

Parent Handbook

*Policies & Procedures*

Located at:

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About Us

**Our Mission**

To provide a safe, clean, and healthy environment to all children in our care. We meet their social, emotional, physical, cognitive, and spiritual needs while the children are in our center. We believe that children should begin their relationship with God from the beginning. Evangelical Christian teaching will be part of the children’s daily curriculum. We will accomplish all this through a well-educated and certified staff, carefully developed comprehensive programming, and above all, through love and acceptance.

**Licensing**

Crossroads Kids Connection is annually licensed by the State of Wisconsin. CKC operates with the highest standards regarding health, safety, personnel selection, and facility maintenance.

**Youngstar**

CKC is rated by Youngstar, a program created by Wisconsin’s Department of Children and Families. Youngstar is devoted to helping create quality programs for the families of Wisconsin and quality care for the children in those programs. Technical consultants visit to assist and rate the program.

**Staffing**

All CKC staff (or volunteers) who interact with the students have a full background check completed on them prior to them beginning to work with children of any age. Staff go through an orientation period that provides them with the skills necessary to do their jobs effectively. Staff are trained in areas which include but are not limited to: Child Guidance, inclusion, CPR/AED, first aid, child abuse and neglect prevention and reporting, communication, program activities, Shaken Baby Syndrome Prevention, policies and procedures, and more.

**Delegation of Authority**

* Senior Pastor of the Crossroads Community Church
* Childcare Director
* Lead Teacher
* Assistant teacher

Admission

**Licensing**

Crossroads Kids Connection is licensed through the Wisconsin Dept. of Children and Families.

**Hours of operation**: 6:00 a.m. – 6:00 p.m.

**On the following legal holidays, the Center will be closed**:

New Year’s Eve Day- December 31st

New Year’s Day – January 1st

Memorial Day

Independence Day – July 4th

Labor Day

Thanksgiving Day and the day after (Thursday and Friday)

Christmas Eve Day- December 24th

Christmas Day- December 25th

**Months of Operation**: January - December

**Days of Operation**: Monday – Friday

**Capacity**: 50

**Ages**: 6 weeks - 12 years

Crossroads Kids Connection will have a copy of the DCF 251 Licensing rules and center policies available upon request for review. The program will display on the Parent Board the state license and the most recent licensing inspection report will be posted next to the license with any non-compliance or enforcement actions, inspection as well as additional information such as schedule, lesson plans, snacks and fire/tornado drill document.

CKC will comply with all laws, governing facilities and operations. The Director will submit any concerns or violations to the department in writing. The parent handbook, child medical log, and children’s records are available for review at any time. For emergency closing information, see page 27.

**Child-to-Teacher Ratios**

|  |  |  |
| --- | --- | --- |
| Children’sAge | Min. # of staffto children | Max. # of children In a group |
| 6 wks-2 Yrs. | 1:4 | 8 |
| 2-2.5 Yrs. | 1:6 | 12 |
| 2.5-3 Yrs. | 1:8 | 16 |
| 3-4 Yrs. | 1:10 | 20 |
| 4-5 Yrs. | 1:13 | 24 |
| 5-6 Yrs. | 1:17 | 34 |
| 6 + Yrs. | 1:18 | 36 |

These ratios reflect state licensing rules and regulations

**Non-Discrimination**

Crossroads Kids Connection is committed to providing equal opportunities and does not discriminate by race, color, sex, age, sexual orientation, national origin, religion, creed or differing abilities. CKC will accommodate children with special needs to the best of our abilities.

**Inclusion Statement**

Crossroads Kids Connection welcomes all children. It is the policy of CKC to provide a safe environment for all children and we have the obligation to ensure the physical and emotional safety of each of the children entrusted to our care. To the extent it is reasonably able to do so, we will provide accommodations to children with varying abilities in the same manner as services are provided for other children of comparable age. CKC complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will, therefore, afford any reasonable accommodation to children with known disabilities, unless such accommodation would cause an undue hardship to CKC

 If your child has unique needs that require a more specific type of accommodation, a minimum of 2 weeks prior to attending program, you must schedule a meeting with the Director, so we can identify the most effective ways of serving you and your child. Children are still expected to maintain the standards of our program to the best of their ability, and any disciplinary actions that would be required will take that into account.

**Personal Belongings**

All children’s belongings should be labeled with first and last names. Because of activities, indoor and outdoor as well as arts/crafts, children should wear clothing that is appropriate for the weather, movement and messy work. Staff is not responsible for lost, stained or soiled clothing, or any other personal belongings that are lost or damaged. CKC will provide programming items unless otherwise requested. Parents should send child with all items they will need for school and weather appropriate clothing for outdoor play.

 Children will be provided breakfast and snacks. Parents will have to provide a cold, sack lunch from home. CKC will provide water and 2% milk for meals and snacks.

**Media Release**

At various times throughout the year we will be taking photographs or videotapes of children for educational and decoration purposes (i.e.: photos on bulletin boards.) Please be aware that we will allow parents to photograph or videotape during special performances/events. In the event that we would publish a photograph or videotape (i.e.: program guide, brochures, or newspaper) we would refer to the registration agreement indicating permission.

Registration and Schedule

**Enrollment**

Enrollment forms may be obtained online, requested by phone or picked up in hard copy from the Director’s office. Parents may email, mail, or return forms in person to the Director or Senior Pastor. Parent handbooks will be issued to parents upon enrollment and are also available online. Enrollment is not limited, but space may be due to licensing limitations. A registration fee of $30 for the first child and $10 for any additional children, along with the first weeks’ tuition is required at the time of enrollment. This registration fee is non-refundable & non-transferable.

There is a $30, non-refundable, materials fee for each child charged annually in September for art supplies and other consumable classroom materials.

**Children’s Records**

Parents must have the following forms completed and submitted upon the child’s registration: (Children who do not have all forms completed and submitted prior to the first day will not be permitted to attend.)

* Enrollment Form
* Health History and Emergency Care Plan
* Alternate Arrival/Release Agreement
* Immunizations
* Health Report Form
* Child Biography/Intake (Under 2)
* Photo Release
* Walking field trip
* Parent Agreement
* Pick Up Authorization
* Payment Agreement

Parents have access to all documentation and medical log journal entries on their child. Please refer requests to the Director.

**Keeping Child Information Current**

It is important that parents keep the office appraised of changes in contact numbers-home, work, and cell- as well as changes of address or email addresses. We will also need:

 Updated emergency contact numbers.

 Changes in authorized pick-up people.

 Pertinent medical or educational information.

**Confidentiality**

All children’s records will be maintained by staff to insure confidentiality of all personal information. Parents or persons authorized in writing by parents may access children’s records and reports upon request. Only other agencies with legally authorized access will be able to review records. Staff and volunteers will maintain all information in a confidential manner. In addition, information regarding child’s needs will only be shared with staff that are responsible for the individual.

