exert their independence, they’re also gaining a better understanding of group play. Our experienced teachers provide many outlets for creative expression- including games, songs, movement, and art- that let your child build skills and confidence. By encouraging child-directed play, we ensure your child develops at his or her own pace. Sharing, cooperating, and taking turns all teach your

child the importance of being part of a group. Your child will grow into his or her own person, ready to tackle the next challenge: preschool!

3's & 4's – Kicking Kangaroos

Similar to our two-year old room, this classroom gets children ready to move on to 4K. These children are continuing to work further in using their communication skills and voice what they would like. In this classroom teachers provide many outlets for individual and creative expressions- including but not limited to games, songs, movement, and art. This room practices and further encourages child-directed play which aides in sharing, cooperating, and learning to take turns. A preschooler's world opens up in new ways as he or she improves coordination, learns complex skills, and begins to interact with more peers. Our preschool classroom introduces language, math, science, and social skills in a logical, appropriate sequence that encourages learning one step at a time. And we provide plenty of individual attention to support your child's unique needs

This classroom provides a rich classroom environment where children are encouraged to learn, all while making friends and developing self-confidence. Children strengthen their cognitive skills through fun memory games and are provided opportunities for hands-on experiences- such as creating collages- that combine creative expression and tactile experiences.

5 and older – World of Wonders

As school-agers begins to explore the elementary school scene, this classroom helps to encourage such a surrounding. Our school age classroom builds on the math, science, language, and social skills that are used within the school district. This classroom continues to provides a rich classroom environment where children continue to be encouraged to learn, while making those friendship connections.

Transitions

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time, please share the best communication methods that the teacher may use to reach you.

Transition between rooms

Children are transitioned to the next room based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will propose a plan to introduce your child into the new room. If you would like to have a meeting with the teachers, please contact the Director to set this up.

Electronic Media

Our normal daily routine does not include electronic media (television/TV, video, DVD) viewing and computer use but from time-to-time, we may use a television show without advertisements as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our

focus is to provide your child a positive experience with increased understanding of the world. Electronic Media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 20 minutes per week per child.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it. Cubby Bear will teach children about all cultural and ethnic backgrounds. Cubby Bear is not a religious program; we provide no religious training in our curriculum.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. Children will celebrate all holidays we are familiar with around the world. If you celebrate a certain holiday or tradition that we may not know about, please bring it to the director's attention so that all children can learn about it.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs. Caregivers/teachers directly observe infants by sight and sound at all times and check on sleeping infants every few minutes.

After lunch, all children less than 6 years of age, participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School age children, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, a space and time for quiet play will be made available.

In order to reduce the risk of SIDS, our licensing agency has an established policy regarding infant sleep practices and Cubby Bear adheres strictly to this policy for the health and safety of the infants in our care.

Infants must be placed on their backs for sleeping, unless the child's health care professional orders otherwise in writing.

Blankets or any other items are not permitted in cribs. Only sleeps sacks and pacifiers without anything attached to them (such as animals, clips, etc.) are permitted in cribs.

After being placed on their back, an infant who can easily turn from back to front and front to back may remain in the position they are in once asleep

If a child falls asleep in a swing or car seat, the child will be removed from the swing or car seat and placed to sleep on his/her back in a crib.

We will ensure that crib slats are no more than 2-3/8 inches apart and that cribs have firm, properly fitted mattresses with clean coverings and no places to trap small heads.

Alternate infant sleep positions require a written and signed physician's note explaining medical reasons why an infant sleeps in a position other than unrestrained on his/her back. In this event, we will keep a note in the child's file and post a notice by his/her crib. All child care providers will be informed of any medical requirements.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Cubby Bear will not begin toilet-training until it is authorized by the parent, however Cubby Bear cannot make routine attempts at toilet training to children under 18 months of age. It is very common for the two-year-old's who are not yet in the training phase to become very interested in toilet-training simply by being around the other children who are. We require parents to provide at least two complete changes of clothing and an adequate amount of training pants each day if their child is in the toilet-training stage.

