



LITTLE CHICKS LEARNING ACADEMY

2023-2024 FAMILY HANDBOOK

Director & Fax

Directors Line: 608-233-1610

Fax: 608-509-9255

Traditional Infant & Toddler Care

601 N. Whitney Way, Madison, WI 53705

Classroom: (608) 233-9970

Traditional & Non-Traditional Preschool Care & Non-Traditional Infant & Toddler Care

5003 University Avenue, Madison, WI 53705

Classroom: (608) 233-1610

PROGRAM INFORMATION

Daily Program

Program Name	Hours of Operation	Ages Served
Traditional Infant & Toddler	7:30am-5:30pm	6 Weeks-3.5 Years
Traditional & Non Traditional Preschool	7:30am-5:30pm	3 Years-5 Years
Non-Traditional Infant & Toddler	7:30am-5:30pm	6 Weeks-3 Years

All programs run Monday-Friday, 12 months per year. The Non-Traditional program may offer occasional Saturday care in conjunction with UW Madison functions.

Building Capacity

601 N. Whitney Way
~32 Children/Day

5003 University Ave.
~28 Children/Day

Administrators and Owners

Jennifer (Becky) Ketarkus & Jessica Pindilli

Director

Amanda Sattler

Assistant Director

Alyssa Ugoretz

Website

www.universitykids.org

MANAGEMENT STRUCTURE

Administration

Little Chicks Learning Academy (LCLA) is a UW contracted child care center committed to providing safe and nurturing child care to the University and Madison communities. We are a collaborative program of the University of Wisconsin Office of Child Care and Family Resources (OCCFR) and Millennium Home Care (MHC), LLC. Through this successful partnership, the center provides high quality, safe child care to UW-Madison students, faculty, and staff as well as the Madison community.

This collaboration affords families and children an array of services not commonly available in most small infant toddler programs. LCLA provides not only Traditional enrollment for infants, toddlers and preschoolers, but also Non-Traditional Services. Through The Office of Child Care & Family Resources, staff participates in the Campus Director's Consortium and families can access the Child Care Tuition Assistance Program (CCTAP) and the federally funded Child Care Access Means Parents in School (CCAMPIS) program. Our Non-Traditional program has a generous grant to provide Back-Up services via the KidsKare program to students, faculty and staff of the UW-Madison at discounted rates. Little Chicks Learning Academy's Traditional Care program has a partnership with the UW Medical School to provide preferred enrollment services to all faculty and staff of the Medical School. Students of the UW Medical School may be eligible for discounted rates of care.

Staff

Center Director: The Director has a Bachelor's Degree in Business and an Associate's Degree in Early Childhood Education.

Assistant Director: The Assistant Director has a Bachelor's Degree in Early Childhood Education.

Teachers: All Teachers have, at a minimum, completed their early childhood courses as required by the State of Wisconsin and have experience in the early childhood field. Preference is given to individuals holding a Bachelor's Degree.

Teacher Assistants/Support Staff: Teacher assistants and UW students are an important part of our staff. All teacher assistants/support staff meet the state of Wisconsin licensing standards for teacher assistants.

Volunteers: Each semester students completing college level coursework including

student teaching, professional development and observations, for example, spend time in our classrooms.

Substitutes: Substitutes at the site are sometimes needed to cover for vacations, sick leave, or other approved scheduled time off for the primary staff. Consistent substitutes will be used whenever possible.

CENTER REGULATIONS

Licensing

Little Chicks Learning Academy is licensed by the State of Wisconsin – Bureau of Early Care and Regulation. The purpose of licensing is to protect the health, safety, and welfare of children. Periodic visits are made by a State Licensing Specialist to inspect the center's records and the facility. The center is re-licensed every two years.

The license is posted in the center entry. When the licensor visits, they may require changes (non-compliance) or they may feel there are no areas of needed change (in compliance). The current compliance or noncompliance record will be posted with the license. A copy of "Licensing Rules for Group Day Care Centers" is available at the center's entry and office for your review. Families receive the brochure, "Your Guide to Licensed Child Care" upon enrollment; brochures are in the entry of the building.

Accreditation

Accreditation is a voluntary process that holds centers to higher quality standards. Consultants make visits to the site, focusing on program content and staff/child interactions. Little Chicks Learning Academy is committed to continuing to maintain both state and national accreditation of our programs.

Policies & Procedures

At least annually, our program policies and procedures will be reviewed by the administration team. Policy and procedure changes may be needed to accommodate licensing changes, National Early Childhood Program Accreditation (NECPA) changes, City Accreditation/Youngstar reviews, annual NECPA Parent Survey results, annual NECPA Staff Survey results and/or other needs of our staff and families. When there are proposed policy changes for the next contract year; Administration, PTO, and/or other staff will be consulted to help ensure contract and policy clarity. Any proposed changes will be distributed to families for review and encouraged to share feedback through meetings, surveys and/or anonymous methods. A copy of any policy changes

will be sent to the state licensor per WI licensing codes.

