

About Us...

A friendly smile, a warm hug and creative curriculum awaits your child.

We believe learning should be fun and children should feel special. We achieve this by:

- Providing a well-rounded program of educational activities and experiences.
- Focusing attention on the individual needs of each child.
- Assisting in the development of each child's social, intellectual, motor and language skills.

Contact Us

Located in Good Hope School, just west of Green Bay Avenue on Good Hope Road.

2315 W. Good Hope Rd.
Glendale WI. 53209

Phone: 414-352-2551 x201

Fax: 414-247-1741

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Glendale Heights

Reaching new heights every day!

Parent Handbook



WELCOME TO GLENDALE HEIGHTS

Glendale Heights was founded in 1990. We are a privately owned childcare center, and we pride ourselves on providing quality care.

Our staff's commitment to professionalism is evident through their ongoing training and professional growth. All of our lead teachers have a degree in Early Childhood Education (or its equivalent). We have very little staff turnover. All of this allows us to create a secure and nurturing environment for our children.

We encourage parental involvement whenever possible. We do this through many ways: parent/teacher conferences, open houses and parental visits. You are always welcome to stop in for a visit or to observe at any time, and we encourage you to volunteer for field trips and special activities as well.

PROGRAM

Glendale Heights uses the Creative Curriculum. This curriculum is aligned with the Wisconsin Model Early Learning Standards, and is supported by the National Association for the Education of Young Children (NAEYC). Curriculum guidelines are contained in our Classroom Handbook.

LICENSING AND ACCREDITATION

Our Center is licensed by the state of Wisconsin and nationally accredited by the National Association of the Education of Young Children (NAEYC).

We are proud to say we received a **FIVE STAR rating (the highest score)** on the state rating scale!

Copies of licensing rules, our license certificate, results of the most recent licensing inspection notice, notice of enforcement action, stipulations, conditions, exceptions, or exemptions are available in the office.



WITHDRAWAL / TERMINATION

Parents must inform the Center's Director of your child's last day. Two-weeks' notice is required.

The Center has the right to terminate services for any of the following reasons:

- a) Failure to pay tuition
- b) Failure to return required forms
- c) Failure to follow Center policies
- d) We feel your child's needs cannot be adequately met (a conference will be scheduled if this occurs)
- e) Your child is a safety risk to themselves or others (a conference will be scheduled if this occurs)

PRIVACY/CONFIDENTIALITY

Enrollment forms and all other information concerning your child and family will be accessible only to the custodial parent(s) and/or guardian(s), Center staff, and our licensing specialist. Information concerning your child will not be made available to anyone else without prior written permission from the custodial parent(s) or guardian(s).

Please share with us any medical or other information that may help us care for your child. The information you share will be kept confidential and shared only with your child's teacher on a need-to-know basis.

All personal records and confidential forms are kept locked up in the office. The medical logbook and your child's personal file are available upon request.





Referral Bonus

We are pleased to say that most of our clients are referrals from other parents. As such, we offer a referral bonus. If you refer another child to our Center, you will receive one (1) week* of free childcare after the referral attends for one month!

Please have the new family mention your name at the time of enrollment!

*Equivalent to the number of days your child typically attends per week.

Meals

“This Institution is an equal opportunity Provider.”

A nutritious breakfast, lunch, and snack will be provided for all children who attend Glendale Heights.

Breakfast will be provided between 8:30am-9:00am every morning.

Lunch will be provided between 11:00am-12:00pm. Your child is welcome to bring a bag lunch, but please notify your child’s teacher when a lunch is brought from home.

Snack will be provided between 3:00pm-3:30pm.

Menus are posted in the office and on our website.



If it is brown bag lunch day, or if you choose to bring your own lunch, please ensure that it includes a protein, grain, fruit, and a vegetable. We will still supply milk if needed.

***Please remember we are a “nut-free” Center when you are packing a lunch.**

Conferences

Parent/Teacher conferences are held two times per year, once in the fall and again in the spring, and whenever the Center or family feels they are needed. We use child development assessment tools to observe and record observations on each child. We utilize this tool at Parent/Teacher conferences. We keep samples of your child’s work in the file to share with you at conference time. ASQ development screening will be done upon enrollment and yearly.