GUIDANCE

General Procedure

Cubby Bear is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Cubby Bear teachers and staff must respond immediately to any crying, fussing, or distraught child and determine what is wrong with the child. Teachers and staff must offer comfort and help to any crying, fussing, or distraught child, if the child is willing. It is recommended that teachers and staff give the child's parents a courtesy call in the event that the crying or fussing is beyond the developmentally appropriate level. At no time is it acceptable for teachers and staff to leave a crying, fussing, or distraught child unattended.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Discipline Policy

We have created a discipline policy that reflects our philosophy with children. Teachers encourage positive child guidance and act as good role models at all times. Redirection, modeling and reward systems are some examples of child guidance techniques often used. These methods encourage the children to make their own choices; Boosting self-esteem and promoting good behavior.

Challenging Behavior

Children are guided to treat each other and adults with self control and kindness.

Each student at Cubby Bear has a right to:

-
- Learn in a safe and friendly place
 - Be treated with respect
 - Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

Physical Restraint

Physical restraint is not used or permitted for discipline, even if the parent requests it. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation. In the event that a child continues to engage in a negative behavior, a time-out is used as a method of behavior management. This method will give a child a few moments to think about his or her actions before rejoining the group. Time-outs will be used as a last resort only and will only last one-minute times the child's age, with a maximum of 5 minutes. No time-outs will be given to children under three years of age.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to terminate care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Important Notice

All payment and fee processing will be completed by our business office. They will be in charge of collecting tuition and other fees and contacting families regarding payment issues. If a child's schedule for the next week of care is not received in the allotted time frame, your child will be removed from the next weeks schedule until payment is received. If you have a question or concern regarding a payment or fee, please contact our business office immediately.

Tuition Rates

Cubby Bear rates vary, please see the Tuition rate sheet in your enrollment folder. If you need a rate sheet at any time throughout your enrollment, please see the Director for a

copy. Any rate increases will be given to families two weeks prior to a change. Rates are subject to change at any time throughout your enrollment.

Families contract for a specific weekly schedule as indicated on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick days or closure due to inclement weather. In the event that your child is quarantined due to COVID-19, tuition will be reduced by 50% for a maximum of 14 calendar days.

Tuition Deposit

A Tuition Deposit equal to two weeks of care is required at the time registration is confirmed. This deposit is applied to the last two weeks of care provided a two-week written notice is given. If a two-week written notice is not given when a child has withdrawn from the program, the family will be billed for two weeks of care, which may come out of their deposit.

Payment

Payment is always due in advance with no deduction for any absences, holidays, closures due to inclement weather, power outages, icy conditions, wind chill closures, or other situations beyond our control. Payment is due weekly by 2 PM every Monday, as outlined in the *Enrollment Agreement*.

A non-refundable registration fee of \$20.00 per child is due annually on January 1st, this fee will not be pro-rated. Any family who enrolls after July 31st of the previous year is exempt from this fee.

Methods of Payment

Several methods of payment are available for families' convenience. Families can pay by cash, check, money order, ACH online, or State Assistance. To set up automatic ACH, reoccurring payments, please contact our business office so they can guide you through the process. State Assistance payments need to be transferred to Cubby Bear no later than 10:00 AM on the 1st of each month.

Late Payment Charges

Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. **Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.**

If payment is not received on the day that it is due, a late fee of \$45.00 will be added to your next tuition payment for each day that it is late. Repeated late payments will result in your family being required to set up automatic ACH payments.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 30 calendar days past due, we will attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) transactions will be charged a fee of \$50.00. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$2.00 per minute will be assessed beginning at the time you scheduled your child to be picked up for that day, and will be due upon arrival. Repeated late pick up may result in child care services being terminated.

Other Fees

- From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.
- There is a \$200 holding fee for new infant enrollments and for any time your child will be gone from care for more than two weeks. The family will be charged to hold the space for 4 weeks and upon starting or returning to care, \$130 will be credited to your child care account. The holding fee is non-refundable if care is not started or resumed.
- If your child's schedule changes from week to week, schedules not turned in by 10:00 AM Wednesday's will receive a \$25.00 late fee added to the next invoice.
- Transportation to and from school in the company van will incur an additional fee per week, per child.