**Scheduling**

There is a 3-day minimum each week for full time enrollments; 2 day minimum for school age children. Schedule changes must be turned into the office by 12:00 pm Wednesday for the following week; if the schedule is not received there will be a $15 late schedule fee. This also applies if there are significant changes made to the schedule by the parents after Wednesday. Each family receives 1 free week of vacation per year where no tuition is charged. Family’s will pay for what they schedule each week with the minimum being 3 days.

**Vacation Vouchers**

Vacation vouchers are coupons that are handed out to each family when you pay the full bill each week and ends with a $0 balance. Each family has the opportunity to use these vouchers to “pay” for a day of care whether the child attends that day or not. To use a voucher simply put the date for which day you want to use on the provided line, as well as mark if your child will be attending that day or not, and turn it into the locked payment box. You will then receive a credit on your account through Smartcare. All vouchers need to be used in that calendar year, with the exception of December which you will receive in January of the following year.

**Discharge of Enrolled Children**

If you wish to remove your child and relinquish your spot, CKC requests that changes must be submitted in writing to the director no fewer than two weeks before the change is initiated. If your child is removed at the request of CKC, there will not be a notification period. Crossroads Kids Connection reserves the option to withdraw a child for any of the following reasons:

 Non-payment of fees as agreed upon.

 Repeated failure of parents to pick-up on time.

 Failure to provide program with forms or current medical information as stipulated by State Licensing and this handbook.

 Continuous disciplinary problems.

 Hostility by parents toward staff, volunteers or participants.

Terminations may be appealed in writing to the Senior Pastor. If a child is removed at the request of a parent, a two-week written notice to the director is required.

Payment and Financial Assistance

**\*\*\*Payment must be made by the Friday prior to the week being paid for or it is considered late\*\*\***

Parents may request a copy of the fee schedule and any and all payment records pertaining to their child/ren.

Fees are due on a weekly schedule. A $10.00 per day late fee may be assessed. Checks should be made payable to Crossroads Kids Connection. Returned checks will result in a $25 charge. Credit Card and/or Bank draft is available upon request and the encouraged method of payment.

 Parents with more than one child enrolled in the program will receive a 10% discount on second and subsequent children.

 Crossroads Community Church members receive a 12% discount or a 20% discount for multiple children.

**Enrollment in the Infant/Toddler and Pre-K programs is based on full and part time enrollment. Children who attend less then 5 hours a day are considered part-time and are charged an hourly rate. Minimum enrollment for full-time is 3 days**.

School Age enrollment is based on the number of days. All families are required to pay for 2 days/week as a minimum. School age children who attend on non-school days will be charged a daily rate equivalent to the Pre-K program. **The 2-day minimum will still apply on non-school days.**

**Drop in care**

Any family that would like to have care provided on a call in basis may do so as late as the morning of. If you know of any days that you would need care may call ahead and we can schedule accordingly. However if we do not have the available staff to cover the added number of children we do have the right to deny care. All payments must be made at drop off in order for that child to stay in our care.

 A registration fee of $30 for the first child and $10 for any additional children, along with the first weeks’ tuition is required at the time of enrollment. This registration fee is non-refundable & non-transferable.

**Once tuition is paid, no refunds will be given unless the center is closed due to weather or mechanical failure.**

Tax information is available upon request. Please allow two-weeks for processing. All requests should be submitted to the center office.

Any family with an unpaid balance up to $500 will be removed from the schedule until a payment is made. Continuous late payments are grounds for dismissal.

Additional fees may apply for field trips and materials. Registration fees will be applied for the School Age summer program.

**Credits will not be issued for sick or missed days**.

**Financial Assistance**

Crossroads Kids Connection participates in the Wisconsin Shares program. In order to determine eligibility, families must first apply through the Jefferson County Human Services office:

Jefferson County

N3995 Annex Road

Jefferson, Wi 53549

(920) 674-3105

* The registration fee for the program is due at the time of registration. This fee is not covered by Wisconsin Shares.
* The first week’s tuition is due at the time of registration. If you do not have an approved amount at the time of registration you will need to pay $50.00 co-pay per week. This amount is determined by CKC.
* In order to start attending any programs you will need to have an approved amount that Wisconsin Shares is paying towards your tuition.
* Everyone will have a co-pay. A co-pay is the difference between what we charge for the program and what Wisconsin Shares actually pays.
* You will be charged based on your registration.
* Wisconsin Shares deposits 1 payment per month onto your EBT Card**. It is your responsibility to make your payments on time.**
* See the Director with help in determining your co-pay

Attendance Policy

**Sign-In and Authorized Pick up People**

A parent/authorized pick-up over 18 must accompany the child into the program and MUST record the child’s attendance on the sign in sheet in the classroom.

**Be prepared to show your I.D. at any time during pick-up.**

The sign in/sign out sheet will include the child’s birth date and the arrival and departure times. A child will not be allowed to leave the program with someone other than a parent or authorized pick-up.

An authorized pick-up must be at least 18 years old and bring a picture I.D.

Teachers will maintain responsibility for every child in their care at all times while signed into the program. In addition, parents must inform teachers of special instructions for the day.

CKC will have a second adult available within 5 minutes of the location in the event of an emergency. This shall be posted on the parents’ board with the license.

**Valid Photo ID**

Anyone picking up a student must have a valid photo I.D. To be a valid ID, the ID card must have at a minimum a visible picture and first and last name. Please be prepared to show your ID each day to pick up your child or children. We will not release any child to an individual whom is not authorized to pick up your child.

**Authorized Pick-Up Persons**

Your child will not be allowed to leave with another person unless CKC has been notified prior to pick-up. This person must be a responsible adult. In order for a person to be placed on the Authorized Pick-Up List, the person must be 18 years old and present a valid photo ID.

Please note that staff are trained to keep the children’s safety in mind at all times. Staff may call emergency contacts and/or the local authorities if they believe:

• Parent/pick-up person appears too ill to drive

• Parent/pick-up person has been drinking alcoholic beverage

• Parent/pick-up person appears under the influence of any type of drugs

Although we understand that these could be embarrassing situations, our main concern is the safety of

all of the children and families at the center. If a parent denies or refuses an alternative pick-up person, we reserve the right to refer the situation to the authorities. The program will honor all court orders on custody matters.

**Absence**

Crossroads Kids Connection Staff **must** be notified if your child will not be attending the program on a normally scheduled date. Please notify us through the center phone as soon as possible. When calling please state your first and last name, as well as your child's first and last name. If you do not call our staff, we will call to see if your child will be attending.