Philosophy and Routine/Procedure
Page 4

Orientation and Enrollment
Page 5

Admission, Registration, Signing In/Out,
Security
Page 6

Payments, Absences, Additional Charges
Page 7

School Calendar and Closing
Page 8

Nap/Rest Periods
Page 9

Health, Health Care Plans
Page 10

Outdoor Play
Page 11

Illness
Page 12

Medication Policy
Page 13

Referral Bonus, Meals, Conferences
Page 14

Withdrawal/Termination and Privacy/Confidentiality
Page 15

Our goal is to meet the needs of your family. Please let us know if you have any questions or concerns as they arise. Please feel free to contact your child's teacher during the day to talk, or a conference can be scheduled with your child's teacher at any time. E-mailing your child's teacher is also a good way of communicating. You may contact the Director or Administrator at any time for a conversation or conference.

Glendale Heights' Philosophy

Each child deserves to be treated as an individual. His/her unique qualities should be nurtured and allowed to grow. It is our goal to help our children learn about themselves, their feelings, and others. We will help them gain a positive self-image while developing their social, cognitive, physical, and language skills.

We are committed to building a partnership with families and supporting them in their parenting role. We strive to ensure that home cultures are reflected in our programs and appreciate the importance of family participation in our programs.

Classroom Routine and Procedures

Information from parents enables us to design a schedule consistent with your child's developmental needs, feeding and napping routines, and diapering/bathroom routines. Be sure to inform the staff of any changes that need to be made and/or any changes that have occurred in your child's daily routine.

It is in the best interest of your child and the other children in the classroom to come in before 10am. Children will not be accepted after 10am (unless it has been preapproved by the Director).

Medication Policy

1. The medication form issued by the Department of Health and Family Services (form CFS-0059) must be filled out completely.
2. One form is needed for each medication to be administered.
3. Only medication that is on a Health Care Plan can be given "as needed." The form must then indicate how the staff will know (symptoms) when it is needed.
4. All medications must have a start and end date for administration purposes. Medications that are on a Health Care Plan, or are needed on a regular basis, require a new form completed every month. No expired medication will be administered.
5. The parent or guardian must supply the device (dropper, syringe, etc.) for administering medication.
6. We cannot store medication for which we have no medication policy documentation.

All medication must be given to the classroom teacher to be stored in the medication box or locked backpack. Medication cannot be left in the child's locker.

Non-Prescription Medication

1. Medication must be in its original container.
2. Medication must list the side effects on its box or on the information sheet in its box.
3. Write your child's name on the medication. Only the child whose name is on the medication will be able to receive the medication. We cannot share medication between rooms for siblings.
4. Medication must list the age of your child and the amount to be given.
5. If a dosage other than the one recommended on the box is to be given, a note from the physician is required.

*It is our Center policy that a note from the physician's office is needed if the medication states that under a certain age should "consult a physician."
The note can be faxed to the Center at 414-247-1741.*

Prescription Medication

1. Medication must be in its original container, with the dosage and correct child's name on the container.
2. Medication must list the side effects on its box or on the information sheet in its box.

Illness

To ensure the health and well-being of all our children, children who are ill will not be permitted to attend the Center. If your child becomes ill while he/she is in attendance, we will call you. The Director will determine if your child is too ill to remain at the Center. Your child will need to be picked up within two (2) hours if experiencing the following symptoms:

- A fever of 100.4 degrees Fahrenheit or over
- Ear or eye drainage
- Diarrhea
- Vomiting
- Unexplained rash

When children are sent home with a fever, **they must be free of fever for at least 48 hours before returning.**

Under no circumstances should a parent administer aspirin substitute, and then send their child to our Center. Children may return when **diarrhea has subsided for 48 hours.**



Children with an illness requiring antibiotics **must be on the antibiotic for 24 hours before returning.** (See more information under medication policy).

If your child becomes infected with a contagious illness, please notify the Center immediately. The Director will notify other families who may have been in contact with your child.

State law requires us to notify parents of children that become infected with any contagious illness. This will be done through a notice posted at the Center.

We require that your physician send us a note indicating that your child is free of any contagious illness before readmission.