Credits & No Credits

- Families contract for a specific weekly schedule as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for any reason unless allotted vacation days are used with Director approval.
- Weather-related or Environmental Disaster or Pandemic (such as COVID-19) – in the event of a serious crisis during which we are prohibited from operating, families shall pay 50% tuition for the next 2 weeks. Payment of your Tuition allows us to retain staff, pay operating expenses, and hold open your child's spot for when we are safely able to reopen.
- Credit may be given for Serious Illness/Injury – In the unfortunate event of extenuating circumstances such as your child is hospitalized, absent due to a serious contagious disease or serious illness or injury, credit may be issued. A written doctor's note is required to receive a credit.
- Cubby Bear offers a multi child discount of 15% off tuition.

State Assistance Payments

Cubby Bear accepts funding from the State of Wisconsin's My Wi Child Care EBT Card. Parents must prove eligibility prior to enrolling in the center.

Parents who use this program may have additional charges not covered by the program. It is each parent's responsibility to apply for this funding with the county agency where they reside and renew, as necessary.

***The My Wi Child Care EBT Card program does not fund registration fees, field trip fees, or other penalty fees.**

All tuition payments made with the Wi Child Care Card need to be transferred on the 1st of every month for the entire amount on the card, no exceptions.

In order to start your child at Cubby Bear, the following needs to be completed:

- Approval from the state received
- Card received in the mail
- Funds deposited and transferred to Cubby Bear's account
- If these items are not completed, your child is not able to start at Cubby Bear.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after their scheduled time, please call us at 920-631-7003 right away. We will be concerned about your child if we do not hear from you.

If a school age child will not be attending before or after school care, please notify us at cubbybear330@gmail.com as soon as possible.

Vacation

Each family is allotted the same amount of vacation days per year as what your child regularly is scheduled each week. (ex. If your child attends 5 days a week, then you receive 5 days of vacation per year. If your child attends 1 day per week, then you only receive 1 day of vacation per year). If using a vacation day, a notice must be given 2 weeks in advance to the Director for billing to be adjusted correctly.

Withdrawal

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in forfeiture of your two-week deposit.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, ice, wind chills, storms, floods, tornadoes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, the director will notify all families by phone call and/or Brightwheel.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

During the public-school year, Cubby Bear follows the Beaver Dam School District closings for inclement weather. If the Beaver Dam Public Schools are already closed for an in-service or holiday that we are not closed for, a decision about closing for inclement weather will be made at the discretion of the Director. Please note, payment is still due for these closings.

DROP-OFF AND PICK-UP

General Procedure

We open at 5:00 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children until a teacher has signed them in. We close at 6:00 PM. Please allow enough time to arrive and leave by closing time.

Cubby Bear requires you to personally bring your child into the center and see that he or she is under staff supervision before you leave the center. It is equally important that you come into the building to pick your child up. You must bring your child into the center and into their designated classroom. At no time is a child allowed to enter the building unattended.

Teachers will sign your child into the center using the sign-in sheet in each classroom. When checking your child into the Center, please do not leave your car engine running. For safety reasons, it is against state law to do this at a licensed daycare. Any vehicle left running will be turned off. Any child left unattended will be escorted into the center by a Cubby Bear staff member.

No child may be picked up directly from the playground areas. Further, staff are NOT allowed to lift children over the fence. Parents must come into the building before removing them from the playgrounds. Parents are required to come back into the building after picking up their child from the playgrounds and exit from the front entrance of the building. At no time is anyone allowed to exit the center from the playground fences. This policy will be strictly enforced for the safety of all the children at the center.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 60 minutes we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

- **Infants:** Thin receiving blanket, enough clean bottles for a day's use, breastmilk, diapers, wipes, and at least 2 changes of clothes per day. All bottles must be labeled and dated. ***Formula & baby food are provided**
- **Toddlers:** Small blanket, small sleeping bag, diapers, wipes and at least two changes of clothes per day.
- **Older Toddlers:** Small blanket, small sleeping bag, diapers, wipes and at least two changes of clothes, socks and shoes.
- **Preschoolers:** Small blanket, small sleeping bag and at least two changes of clothes, socks and shoes.
- **Kindergarteners:** at least one change of clothes, socks and shoes.
- **After School Care Children:** books for homework, appropriate play clothes

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Soiled clothing will be sent home on an as-needed basis for laundering and return to the center.