**Late Pick-up**

Our program is licensed until and staff are scheduled to work until 6:00 pm. A late fee of $1.00 per minute will be charged per child for every minute after 6:00 pm that your child is not picked up.

 If staff has not been contacted by 6:00 pm, the emergency contacts will be called. If no one can be reached and your child is not picked up by 6:30pm, the local authorities will be called.

 If you are running late, please call the center phone in advance so we can plan appropriate staffing and reassure your child. **Chronic late pick-ups may result in termination from the program**.

**Adult Under the Influence**

If the child care provider feels the adult in question is not in a condition to be driving, the following options are available:

* Offer to call another authorized adult to pick up the child.
* Call 911 if the adult is aggressive, threatening, or refuses alternative pickup.
* Care of the child will be discontinued if the situation happens repeatedly.

**Releasing the Child in a Custody Situation**

If there is a custody problem, the program is legally bound to respect the wishes of the parent with legal custody. The Director and/or Lead Teacher(s) may ask for a certified copy of the most recent court order. As the child’s caregiver, it should be made available.

If there is no court order, the program will not accept responsibility for deciding which parent has legal custody. The program may tell the enrolling parent that the program will not be able to care for the child unless both parents agree as to who is allowed to pick the child up and at what days or times.

**Releasing a Child to an Unauthorized Person**

If an unauthorized person attempts to pick up a child, CKC staff will not release a child under any circumstances. All authorized pick-up people must be in writing prior to picking up the child. The well-being of all children enrolled in Crossroads Kids Connection is of primary importance. The responsibility of the provider is to see that the child is safely supervised. Staff will ask for a valid photo ID when the person is not familiar to the teacher.

Education & Developmental Policy

**Educational Program for Children 6 weeks through 24 months**

 Prior to admission, an interview shall be conducted with the child's parent or guardian to obtain written information which will aid child care staff in individualizing the program of care for each child as specified:

* Schedule of meals and feeding
* Types of food introduced and time-table for new foods
* Toilet and diapering procedures
* Sleep and nap schedule
* Child's way of communicating and being comforted
* Developmental and health history

Admission information for infants and toddlers shall be on file in the room or area to which the child is assigned and shall be known to the child care worker.

Crossroads Kid's Connection firmly believes that plans and schedules for infants and toddlers should incorporate and adhere to the individual needs of the children and the wishes of the parents.

Because of the changing needs of these quickly developing little people, we stress the importance of care givers responding to these needs as they occur and being attentive to the possibilities of changing their schedules after discussing this with the parents on a daily basis.

We use daily log sheets to keep parents and care givers informed daily. In addition, infant intake forms are updated at least every three months and reviewed by the child's teacher.

Parents will complete the developmental histories along with the appropriate medical forms and provide the Center with a daily schedule of their preference. The Center will, as much as possible, keep the child on this preferred family schedule. Parents will provide the center with an adequate daily supply of labeled bottles, diapers, wipes, formula or breast milk, and clothes.

All toys and equipment in the Center are selected to enhance children's developmental learning and stimulate language and growth. In addition, all materials and equipment are developmentally age appropriate

Examples are mirrors on walls, learning toys, art equipment, music and instruments, stories, climbing and crawling equipment, and the playground. Staff will use proper English to encourage modeling. Safety of the children will be our first priority.

All staff is in-serviced and trained as to the importance of cuddling, rocking, and changing positions of all infants and toddlers. We believe the infants and toddlers need the same care givers on a regular basis for safe, secure feelings and bonding in the absence of their parents.

Quiet times in the early morning and afternoon for those children in need of more rest will be provided for in a quiet area. Soft music will be played during rest times and in the infant sleeping area.

Each child is appreciated as an individual and his or her own interests and abilities will be encouraged and applauded to enhance his/her self-concept. Free play and group activities will be varied and constructed so that each child has a positive experience.

**Preschool Program**

A major attempt will be made to provide equipment and activities for all of the various developmental age levels of the children in the Center. Individual attention will be given to all age levels. Cooperative group activities and individual activities will be employed. Both structured and free play activities will be used. Outdoor play is required daily for all children in the Center, including infants, except during inclement weather.

 **Children who are well enough to attend our Center must be well enough to participate in all activities, including outdoor play.**

Inclement weather is defined as heavy rain, temperature above 90 degrees or a temperature of 20 degrees or below including wind chill.

Daily lesson plans will be written and followed for toddlers, and a.m. and p.m. preschool children, recognizing the developmental levels and abilities of each child along with introducing a variety of religious themes. Our curriculum will provide exposure to a variety of cultures and we will celebrate how we are all the same and how we are all different from one another. Above all, the program will be individualized to meet each child's needs and will promote a positive sense of self-esteem.

**Sample of activities the staff will use to provide a variety of experiences.**

**Language Development**: Books, writing materials, music, stories and games, fingerplays, poems and flannel board stories.

**Large Muscle Skills**: Balls, hoops, bubbles, running, jumping, dancing, and outdoor play

**Small Muscle Skills**: Puzzles, art and craft activities, manipulative toys and blocks.

**Creative Expression**: Dramatic play props, puppets, musical instruments, and movement activities.

**Self Help Skills**: Cleaning up after ourselves, helping with mealtime preparation, daily responsibilities, and dressing ourselves.

**Christian Character Development**: Crossroads Kids Connection teaches 4 big ideas:

* God made Me
* God Loves Me
* Jesus wants to be my forever friend
* There is only one way to Heaven…through Jesus!

The Preschool Essentials curriculum is used to plan age appropriate, biblically based activities for our Pre-K students.

**Sample Schedule for Children 2-5 years**

6:00-8:00 am-Free Play

8:00-8:30 am- Breakfast

8:30-8:45 am- Bathroom Break

8:45-9:00 am- Free Play

9:00-9:30 am- Calendar Time (Calendar, number, color, shape, letters, and Bible story)

9:30-10:00 am- Music & Movement

10:00-10:45 am- Outdoor Play

10:45- 11 :00 am- Bathroom Break

11 :00-11 :30 am- Lunch

11 :30-12:00 pm- Clean up and Bathroom

12:00- 2:00 pm- Nap time

2:00-2:30 pm- Bathroom Break and Snack

2:30-3 :00 pm- Free Play

3:00-5:00 pm- Outdoor Play

5 :00-5 :20 pm- Snack

5:20-6:30 pm- Free Play/ Center Closing

**School Aged Children**

Our school age program will provide each child with opportunities to encourage their development. The daily schedule will include:

* Large and Small Group Activities
* Homework Time
* Snack Time
* Transition Time
* Clean Up
* Outdoor Play
* Devotion Time

Our teachers and youth leaders plan lessons and activities that teach and encourage the children to learn about God and build heathy, positive attitudes about themselves and their peers. Teachers will provide children with experiences which promote all of the following:

* Self-Esteem and Self-Image Development
* Social Interaction
* Self-Expression and Communication Skills
* Creative Expression
* Intellectual Growth
* Physical Health
* Spiritual Discipline

In addition to the 4 big ideas taught in our Pre-K classroom, school age children will be taught 4 more big ideas:

* I need to do the wise thing
* I can trust God no matter what
* I need to treat others the way I want to be treated
* The Bible is the source of all Truth

**Religious and Holiday Celebrations**

The goal of the program is to provide an appropriate learning experience in a non-denominational Christian atmosphere. Christian books will be read and prayer will take place before each meal. When appropriate, activities will be encouraged to encompass cross cultural awareness and acceptance of others. Respect will be demonstrated for all individuals.