Orientation and Enrollment Process

The Director will collaborate with classroom lead teachers to orient and enroll new families. The process will proceed as follows:

- Set up an appointment with the Director to tour the Center.
- You will receive an information packet that includes:
 - Enrollment Form
 - Health History
 - Authorization Form
 - Tuition Policy/Payment Agreement
 - Illness Policy
 - Parent Handbook & Classroom Handbook
 - Guide to Licensed Child Care
 - Classroom Essentials Authorization
 - Kaymbu Communication
 - Alternate Arrival Times (if needed)
 - Pet Policy/Drop off Time
 - Placemat
 - Summary of Child Care rules
 - Child Health Report
 - Immunization Record
 - Intake Forms (if needed)
 - Health Care Plan (if needed)
- The registration fee is turned in with a completed enrollment card (this, upon approval, secures your child's spot).
- Before the first day of attendance, all forms must be completed and turned in.
- Prior to your child's first day, the Director will set up a time for you and your child to visit.
- On the first day, please come to the office so we can walk you and your child to the classroom.

*A child with a medical condition requiring a Health Care Plan cannot attend without the appropriate medication, as well as a completed form signed by the doctor, parent and Glendale Heights Staff.

Admission

Children between the ages of six weeks and twelve years are eligible for enrollment. Glendale Heights does not discriminate based on color, race, or creed. Children will be taken on a first come, first-serve basis, with priority given to full time enrollment.

Registration

Upon enrollment a non-refundable registration fee of \$60 is due per family, along with the enrollment form and scheduling information card. A yearly registration fee of \$25 per family will be charged thereafter.

Sign-In/Sign-Out Procedures

Glendale Heights' responsibility for a child begins when a child is signed in by the **parent** or other **authorized adult** and ends when the child is signed out by the **parent** or other **authorized adult**. For your child's well-being, it is imperative that this procedure be followed. The entry of your security code signs your child in and out.



Because the state requires parents to sign their child in and out, you will be charged a \$5 fee if your child is not signed in or out.

Security

For your child's security and your peace of mind, the Center is locked. Upon enrollment your family will be given a four-digit security code for entry. Please keep this code confidential. This code is also used to sign your child in and out at the start and end of each day. Accordingly, this code must be entered both when you enter and when you leave with your child.

Failure to enter the code when you enter and/or leave will incur a \$5 penalty, as it could jeopardize the Center's compliance with state licensing regulations.

Outdoor Play

State Licensing rules require all Child Care Centers that operate more than three hours per day to have outdoor activities at least once per day (weather permitting). Children must be dressed appropriately. We have a limited supply of extra clothes (kept for bathroom accidents). We do not go outside during stormy or severe weather, heavy rains, or wind chills below (1) 0 degrees for children aged two and above, (2) 20 degrees for one-year-old children, or (3) 40 degrees for infants under age one, or (4) temperature above 90 degrees. If your child is well enough to come to the childcare Center, they are well enough to go outside. Staff-to-child ratios do not allow us to leave individual children inside while the rest of the class and teachers are outside.

The Wisconsin Department of Natural Resources notifies Wisconsin residents about any unhealthy air quality using the Air Quality Advisory System. The system includes two main pollutants - ozone and particle pollution. Air Quality Advisories are issued as being in the "Yellow," "Orange," or "Red" zones.

YELLOW: When the Air Quality Index is in the **yellow** zone, outdoor activity will not be limited unless your child's health practitioner requests it in writing.

ORANGE: Unhealthy for sensitive groups. When Air Quality Index is in the **orange** zone, outdoor activity will not be limited unless your child's health practitioner requests it in writing. If your child has a health condition (e.g., asthma, allergies to pollutants) that requires that he/she stay indoors or have limited outside time, please bring in a statement from your child's health practitioner requesting that they stay indoors when the air quality is in the designated **orange** zone.

RED: Unhealthy for everyone. When Air Quality Index is in the **red** zone, all children will play inside.

For the safety of the children please park in appropriate spaces. Do not leave cars idling as children are being picked up and please do not leave the children unattended in vehicles.

Health

The State of Wisconsin requires that your child's health form be updated on a regular basis.