Cubby Bear provides

- **Infants:** Iron fortified formula, baby food & rice cereal
- **Toddlers:** Breakfast (7am), snacks, catered hot lunch (additional charge), whole milk, water, juice
- **2's, 3's, 4's:** Breakfast (7am), snacks, catered hot lunch (additional charge), 1% milk, water, juice
- **4K:** Breakfast (7am), snacks, catered hot lunch (additional charge), 1% milk, water, juice
- **Before & After School Care Children:** Breakfast (7am), after school snack, 1% milk, water, juice

Menus for catered lunch and snacks, available upon request.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name. Please check your child's cubby on a daily basis for items that need to be taken home.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located in the office. Please note that we are not responsible for lost personal property. Labeling your items will help them to be returned to the correct owner.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

Your child will be provided with stimulating, educational toys every day. Because children often find comfort on special objects, your child may bring a blanket, a special soft toy, or a stuffed animal for rest time. Please do not let your child bring other toys or belongings from home, as bringing a treasured object to the center can create tension between the children and each child's personal space is limited. It's also distressing for children and staff members when things are lost or broken. At no time will we allow toy weapons or devices that resemble real weapons in the center. Cubby Bear will dispose of these items immediately.

NUTRITION

Foods Brought from Home

Food brought from home is permitted under the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package.
- Baked goods may be made at home if they are fully cooked, do not require refrigeration and were made with freshly purchased ingredients. A list of ingredients is required, and there must be enough food for all children.
- Foods should be labeled with the child's name, date, and type of food.
- Children will not be allowed to share food provided by the child's family unless the food is intended for sharing with all of the children.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially-wrapped package that was never opened.
- Please be mindful of nut and dairy allergies when choosing items.

Good Lunch Box Suggestions for a Balanced, Nutritional Lunch.	
Bean & cheese dip Tortilla chips (crackers) Tropical fruit salad Broccoli Milk	Chicken strips Whole Wheat Roll Orange wedges Broccoli Milk
Cheese quiche Fresh fruit cup Broccoli Milk	Whole Wheat Macaroni & Tuna Salad Green Beans Carrots

Food Prepared for the Center

Lunches are prepared by Feil's Catering in Randolph, WI. Food prepared for the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Meal Time

Cubby Bear serves breakfast, morning snack, lunch and afternoon snack. All meals and snacks meet the daily nutritional requirements for children as stated in the Licensing rules for Child Care Centers. Dishes used by children are cleaned in a three-step process (washed in warm, soapy water, rinsed, and then run through a sanitizer). The kitchen is cleaned after every meal and/or snack.

Breakfast is served at 7:00 AM. Breakfast consists of a grain and fruit. Milk is served with breakfast.

Morning snack is served at 9:00 AM. Our snacks consist of a variety of different items. Please request a menu from the Director if desired. Milk or water is served with snack.

Lunch is served at 11:00 AM. Lunch is catered in from Feil's in Randolph, WI. Menus available upon request. Milk is served with lunch.

Afternoon snack is served at 2:00 PM (or whenever your school-age child arrives at the center). Our snacks consist of a variety of different items. Please request a menu from the Director if desired. Milk or water is served with snack.

No child will ever go without nourishment for more than three hours. Cubby Bear promotes a nutrient rich diet and therefore has taken the following steps to ensure children are receiving proper nutrition while in our care:

- Beverage choices are limited to whole milk (ages 1-2 years of age), 1% milk (ages 2 and older), water and 100% juice. Water is available and offered throughout the day if needed.
- We limit the amount of sugar, salt and trans fat
- Fresh fruits are offered whenever possible; if not then frozen fruit or canned fruit in juice is offered.
- Fresh vegetables, in particular dark green, orange and red are offered whenever possible; if not then frozen vegetables are provided.

Parents may bring in special treats for their child's birthday or other special occasions. Please inform your child's teacher when you wish to bring in a special treat so they can plan a special time for the children to enjoy it. Please be aware of nut and dairy allergies.

At meal time the table is set with real plates and child sized silverware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Children are encouraged to serve themselves from food passed around each table. Good table manners are modeled and encouraged. Monthly menus are posted for viewing by parents/caregivers. A caregiver who is trained in first-aid for choking is present at all meals.