**Referrals**

When staff notices a child having difficulties or other special needs, this is communicated to the families in a sensitive, supportive, and confidential manner. Staff will use documentation and explanation for the concern, suggested next steps and information about resources for the family.

**Transportation**

Crossroads Kids Connection does not provide transportation. In the event a field trip is scheduled, we will contract with the local school district for school bust transportation. Teachers will take roll call before, during, and after being transported to ensure all children are accounted for. While riding the bus, staff supervise the children to ensure they remain seated, are riding safely and restrained by a safety belt at all times. Children shall never be left unattended in the bus. Once the children depart from the bus, a teacher will:

* Do head counts, ensuring the correct numbers of children are present.
* Walk down the bus aisle checking to make sure each child has safely departed, and no one has been left behind on the bus.

Walking field trips will take place from time to time. When on a walking field trip, teachers will place themselves at the beginning and end of the line and any other adults will be dispersed in the middle. Head counts will be taken before, during, and after any walking field trips.

Child Guidance Policy

The goal of Crossroads Kids Connection is to guide children to develop into respectful, responsible, productive, and God-fearing members of society. We hope to achieve this through respectful interactions with each child in our care. Each child will be taught to respect:

* Themselves
* Their peers and teachers
* Their environment

To achieve this goal, teachers will arrange their environments and set limits to help each child learn self-control, make good choices, identify feelings, and develop a healthy understanding and respect for others. Staff will communicate with parents at pick up regarding their child’s day.

**Child Guidance**

Infants and Toddlers

Environment will be the main tool used in handling any difficult behaviors in this age group. Teachers will assess what is causing the negative behavior and try to change the environment to correct it. Redirection will also be used.

Biting

Biting can be a very common behavior in children from 6 months to 3 years of age. When a child bites, it is very important to observe what is happening in the child’s environment and/or rule out any health concerns. When a child bites we will practice the following:

* Meet with the child’s parents to brainstorm and discuss an action plan for correction
* Provide the child with a teether in case the child is teething
* Study the child’s behaviors prior to biting; it’s possible the child is trying to tell us something and doesn’t have the verbal skill to communicate.
* Rearrange the environment; the child may be frustrated by the layout of the room.

In all circumstances of biting, we keep in constant contact with the child’s parents to assess whether the situation is improving or not. In most cases the behavior resolves quickly. In the rare event that we have exhausted our efforts and the child is still biting or the behavior has gotten worse, the child will have to be asked to leave the center until the behavior is resolved.

Preschoolers and School Age

Children will be encouraged to use communication and negotiation in settling any dispute that arises between them. Staff will be in close proximity to encourage children and use active listening to help facilitate negotiation skills. If a child is upset or crying, staff will do what they can to comfort and reassure the child. We emphasize positive, age-appropriate discipline techniques which guide and reinforce the desired behaviors and at the same time establish guidelines and expectations. At all times, staff are guided by the principle that all children and adults deserve to be treated in a respectful and caring manner. Participants are expected to treat their peers and staff with respect and abide by all rules. Students are encouraged to ask questions to better understand the rules and expectations. Individuals are held responsible for their actions. Staff members encourage the appropriate behaviors by modeling the expectations in a clear and consistent manner. Students are expected to participate in daily activities which show respect for the space we use and for those around us.

**Discipline**

As a parent you can expect the following:

* Developmentally appropriate expectations for children
* Positive redirection
* Logical and appropriate consequences
* Consistent Expectations
* Acknowledgement when a child has made a good choice
* Teamwork and communication with the parent
* A child who appears to be having problems will be redirected to another activity and given the chance to return when they feel they can participate respectfully.

No discipline will be allowed which is humiliating or frightening such as:

* Spanking, hitting, punching, shaking, or inflicting any other form of corporal punishment
* Verbal abuse, threats, or derogatory remarks about self or family
* Binding or trying to restrict movement or enclosing in a confined space such as a closet, locked room, box or similar cubicle
* Withholding or forcing meals or snacks

Time outs will never be used with a child under 3 and never for more than 5 minutes.

**Chronic Disruptive/Aggressive Behavior**

We find that behavior guidance issues arise infrequently when the children are actively involved with other children, our staff and the curriculum. Preferred behavior guidance techniques include setting clear, enforceable limits, modeling acceptable behavior, structuring the environment to maximize good behavior, planning enough activities, giving choices, teaching the use of acceptable alternatives, anticipation of problems, redirection and use of direct and logical consequences. Children may separate from the group temporarily, if less intrusive methods of behavior guidance have been ineffective and the child’s behavior threatens the well-being of other children or staff. The safety and welfare of all the children in the program are of primary concern.

 For situations involving continued physical or verbal abuse of other children, staff or parents, a formal write-up will be filled out. These must be signed and returned before your child can return to the program. Continued, repeated behavior requires a formal meeting between the parents/guardians, the child’s teacher, and the Director before your child can return to program. If the inappropriate behavior does not improve, your child will be dismissed from the program. All write ups will require communication with the parent(s). For severe displays of inappropriate behavior, Crossroads Kids Connection reserves the right to warrant immediate dismissal or suspension from the program. For the safety of all the children and the staff of Crossroads Kids Connection, if any physical or verbal abuse occurs from a parental figure, it will be grounds for dismissal.

Initial incident: If a child’s behavior continues to physically or emotionally endanger staff and other children in the program despite positive guidance techniques or if a parent is uncooperative with staff in working toward the correction of their child’s chronic disruptive behavior, a meeting with the child’s parents may be requested by the Director and the child’s teachers. The problem will be defined and goals for correction will be established. Involvement from internal resources will be used to come up with a successful plan for all parties.

Secondary incidents: If, after a predetermined timeframe, the initial plan for helping the child fails, a second meeting will be requested by the Director. The problem will be identified again and new approaches will be defined in writing. We will work with the family to find possible outside referrals/resources to work with the child/family.