Children under two (2) years old	every six (6) months
Children over two (2) years old	every two (2) years
Immunization records	regularly

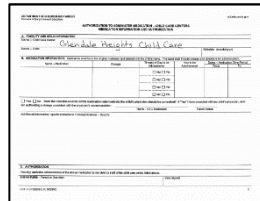
- Glendale Heights offers vision screening every spring through Prevent Blindness-Wisconsin for children 3-5 years old.
- Infant gums are wiped after each feeding.
- Teeth are brushed after lunch for all children one (1) year and older. Toothbrushes are rinsed and air-dried.
- Emergency Health Care Plans are required for all children with special health care needs.

Health Care Plans



If your child has a medical/dental need, please complete a Health Care Plan. This form must be signed by the child's parent/guardian and physician and accompanied by a small photo before a child can attend Glendale Heights.

All emergency medications/supplies must be present when the child is at the Center. Emergency Health Care Plans must be updated annually (or sooner if changes occur). Medication forms must be updated monthly.



Payments

For your convenience we have implemented an automatic tuition withdrawal. Credit card or checking account forms are included in your packet. Withdrawals will be made on Tuesday at noon for families with a balance due. Parents are encouraged to make payments by Monday.

For parents who receive government subsidies (w-2 assistance) your co-pay will be automatically withdrawn weekly with this program. If you are unsure of your co-payment amount, please stop in the office. The full EBT card payments for the month must be transferred into our account by the 4th of each month.

Absences

Glendale Heights understands that a child can be out occasionally due to illness and vacations. Therefore, we allow two (2) weeks per year, where you will not be charged for absences on regularly scheduled days. A week is equivalent to the number of days your child typically attends per week. Please submit a coupon in lieu of payment for each regularly scheduled day your child misses. Coupons can be found on the Parent Resource Table or in the office. Any additional days your child is absent will incur the standard charge.

Additional Charges

- There will be a \$25 charge for any returned check. After a second returned check, tuition must be paid in cash or via charge card.
- Because of staff scheduling, we ask that you respect the 6:00pm closing time. Parents picking up their children after 6:00pm will incur a \$5 late fee for every five (5) minutes they are late.

Additional charges may occur for special events, such as fieldtrips and special programs. You will be notified in advance.

School Calendar

The Center is open year-round from 6:30 am to 5:30 pm, Monday through Friday, **except** for the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas
- Staff Training

We will be closing early on Christmas Eve and New Year's Eve.

We will also be closed for staff training on the day before the start of our Fall program. This day varies depending on the Glendale School District calendar. Please see the office or website for this year's date.

Emergencies and Emergency Closings

Glendale Heights Child Care uses Children's Hospital for emergency care.

Fire and tornado drills are practiced monthly. Each classroom has designated areas to meet for these drills. Evacuation routes are posted in each classroom. Emergency Preparedness Plans are in place and staff are trained on protocols. All emergency plans are available for parental review in the office.

Glendale Heights will be closed if the Glendale River Hills School District closes due to a snow emergency. We normally do not close due to cold. Please listen to the radio to hear the district closing announcement. Glendale Heights will not be named. An e-mail and text message will be sent out to all families if we are closed for a snow emergency.

Nap/Rest Periods

State licensing regulations dictate that all children under the age of five (5) years shall have a nap or rest period. We provide a supervised nap or rest period of approximately one (1) hour or longer. Children no longer napping in a crib will be provided with a mat or cot. Bedding is provided by Glendale Heights and is washed at least once weekly.



If your child brings in a blanket or sleep item, these items will need to be labeled and washed weekly.

All Glendale Heights staff are trained in SIDS Reduction (sudden infant death syndrome) prior to their start of employment in a classroom. All infants under 12 months of age will be placed in their cribs on their backs. Infants who can roll over (as confirmed by a doctor's note) will be allowed to sleep in their preferred sleep position after staff has physically placed them on their backs. Doctor's authorization is also needed when using a wedge in the infant's crib. Items such as pillows, quilts, comforters, and stuffed toys are not allowed in a crib if the infant is younger than 12 months. Infants younger than four months may be swaddled to help them sleep, with written permission from parents. Any infant that rolls cannot be swaddled.

Infants must sleep in their own cribs, they cannot sleep in car seats, bouncers or swings.