Infant Feedings

Infant feedings follow these procedures:

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.
- Infants are fed “on cue” to the extent possible (at least every 3 hours and usually not more than hourly) and by a consistent caregiver/teacher.
- Cubby Bear provides Little Journey Advantage iron-fortified formula, if you prefer to bring in your own formula, please let the Director know in advance.
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Please communicate this with your child’s teacher so a bottle is not given right before you come in to breastfeed. Expressed breast milk may be brought from home if frozen or kept cold during transit. Cubby Bear has ample refrigerator and freezer space to store expressed milk.
- Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child’s name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 6 months.
- Breast milk and formula brought from home must be dated and labeled with the child’s name.
- Labels on all milk/formula containers should be resistant to loss of the name and date/time when washing and handling.
- Cubby Bear provides Gerber Level 1, 2 and 3 baby food purees and Gerber Infant Rice Cereal
- Solid foods will only be introduced after a consultation with the child’s family.

Children 24 Months and Older

- No child shall go more than 3 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 2 years of age are not permitted. These foods include: hot dogs, whole grapes, peanuts, popcorn, peanut butter and hard candy.

School Aged Participants

- After school child care participants will be offered a light snack when they return from school. These snacks are not a meal. If your child will be arriving before 7:00 AM, Cubby Bear will serve your child breakfast. Otherwise, please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.

HEALTH

Each child is required to have an initial physical examination within 6 months before or 3 months after the enrollment date at the center. A Child Health Report form must be completed and signed by the child’s physician. Cubby Bear will keep this form on file. Children under 2 need a new physical form signed every 6 months. Children over 2 need a new physical form signed every 2 years.

Immunizations

A record of immunizations for each child is required to be on file within 30 days of enrollment for each child. Immunizations are required according to the current schedule recommended by the Division of Public Health and the American Academy of Pediatrics, www.aap.org. Every January, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Centers for Disease Control and Prevention (CDC).

Physicals

Routine physicals are required according to the Wisconsin Department of Children and Families per Licensing Regulations. A copy of your child's physical should be received before but must be received no later than 30 days after your child begins at Cubby Bear. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program.

Hygiene

Children and staff will practice good hygiene habits while at the center. We require hand washing before meals, after using the restroom, and at other appropriate times of the day. All staff are required to wear appropriate protective gloves when dealing with bodily fluids such as urine, blood, etc. By following some basic guidelines, teachers help to reduce disease transmission, these guidelines include:

- Avoid contact with bodily fluids, such as blood, when possible
- Place barriers, such as disposable gloves or a clean dry cloth between the child's bodily fluids and yourself
- Cover any cuts, scrapes and openings in your skin by wearing disposable gloves
- Use breathing barriers, if available, when breathing for a person
- Wash your hands with soap and water immediately before and after giving care, even if you wear gloves
- Do not eat, drink or touch your mouth, nose or eyes when giving first aid
- Do not touch objects that may be soiled with blood, mucus or other body substances

Diapering

All disposable diapers are thrown in a plastic lined covered container. Trash is taken out daily and more if needed. Cloth diapers may be used if requested and provided by the child's parent. If cloth diapers are used, they will not be rinsed by Cubby Bear staff. All cloth diapers will be placed in plastic bags, which will be kept separate from other clothing. All containers will be washed out and disinfected daily.

Cleaning/Sanitizing

Teachers will sanitize all toys and children's equipment with disinfecting solution weekly and/or daily if needed. All changing tables and surfaces are cleaned with soap and water and disinfected after each use. Classrooms are kept neat, orderly and clean. Toilets and sinks are sanitized regularly.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. An informal check will be done of each child upon arrival at the center. If the child appears ill, the Director and/or staff member will require the parent to take the child home. If the Director or staff member informs a parent that their child cannot remain at the center due to illness, the parent must remove the child from the center immediately.

If a child becomes ill during the course of the day, the parent will be called and asked to pick up the child right away. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive. If Cubby Bear determines that a child needs to be picked up early, you will have one hour after Cubby Bear contacts or makes reasonable attempts to contact you before the \$2.00 per minute charge and other late pick-up procedures begin for this child. In the event that a parent or guardian cannot be reached within one hour, the Director or staff member will attempt to call individuals listed on the emergency contact form, to make arrangements for the pickup of the ill child and late pick-up fees will be applied.

If a child has been picked-up due to illness, he/she needs to remain out of Cubby Bear for a full 24 hours before returning and must be medication free for 24 hours prior.