Suspension/Dismissal: If no progress occurs within the established timeline, suspension will result. **Parents will be responsible for payment during the length of the suspension**. The period of suspension may vary from the remainder of a day to one week relative to the severity of the problem. Dismissal of the child may occur after a suspension for the same behavior, or immediately if the child’s behavior severely injures a staff member or another child. Crossroads Kids Connection reserves the right to terminate with no notifications

Prevention of Child Abuse and/or Neglect

Parents are invited and encouraged to visit the program sites at any time and do not need to ask permission or make an appointment to do so.

The Director and Senior Pastor visit classrooms regularly to ensure that program quality, standards and policies are being maintained.

Staff and volunteers will be alert to the physical and emotional state of all children at the program. When any sign of injury or suspected child abuse is detected, the Director will be notified immediately and 911 or Child Protective Services will be called.

Under no circumstances will CKC staff release a child to anyone other than the authorized parents, guardians, or to an individual authorized by the parents in writing (including relatives of children). Sign-in and sign-out logs will be maintained on a daily basis and kept on file in the CKC office.

Staff and volunteers will not discipline children by use of physical, verbal, or emotional punishment. In addition, they will not fail to provide the necessities of care, such as food and shelter.

Two reference checks on all prospective employees will be conducted, documented and filed prior to employment.

Criminal record checks, including but not limited to background checks and finger print identification, are conducted on all staff and volunteers working with or around children.

Child Abuse and Neglect training will be completed within the first 90 days of employment and renewed every two years by all staff. This training will include information about the signs of possible child abuse and neglect and the approved procedures for reporting the suspicion of abuse and/or neglect.

Any evidence of unusual bruises, contusions, lacerations, or burns found during the informal health check shall be noted in the medical log journal and reported immediately to the Director. The center will follow the procedures for reporting child abuse and neglect.

Written reports on observations will be maintained by the Director.

 **Reporting of Child Abuse/Neglect**

When there is suspicion of child abuse or neglect, Child Protective Services and the Department of Children and Families must be notified immediately.

The program will follow these reporting procedures:

* Fill out an incident report with the facts and record it in the Medical Log.
* Notify the Director or Senior Pastor
* Lead Teacher or Director will immediately notify 911 or Child Protective Services and the department of Children and Families. This agency will conduct the investigation and give further instructions.
* In the event the reported incident involves an employed CKC staff person or volunteer, the Director will, without exception, suspend the person from all activities involving the supervision of children until an investigation is completed.

Regardless of where or under what circumstances an alleged incident took place, if a CKC employed staff person is involved, it will be considered job-related and affecting job performance. Reinstatement of a staff person or volunteer will occur only after all allegations have been cleared to the satisfaction of the responsible executive and the investigating agency.

All staff and volunteers will be sensitive to the need for confidentiality in the handling of information in this area and will be instructed to discuss matters pertaining to abuse or suspected abuse and/or neglect only with the Director or Senior Pastor. Staff and volunteers may not contact children or parents involved in an alleged child abuse and/or neglect incident without the permission of the Director or Senior Pastor.

**Shaken Baby Syndrome/SIDS**

 Shaken Baby Syndrome occurs when an infant or young child is violently shaken. The shaking may only last a few seconds, but it can cause severe brain damage and even death. Effective April 1, 2007, the law requires all childcare employees, substitutes, volunteers who are considered for ratio purposes, assistants, and everyone else who works directly with children 5 years of age and younger to complete a training on Shaken Baby Syndrome.

Sudden infant death syndrome (**SIDS**) is the unexplained death, usually during sleep, of a seemingly healthy baby less than a year old.

Crossroads Kids Connection stays informed of any new information involving Shaken Baby Syndrome and SIDS prevention. Staff are continuously trained to recognize and reduce practices that may cause SBS and SIDS.

**Feedback, Suggestions/Grievances**

We feel that a positive environment exists when parents and the program work together as partners. Parents provide valuable input which we can use to improve our program. Crossroads Kids Connection staff appreciate hearing your positive and negative feedback. Our staff are committed to providing the BEST experience for each child. If you feel this is not being accomplished, our staff want this feedback. A parent wishing to share a concern regarding the program, staff, or program should contact their child’s teacher first. Parents are urged to be direct and candid with staff when they have concerns. We ask that these discussions do not disrupt or take attention away from the children. Individual conferences can be scheduled upon request.

Grievance Process: Any complaints should first be directed to the Lead Teacher in your child’s classroom. If you feel that your concern has not been addressed, you may schedule an appointment with the Director. If you are still dissatisfied with the way a problem has been handled, you should direct your concerns, in writing, to the Senior Pastor who will review the situation and respond quickly to find a resolution.

Health Care Policy

**Ill Child**

Crossroads Kids Connection does not provide care for children who represent risk of spreading a communicable disease or are not able to participate in activities. If a child is found to have any of the following symptoms, the parent/guardian will be called to pick up their child within an hour: elevated temperature (normal temperature is 98.6 degrees), severe and/or persistent coughing, yellow or green nose drainage, diarrhea and/or vomiting, conjunctivitis (pink eye), difficult or rapid breathing, untreated infected skin patch(es), evidence of lice, scabies or other parasitic infestation.

**PLEASE DO NOT SEND YOUR CHILD IF YOU FEEL THEY ARE TOO SICK TO GO OUTSIDE, TO PLAY OR JOIN IN ON NORMAL ACTVITIES**. Crossroads Kids Connection follows the recommendations of the Wisconsin Department of HealthServices. Below are some illnesses that affect children and may require exclusion.

If your child has been diagnosed with a communicable disease, we ask that you share the diagnosis with the Director or staff, so that we are able to post a notification of exposure for other families who may have been in contact with your child. It is required that a child remain home for at least 24 hours after a parent has been requested to take the child home because of symptoms of illness. CKC reserves the right to require a doctor’s release if the child’s health is in question.

\*Depending on the communicable disease we may need to report to the Wisconsin Department of Health Services and to Department of Child and Family Services.