If your child exhibits any of the following symptoms, please keep them home. This is not an all-inclusive list.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- **Fever** (100.4°F or higher on the forehead).
- **Chickenpox**, until all lesions have dried and crusted.
- **Coronavirus**, quarantine for 10-14 days or until a negative test result
- **Diarrhea** –uncontrolled, unformed stools (More than twice in 2 hours), until no symptoms are present for 24 hours
- **Fifth Disease**, until fever is gone and no symptoms are apparent for 24 hours
- **Gastroenteritis**, until no symptoms are apparent for 24 hours
- **Hand, Foot, Mouth disease**, out for 1 week or until blisters are crusted over
- **Head lice**, until treatment and all nits are removed.
- **Hepatitis A virus**, until one week after immune globulin has been administered.
- **Hepatitis B virus**, until acute illness is over (60-120 days)
- **Hepatitis non-A, non-B virus**, until acute illness is over (60-120 days)
- **HIB**, 24 hours after antibiotics are started
- **Impetigo**, must be on antibiotics and lesions have crusted over
- **Influenza**, until fever is resolved for at least 24 hours
- **Measles**, until 4 days after onset of rash.
- **Meningitis (viral)**, until 24 hours after treatment begins and acute illness has subsided
- **Meningococcal Disease**, 24 hours after antibiotics are started
- **Mononucleosis**, until fever is gone
- **Mouth sores**, until blisters resolved.
- **MRSA**, until lesions resolve
- **Mumps**, 5 days after swelling onset
- **Norovirus**, until no symptoms are apparent for 48 hours
- **Pertussis (Whooping Cough)**, until 5 days of antibiotics.

- **Pink Eye** with white or yellow eye discharge, until on antibiotics for 24 hours.
- **Pinworms**, until treatment has begun by a physician
- **Pneumococcal Disease**, 24 hours after antibiotics are started
- **Rash with fever**, 24 hours, unless a physician has determined it is not a communicable disease.
- **Ringworm**, until treatment is started or lesions are covered
- **Roseola**, until fever is resolved
- **RSV**, until fever is resolved for at least 24 hours
- **Rubella**, until 6 days after the rash appears
- **Strep throat**, until 24 hours after treatment.
- **Scabies**, until treatment is complete.
- **Scarlet Fever**, until 24 hours after antibiotic therapy is started
- **Shingles**, until blisters crust over
- **Thrush**, until treatment has started by a physician
- **Tuberculosis**, until a health professional indicates the child is not infectious.
- **Vomiting** – any number of episodes
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is preferred.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the kitchen and your child's classroom. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

All medications should be handed to a staff member with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed. Cubby Bear maintains written logs on all medications given to a child while at the center.

- **Prescription medications** are required to have a label and in the original prescription container from the pharmacy. The medication must include your child's name, dosage,

current date, frequency, and the name and phone number of the physician. (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.

Cubby Bear will not administer any medications unless the following items are met:

-Parents must administer the 1st dose of medication

-The medication cannot be expired

-Authorization to administer medication form is filled out and signed

- **Non-prescription medications** require an Authorization to administer medication form filled out and signed. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- **Non-prescription topical ointments** Diaper rash cream can be applied to your child if the parent provides it to the center in its original container, a form must be filled out and on file in order for us to apply cream to any child. Application of these products cannot exceed 12 months.

All prescription and non-prescription medicine will be kept in a sealed container out of reach of the children. Only the Director and Assistant Director are allowed to administer medication to children.

Cubby Bear is NOT allowed to administer Tylenol or Ibuprofen on an **as needed** basis. All forms must be filled out and a specific time and date needs to be given in order for us to administer these medications.

- **Sunscreen & Insect Repellent** Cubby Bear will only apply sunscreen and insect repellent if the proper forms are filled out and on file in the office. Parents are required to supply any sunscreen or insect repellent that they would like applied to their child
- **Medical Devices** All medicine requiring the use of a device (epi pen, inhaler, nebulizer, etc.) must also have an "instructions for medical devices" form filled out, indicating the type of medical device, signs and symptoms, delivery instructions, after or special care information and log information. Parents or health care professionals must demonstrate and assert the use and care of the medical device, authorizing the staff members who have been trained to use the device.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- COVID-19
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)

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- Tetanus (including suspect)
 - H1N1 Virus
 - Any cluster/outbreak of illness
 - Tuberculosis

If a child is diagnosed with any communicable disease, a notice will be posted in the center to inform other parents. All children's names are kept strictly confidential and will not be given out. If another person in the child's home is diagnosed with a communicable disease, the center must be notified so we can take steps to help prevent any possible spread.