If a child contracts a communicable disease not listed on the chart below, the Director will work with families on a case by case basis. Crossroads Kids Connection reserves the right to exclude services if we feel it is not safe for other families, staff or volunteers.

|  |  |
| --- | --- |
| Chicken Pox\*Report within 72hours | Child may return when all sores are dry or scabbed or 5-6 days after rash has begun. |
| Diarrhea | 24 hours after diarrhea stops or until medical exam indicates that is not due to communicable disease (diarrhea is defined as an increased number of stools compared with a child’s normal pattern, along with decreased stool form and/or watery, bloody or mucus containing stools). Parents will be called to come and get their child after 3 episodes of diarrhea. |
| Eye Drainage (Pink Eye/Conjunctivitis) | 24 hours after treatment has started when thick mucus or pus drainage is present. |
| Fever | When accompanied by behavior changes and/or other signs or symptoms of illness; or the child is unable to participate in normal activities. Use temperature measurement before fever reducing medications are given. Auxiliary (armpit) temperature: 100 degrees or higher (1 degree will be added to temperature reading). Child may return after being 24 hours fever free (without fever reducing medications.) |
| Fifth’s Disease | If other rash-causing illnesses are ruled out, children will be excluded until fever subsides. Pregnant women who are exposed need to consult their doctor. |
| Hand, Foot, and Mouth Disease | Child may return when fever is gone and child is well enough to participate in normal activities (lesions or rash may still be present but must be dried or scabbed over) |
| Head Lice | Child may return after first treatment is completed and no live lice (nits) are seen. Continued nits may be cause for exclusion. |
| Impetigo | Child will be excluded until lesions have crusted or until 24 hours after antibiotic treatment has been initiated. |
| Influenza | Child will be excluded for the duration of the illness. Could be excluded for up to 7 days. |
| RSV | Child may return when child is without fever for 24 hours (without fever reducing medicine) and is able to participate in normal activities |
| Scarlet Fever | Child will be excluded until 24 hours after antibiotic therapy is instituted. |
| Strep Throat | May return 24 hours after antibiotic treatment begins and until the child is without fever for 24 hours (without fever reducing medications) |
| Vomiting | 24 hours after last vomiting episode. Children are sent home immediately after vomiting. |
| Whooping Cough \*Report within 24 hours | Child will be excluded until 5 days after initiation of appropriate antibiotic therapy, or for 21 days after cough onset if untreated. |

**Isolation**

An isolation area in view of staff shall be provided for the care of children who become ill while at the program. If the area is not a separate room, it shall be separated from the space used by the other children by a partition or other means. This will be used while children are waiting for the parent to pick them up. Parents are required to have the child picked up within one hour of notification. Emergency contacts will be contacted if the teacher is unable to get ahold of a parent.

**Medical Log**

CKC staff will maintain a medical log indicating all injuries, accidents, and medication administered. Parents will be notified by staff. Incident reports will not be released to families unless requested but all parents have access to all records regarding their child.

**Cleanliness**

Staff and children’s hands will be washed with anti-bacterial soap and water before and after toileting/diapering and meals. Wet or soiled clothing will be changed promptly from an available supply of clean clothing. Parents must supply a clean set of clothing or parents will be called immediately. Children will be kept as clean as possible; however, we work with young ages and do a variety of activities that may be messy. Please dress children in appropriate clothing for playing.

**Pets**

Pets will only be allowed at Crossroads Kids Connection if prearranged with the Director. Pets will be treated in a manner that protects the well-being of the child and animal. Children with allergies will not have direct contact with animals. Teachers may choose to keep a fish or small caged animal in their classrooms, but only if there are no children with allergies to that animal enrolled in the class. Parents will be notified prior to adding a pet to a classroom.

No animals deemed unsuitable according to DCF 251 will be considered as classroom pets.

**Medication**

CKC staff cannot administer any medications, unless the following guidelines are met:

* Parents must fill out and sign a Medication Authorization form which gives our staff permission and full instructions for administering the medicine.
* The medication is in its original container and clearly labeled with the child’s name. All medications administered will be recorded in the medical log.
* Prescription medicines must have the following information on the container: child’s name, name of drug, dosage, directions for administering, date prescribed and the physician’s name.
* Be sure all medications are given directly to a staff member.

Medications will be placed in a secure location out of the reach of the children. Medication that requires refrigeration will be kept in a separate area within the refrigerator.

Missed medicine dosages or other problems related to medication will be communicated to the parents immediately.

Enrollment paperwork must be complete for sunscreen and bug spray to be applied.

**Sanitation**

All cleaning chemicals and supplies will be kept out of the reach of children. Furnishings, toys, cots and mats shall be cleaned when they become soiled. Eating surfaces will be sanitized before and after each use. Unwashed hands are the primary carriers of bacteria and germs that cause illness. It is our policy that the children and staff wash their hands with soap and water after using the toilet/diapering and before and after eating.

**Injury**

**PLEASE NOTE: In the event of an emergency, 911 will be called first**.

The following steps will be taken whether your child is injured on a field trip or in the center. Staff will take whatever steps are necessary to obtain emergency medical care.

These include, but are not limited to, the following:

 Provide First Aid for minor injuries.

 Attempt to contact parent or guardian.

 Have the child taken to an emergency hospital.

 If we cannot contact a parent or guardian, we will do one or all of the following:

 Provide First Aid as appropriate and indicated in the program’s emergency procedures.

 Call an ambulance or paramedic.

 Have the child taken to the closest emergency hospital by 911 personnel.

 An Incident/Accident Report will be completed and a notation made in the medical log.

**Universal Precautions**

Staff are trained how to address overall precautions when exposed to blood and blood-containing body fluids, as well as procedures for wearing gloves, hand washing and dealing with body secretions. Everyone exposed to blood or body fluids containing blood shall wash their hands immediately with soap and warm running water. Disposable gloves will be worn if there is contact with the blood or body fluids or tissue containing blood. Gloves will be disposed of after one use in plastic bags and hands will be washed with soap and warm running water after removal of gloves. For vomit, urine, feces or other body fluid spills, staff shall clean and disinfect the area affected including floors, walls, bathrooms, tabletops, toys and countertops.

Nutrition Policy

**Schedule of Meals and Snacks**

Breakfast- 8:00 am

Lunch- 11:00 am

PM Snack- 2:00 pm

Evening Snack- 5:00 pm

School Age children will receive a snack after arriving from school

Parents must provide cold lunches that don’t need to be refrigerated.

2% Milk is supplied at Breakfast and Lunch (1 year old’s will be served whole milk)

Water is served at snacks

Menus are posted monthly and are distributed upon request from parents.

**Menu Planning**

The CKC staff is responsible for planning the menu. They will take into consideration cultural and ethnic preferences of children. We provide nutritious and appetizing snacks that meet the U.S.D.A requirements. All snacks provided by CKC will be age appropriate for children with the ability to eat table foods. Students are more than welcomed to bring in birthday or other special occasion treats, although advanced noticed would be preferred.

**Special Diet Needs and Allergies**

Children’s specific needs and allergies must be listed on the enrollment forms and will be posted in our kitchen and the classrooms where the allergies are contained. Our menus are developed to meet State Licensing Guidelines. If a child cannot eat from our menu, parents must substitute with a similar item. Parents may provide snacks for children requiring specialty menus such as vegetarian or kosher if the center is not meeting the needs of the family.

Staff, Parent & Volunteer Policy

**Staff/Volunteer/Substitute Policy**

All staff and volunteers are trained professionals who have expertise in educating and caring for young children and supporting working families. Prior to employment, staff go through an extensive interview process, background checks and reference checks. After staff are hired they receive an orientation and training prior to being counted in ratio, to include but not limited to, a review of the following policies:

* DCF 251 licensing rules
* Shaken Baby Syndrome/SIDS
* Kids Connection Policies and Procedures
* Emergency procedures
* Fire extinguisher use training
* Job responsibilities and job description
* Training to recognize illness and disease
* Child management techniques
* Curriculum & Daily Schedules
* Safety/Security of children including child abuse and neglect & tracking procedures
* Health and sanitation
* Confidentiality practices
* Absent Child procedures
* Inclusion practices

Within the first 90 days all staff are required to complete the following:

* First Aid
* CPR
* Child Abuse & Neglect Prevention (biennially)
* AED

\*All staff and volunteers receive ongoing professional development and trainings. All professional development and training are tracked by CKC

**Student Observers/Student Teachers/Interns**

On occasion, the program may have student observers, student teachers, or interns referred by a high school or college. These individuals will be supervised by the Director or assigned Lead Teacher. In addition, they may be involved in lesson planning, teaching, and interacting with your child. Any visiting students will be expected to abide by our confidentiality policy. These individuals will never be left alone with children and will not be counted in determining teacher/child ratios.

**Family Volunteers/Access to the Center**

We encourage our family members to actively participate in our center. We love for families to share their knowledge, experiences, and careers or just read a book to the children. Our staff would welcome families to assist in organizing child portfolios, creating bulletin boards or doing activities with the children. Please contact the Director if you are interested. Parents are always welcome to observe their children or to visit unannounced.

**Parental Involvement & Communication**

Crossroads Kids Connection strongly encourages parents to become involved. There are many ways to do this

* Showing interest in your child’s activities
* Reading newsletters and taking time to discuss your child’s day with the teacher(s).
* Attending special functions
* Sharing hobbies, talents, skills and careers with the children upon request
* Talking with your child about their day

Our staff will include parents in the following ways:

* **Daily Verbal Reports**-As parents arrive or pick up their children staff members give key feedback about their child’s day.
* **Special Events**-Parents are invited to various special events-watch the newsletters for announcements.
* **Parent Newsletter**-Parents will receive a quarterly newsletter from the Director. This information will be e-mailed and placed in family mailboxes.

**Babysitting**

Occasionally parents seek to employ center staff for off-site daycare/babysitting services. Crossroads Kids Connection does not prohibit staff members from such employment, however, this is a private arrangement between the parent and staff member. CKC makes no representation as to the qualifications of staff to perform these services. Staff are not permitted to accept or arrange such employment during their working hours, and parents are requested not to approach staff during CKC program hours.

**Parent Feedback**

Parent feedback is valued and appreciated! We encourage our families to let us know how we’re doing. Satisfaction surveys will be sent out twice a year to help us develop staff training opportunities and improve our program to better meet the needs of our families.

Emergency & Closing Policy

Crossroads Kids Connection staff are trained in all emergency procedures. All drills are practiced monthly. Programs staff receive information of tornado watches or warnings from a weather radio and via text alerts from TMJ4, as well as other Internet alerts. In inclement weather we will take all necessary precautions.

The Director and Lead Teachers are responsible for monitoring weather or other threats at all times at the center and away on a field trip.

**Emergency Evacuation**

Plans for emergency evacuation are posted near exits. The plans specify the location to report to in case of a tornado and the exit to use in case of a fire. If Crossroads Kids Connection staff receives information regarding a threatening situation from local authorities or other credible source, the Director/Senior Pastor will evacuate the premises based on the situation. Children will be safely escorted from the building, with a copy of the child’s emergency information and a first aid kit. Should the facility become unusable due to fire or other major emergencies, the children will be escorted to the fire evacuation spot used in fire drills and parents will be called. Please note that there are many children in the program and it will take time to contact each parent.

 In the event of a gas leak: A supervisor will call the Gas Company, everyone will evacuate the building immediately, and will not close door, or turn the lights on and off.

**Emergency Tornado Evacuation**

If staff receives a tornado warning, children will be lined up and staff will perform a face to name check. The group will proceed quickly to the school designated tornado shelter area and staff will perform a face to name check of all children in their care. Staff will keep children there in the tornado safety stance (crouching with head between knees and arms over their heads) until staff receives the all clear.

**Fire Alarm Evacuation**

If the fire alarm sounds, staff will have group roster and staff and children will proceed quickly and quietly to the nearest exit using the fire evacuation route as predetermined. Once children are out of the building, the group will gather in the fire evacuation spot, as predetermined, and staff will perform a face to name check. Children and staff will remain out in evacuation spot until authorities give the all clear. If the all clear is not given, parents will be called.

**Power Loss**

If the center is unable to restore power within 20 minutes parents will be called to pick up their child up.

**Emergency School Closing/Snow Day**

When adverse weather conditions are in the forecast, the Director will make a decision on whether to keep the center open or not. For weather conditions that develop overnight, a decision will be made by 5 am. Closings will be reported to WTMJ 4 in Milwaukee and on our Crossroads Kids Connection Facebook page. Conditions may worsen through the day and cause us to close early. If we close early, parents will be notified by phone by center staff and will need to pick their children up or make arrangements to have them picked up by an authorized person as soon as possible.

In the event that the local school district closes, our School Age program will be cancelled for the day. In the case of a delay/late start, the before school portion of our program will not be open. If the school closes in the middle of the day, the afternoon portion will be cancelled. If, by chance, the school were to announce its closing after children have already been dropped off before school, parents would be contacted and would need to pick their children up.

**School Age Program Sessions**

Our School Age program runs two sessions, School year and Summer. Registration for the school year starts in August. Registration for the summer session begins in May. Both programs pay the outlined registration fees.

**Emergency Medical Source**

The program will utilize Watertown Regional Medical Center for serious medical incidents. In these situations, 911 will be called. Employee orientations will detail actual steps to be taken. Also, listed on the parent board will be an emergency contact person available within five minutes of the site.

 **All expenses incurred in an emergency situation shall be borne by the child’s family.**

**Missing Child**

Our staff members receive training on supervising and managing a group of children while on and off site. Continuous head counts maintain attention on every child’s location and activities. Staff members also count the number of children they have anytime they leave and return to the premises as well as periodically during excursions outside of the classroom. These headcounts reflect the number of children that are signed into our care at any given time. Should a child be missing, the staff will search the building and grounds completely as well as calling the police and parents immediately. If a student cannot be found, the following steps will be followed:

* The teachers will confirm with other teachers that the child did not ask to use the bathroom, get something from their backpack, got picked up, etc.
* Teachers will confirm with the office that the child did not go home or get picked up by a parent/authorized pick up.
* One teacher will begin an initial search in and around the program area including bathrooms, hallways, and area last visited.
* Parents will be notified about the situation and teachers will make sure child was not picked up by parents.
* Law enforcement will be called.