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Please make sure all of your child's clothing is labeled with their name.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 0 °F degrees (above 2 years old) or greater than 80 °F or less than 20 °F degrees (under 2 years old). Additionally, outdoor play will be cancelled if it is raining, blizzard, foggy, or if the air quality is too low.

In cold weather, provide appropriately layered clothing to create insulation, including mittens or gloves, caps, hoods or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.

Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

Cubby Bear maintains written log books on all accidents and incidents regarding a child while at the center. In the event that another child at the center injured your child, the staff is not allowed to release the name of the child who caused the injury either verbally or in writing.

In the event of a serious medical emergency, Cubby Bear will call 911 when necessary. By enrolling your child at Cubby Bear, you are giving permission for staff or emergency personnel to provide CPR and First Aid. If the medical professionals sent to Cubby Bear deem it necessary to transport a child to an emergency center for treatment, a staff member will accompany the child. The child will be taken to the Beaver Dam hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once. Children are sensory learners and often explore orally. In addition, children at a young age do not have fully developed language skills. Impulse control can lead children to bite as a way of making their needs known.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

We realize that biting can be a big concern, and we strive to minimize the behavior whenever possible. Our teachers and staff are trained to recognize triggers and how to prevent and decrease incidents.

If your child bites or is bitten, you and the parent(s) of the other child involved receive an Incident/Accident Report that keeps the identity of both children confidential. CB has set into place a new policy for when biting does become excessive:

- If a child inflicts 3 bites in a one-week period (5-week days) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a conference will be held with the parents to discuss the child's behavior and how the behavior can be modified.
- If the child again inflicts 3 bites in a one-week period (5-week days) in which the skin of another child or staff member is broken or bruised or the bite mark leaves a significant mark, the child will be suspended for **2 business days**.
- If the child once again inflicts 3 bites in a one-week period (5-week days) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, **the parents will be asked to make other child care arrangements**.

If a child, who has been through steps 1 and/or 2, and goes 3 weeks (15 business days) without biting, we will go back to step one if the child bites again.

If a child bites twice in a 4-hour period, the child will be required to be picked up from daycare for the remainder of the day. This will not count towards the 2-day suspension.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises. Please do not leave cigarette butts on our property for the safety of the children.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the event of an emergency, all Cubby Bear staff are required to carry the child's emergency contact cards with them at all times. These cards will go with the child everywhere they go. If another teacher takes a child elsewhere in the center, the card will be given to the new teacher. In the unlikely event that a child becomes lost or separated from a group, all

available staff will search for the child. If the child is not located within 5 minutes, the family and the police will be notified.

Fire / Tornado Safety

Our center is fully equipped with fire alarms, smoke detectors, fire extinguishers and evacuation cribs. Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

Cubby Bear conducts monthly fire and tornado drills. During a fire drill, all children are promptly removed from the building and taken out to the south parking lot closest to the apartments. All teachers are required to carry emergency contact cards with them.

Management staff will always be the last individuals out of the building after all classrooms, bathrooms, closets, etc. have been carefully checked for any children. Once everyone is outside and away from the building, a final attendance count will be taken to ensure everyone's safety. In the event of a real fire, the fire department will be notified immediately, and the building evacuated.

During tornado season, monthly tornado drills are conducted at Cubby Bear. All children are taken to a designated area in the basement hallway between the bathrooms. All children are trained in tornado procedures once in the hallway or office (where to sit, how to sit, etc.). All teachers are required to carry emergency contact cards with them and to have a "Tornado Emergency Box" already placed in the janitor closet with projects and books for their children, as well as flashlights, extra batteries, blankets, extra diapers, wipes, and first aid supplies.

In the event of any emergency, Cubby Bear will make the required reports to the Department of Children and Families immediately.

Flash Flood Warnings

In the event a flash flood warning is issued please take caution while driving to pick up your children. If a flash flood warning is issued for our area, we will keep all children at Cubby Bear until parents can safely pick up their children. Parents are encouraged to call the center to inform us if they are going to be late due to the flooding.

Emergency Contact Person

When one teacher is alone in the building, Cubby Bear will maintain an emergency contact person, who can be at the center within five minutes. The name and contact information of this person is kept with the other emergency procedures. All emergency phone numbers are posted by every telephone. In the event a child must be transported for emergency care, unless specified by the parent or EMT providing the transportation, children will be taken to Beaver Dam Community Hospital.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

Emergency Evacuation

In the event that Cubby Bear would need to evacuate the building due to events beyond our control, the children and staff will be taken across the parking lot towards the apartments on Monroe Street. Once the children are safely out of the building, parents will be notified of the evacuation. If the evacuation occurs during extreme weather conditions, children will be taken to a building or business close by that is open and fully functioning.

Examples of reasons for evacuating may include but are not limited to; building service losses such as inability to maintain a temperature between 67 and 80 degrees (no heat or no air conditioning), no water, no electricity, or plumbing problems.

Cubby Bear will make accommodations for evacuating children with special needs. Accommodations will be made on a case-by-case basis, but some examples include; a staff member present with that child at all times, extra staff members/volunteers provided, or emergency medical technicians called.

TRANSPORTATION

Center Transportation

Cubby Bear provides transportation to and from Elementary Schools. On occasion, a field trip will be scheduled for certain groups of children. At such time, parents will all be notified well in advance and asked to sign a permission slip.

The children will be transported in a 10 passenger Ford van by a licensed driver. Should an alternate vehicle be used, it is required to be properly insured and licensed. The van is fully licensed, equipped with commercial auto insurance and covered in our general liability insurance. To be sure that all children are accounted for, the van has a No Child Left Behind alarm system and our drivers take attendance with face to name recognition when a child gets on and off the van. Our drivers all have excellent driving records and are trained both before driving the van and while driving the van using a form that is provided by DCF.

All children who will need transportation will need to have a signed permission form on file. The driver will also carry a binder in the van with emergency information for each child: The binder also includes, Maps to and from each destination for the route, Driver's Record for each person that drives, Insurance Information and vehicle registration card and an Annual Safety Inspection from a licensed auto mechanic.

Cubby Bear follows Wisconsin State seat belt laws which states: Children must be in a car seat until they reach age 4 and 40 pounds, and in a booster seat until they reach age 8, more than 80 pounds in weight, or more than 4 ft. 9 in. tall. Once children reach age 8, more than 80 pounds in weight, or more than 4 ft. 9 in. tall, children will then be allowed to use an adult seat belt with no car seat or booster seat.

Transportation Fees

Transportation fees are not included in the tuition. To school is \$25/week and from school is \$25/week per child.

CENTER POLICIES

Our center policies not included in this handbook are reviewed annually and updated as needed. They are available for review upon request to the center director.

Termination of care

If a parent does not follow the policies in this handbook, care may be terminated.

If Cubby Bear comes to the conclusion that the placement of the child is inappropriate or feels that the center is unable to meet the child's needs, we can terminate your enrollment at any time. Parents will be informed of termination of enrollment with a formal letter of termination. The time frame for termination of enrollment will be dependent on the situation. Cubby Bear will take as many steps as they feel are necessary before proceeding with termination. Ultimately, the decision to terminate a child's enrollment rests with the Owner and/or Director. If you feel you have been discriminated in any way, you are welcome to contact The Department of Children and Families. Because Cubby Bear takes termination so seriously and will do everything possible to prevent termination. There is no appeals process if termination is decided.

FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Open House - June
- Back to School Night - August
- Halloween Party - October
- Christmas Party - December
- Spring Festival - April
- Annual Family Picnic - July

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items

Family/Parent Workshops: Our menu of family workshops changes annually. Below is a list of workshops we typically offer. We try to offer these in the early evening or on Saturdays. See the monthly calendar for scheduled topics. We welcome requests for workshop topics.

- Positive Guidance and Loving Discipline
- Toilet Training
- Safety in the Home
- Child Proofing Your Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Supporting Your Child in Times of Stress
- Food Allergies
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Everyday Math



Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the **Cubby Bear LLC Family Handbook**, and I have reviewed the family handbook with a member of the **Cubby Bear LLC** staff. It is my responsibility to understand and familiarize myself with the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the **Cubby Bear LLC Family Handbook** that I do not understand.

Recipient Signature

Date

Center Staff Signature

Date