Personnel Policy

**Teacher Job Description:**

This position requires a person who is responsible and able to carry out a daily program designed to meet the physical and developmental needs of a group of children. This person must be sensitive to the needs of the individual children, and relate well to both children and adults.

**Job Responsibilities**

1.          Plan, schedule, and implement the daily Christian program of appropriate developmental experi-ences for a classroom of children.  Weekly lesson plans must be approved by Director.

2.          Provide care and protection for assigned children.

3.          Maintain a physical environment conducive to children's growth and development and arrange to promote optimal program functioning.

4.         Consider and provide for the needs of the individual child in relationship to his/her cultural and socioeconomic background, emotional or physical handicaps, and individual style and pace of learning.

5.          Respect the dignity and basic rights of each child

6.          Help children learn to adapt to, and cope with, real- life situations; to develop appropriate habits in such activities as eating, dressing, napping, and  personal hygiene.

7.         Work with, and refer to the program director, children with unmet special needs, as well as families with problems that affect the child in the center.

8.           Make daily observations of the health of children reporting conditions which require

attention; administer first aid treatment.

9.         Partner with other teachers to formally evaluate individual children's development twice a year for parent/teacher conferences. Evaluations need to be discussed with the Director prior to parent conference.

10.        Set up field-trips that would enhance a child's learning. Field trips must be approved by the Director.

11.        Hold regular parent/teacher conferences and seek to involve parents in the child

development program by participating in parent meetings and demonstrating an interest in the child which extends beyond the classroom.

12.        Maintain progress records on the emotional, physical, social, and intellectual development

of assigned children.

13.        Supervise and encourage the development of volunteers or subs, and other child care

personnel in the classroom.

14.        Participate in staff meetings, training sessions, conferences, workshops, and other child

development and professional activities.

15.        Continuing Education requirements are the responsibility of the teacher.

16.        Ensure that equipment and materials are accessible, appropriate, and in good condition.

17.        Perform classroom-related maintenance duties.

Director Job Description

Responsible for supervision of the planning and implementation of the program and

directing the orientation and in-service training of staff.

Job Responsibilities

1.    Responsible for assuring that licensing rules are met

2.   Work toward the state policies and goals of the center

3.    Help each member of the staff develop as much of his/her professional capacities as possible.

4.   Responsible for coordination of educational curriculum of the center in cooperation with the

staff.

5.    Responsible for ongoing program supervision

6.    Schedule staff and classrooms

7.   Assign workers to specific groups of children

8.    Call in substitutes, maintain ratios.

9.   Arrange parent conferences as needed.

10.  Conduct regular staff meetings in cooperation with the administrator.

11. Help plan and attend parent meetings.

12. Maintain inventory of program supplies and equipment, and submit requests to administrator.

13. Attend professional workshops and meetings whenever possible.

14.  Plan and conduct orientation training of new staff.

15. Plan and develop staff in-service. Maintain staff development records

16. Responsible for evaluation of staff at regular scheduled intervals.

17. Help keep the entire center/school attractive, sanitary, and orderly together with the

 other staff members.

18. Plan menus for breakfast and snacks

19.  Work together with the entire staff as a member of a whole team, trying to know all the

children in the school.

20. Foster cooperation relationships with staff, members, and other groups using the building.

21. Become aware of wider community with respect to what the teacher can contribute to it and with that the community can contribute to the community.

22. Work with volunteers, student teachers, and students on special assignments.

Welcome observers as part of our service to the wider community.

23. Help plan and formulate changes in the center's functions.

24. Acquaint and train all staff with child abuse laws.

25. Participate in interviewing new staff.

The program director will receive supervision from the Pastor of the Crossroads

Community Church.

Probation Period

There will be a 90-day probationary period.    Wages are based on training and experience.

The Department of Children and Families will need to do a complete background check prior to being hired and every year

thereafter on:

•          All Employees

•          All volunteers used to meet staff-to-child ratios.

•  All individuals who are contracted by the licensee to provide services to children.

Evaluations

Annual performance reviews will be conducted by the Director. Wage increases will

be applied annually and discussed with the Pastor prior to implementation.  The

Director's annual performance will be conducted by the Pastor.

Disciplinary Action

If an employee's behavior is inappropriate or against an established policy they will be issued a

verbal warning for the first offence. If the behavior continues or if an additional infraction occurs a written warning will be placed in the employee's personnel file.

The third infraction would result in suspension or termination. In extreme cases of emotional instability, abusive behavior or theft, employees will receive

immediate suspension without pay.  Facts will be gathered about the incident and an employment decision will be made

Grievance Procedure

In the event an employee has a grievance regarding an employment issue, they need to discuss it

with their immediate supervisor, the Director. If the issue is not resolved to the employee’s satisfaction, they may present it to the Senior Pastor after discussing it with the Director.

Breaks

One 30 minute, paid break will be given to all

fulltime employees.  A 15minute break will be given to any employee working over 4 hours. If an

employee works over 6 hours they will be granted a half hour lunch break.

Holidays

Paid holidays include: New Year's Day, Memorial Day, Labor Day, Thanksgiving, and Christmas

Day.  To be eligible to receive holiday pay, all employees must work the last scheduled day before the holiday and the first scheduled day after the holiday.

Vacations

After one year of employment, employees will be granted one week of vacation.  This time needs

to be pre-arranged with the Director or the Pastor.

Sick Leaves/Leaves of Absence

May be granted - unpaid.   Each case will be evaluated individually by the Director and/or the Pastor.

Dress Code

Employees are expected to dress in a professional manner that will allow them to

appropriately perform their job duties.  No long fingernails, no body piercing, no high heels, no short

shorts or short skirts, no plunging necklines or belly shirts will be allowed.

Work Rules

The use of alcohol or drugs will not be permitted in or around the center.   If an employee appears to be drunk, or under the influence of drugs while at work, they will be immediately

terminated.

Smoking will not be permitted in or outside the Center.

Background Check

All staff will be subject to a complete caregiver background check as specified ins.

48.685, Stats., and ch. DHS 12 including the results of any subsequent investigation related to

information obtained as part of the background check prior to employment and once

every year thereafter.

Staff must notify licensee, and licensee must notify department, as soon as possible but no later

than the next business day when: the employee has been convicted of a crime; has been or is being investigated by a government agency; has a substantiated

governmental finding; or has a professional license denied, revoked, restricted or otherwise limited.