The policy manual for Little Chicks Learning Academy is in the entry of the building. Upon enrollment families receive a copy of the Family Handbook via email. Enrolled families may also request that an additional copy of the Family Handbook be emailed to them directly at any time.

Families should sign up for our blog to stay up to date with center news, obtain notices and reminders. You can sign up here: <https://universitykids.org>. Additionally, each classroom has a private Facebook group, only accessible to enrolled families, to share information, pictures, lesson plans, etc. with families.

ENROLLMENT GUIDELINES

We welcome anyone to apply for enrollment at the center and will not refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, handicap, ancestry, sexual orientation or gender identity.

Wait List

To apply for our wait list, an annual wait list fee will be required. A wait list form may be completed by visiting our website at www.universitykids.org.

Given that Little Chicks Learning Academy is university-affiliated, there may be times when enrollment may be partially reserved for a specific population.

Traditional Care: Priority enrollment is given to the following: sibling of child currently enrolled; UW-Madison Medical School student, faculty or staff; UW-Madison student, faculty, or staff; or community member. The date the application is received, current openings, the child/family needs, age of child, etc will also be used to determine enrollment. After the center has filled, a waiting list will be maintained and families will be notified as spaces become available in order of waitlist preference.

Non-Traditional Care: There may be days when Non-Traditional Care is reserved for a UW student or faculty/staff function.

Contracted Non-Traditional Care: Priority enrollment is based on the following factors: currently contracted; date application is received and matches between current opening and the child/family needs, e.g. hours needed, age of child, etc.

Non-Contracted, Non-Traditional Care: Priority enrollment is available on a first come, first served basis.

Traditional Care

Traditional care is for full time enrollment. Full time enrollment is Monday through Friday, where the full 10-hour days are available to you. Traditional enrollment comes with a 1-year contract, assuming your child started at the time of transition.

At the time of enrollment, a contract will be signed and a security deposit must be paid. Parents/guardians wishing to change a contract must speak directly with the director and submit a written request for change. Efforts are made to accommodate requests; however, changes may be difficult and sometimes impossible to accommodate because the staffing patterns and budget are based on full enrollment in the various program options.

Traditional Care Enrollment Procedure

We will contact the parents/guardians to schedule a tour of the facility. Following the tour, families may be offered an opportunity to enroll based on available openings. A copy of the handbook will be sent via email to families prior to scheduling a time to sign a contract. New families interested in enrolling will meet with the director to review and complete the contract. Enrollment forms are to be completed and signed by the parent or legal guardian and must be on file at the center before a child may attend the program. Parents/guardians who have children enrolled in our Traditional program will receive complimentary registration in our Non-Traditional program. Non-Traditional Care Enrollment forms are to be completed and signed by the parent or legal guardian and must be on file at the center before a child may attend the program. Forms may be obtained from our website: www.universitykids.org.

Non-Traditional Care Enrollment Procedure

Contracted Use: We will contact the parents/guardians to schedule a tour of the facility. Following the tour, families may be offered an opportunity to enroll based on available openings. A copy of the handbook will be sent via email to families prior to scheduling a time to sign a contract. Enrollment forms are to be completed and signed by the parent or legal guardian and must be on file at the center before a child may attend the program. Forms may be obtained from our website: www.universitykids.org.

Non-Traditional contracted options are at a minimum ten hours per week for five weeks. These contracts are made one semester at a time. Charges are based on our hourly rates. When using CCTAP funding the contracts will be at least ten hours a week for at least ten weeks.

Non-Contracted Use: Reservations are required for non-contracted, non-traditional services. Reservations are accepted on a first come, first served basis. For occasional reservations, families can make their reservations up to two weeks in advance. This

must be done using our online reservation system. This can be found on our website: www.universitykids.org. For reservations within 24 hours you must call 608-405-3062.

Cancellations and reservation changes require at least 24 BUSINESS HOURS notice. If families cancel or change their reservation with less than 24 business-hours' notice; the family will be charged for 50% of the total fee, or will only be refunded 50% of the total fee, for the time the child should have been in care. If a family does not call to cancel or change their reservation before the time the child is scheduled to be dropped off or if they do not call to cancel at all, families will be charged for the entire amount.

Non-Traditional Weekends

We will be open Saturdays 9am-4pm from Labor Day to Memorial Day. Rates for care will follow our regular non-traditional rates. Families will make reservations using our website or the text line as you would for regular non-traditional care. We will follow all the same licensing, accreditation, and LCLA policies and procedures for weekends as we do our regular non-traditional program. You will need to pack a lunch following USDA guidelines. All meals should be properly labeled with your child's full name, date, and contents.

New Family Orientation

Once a family decides to enroll at LCLA; they will be provided with our Family Handbook, offered a tour if not already done, and will receive a welcome letter from their child's teachers. Families may choose to contact their child's teachers before their child starts if they have any questions or want to get to know the teachers. Contact with our teachers may be scheduled during our regular hours of operation and may include a phone call, video chat, or in person meeting.

CONTRACT POLICIES

Tuition

Traditional Care

(Full time only beginning 9/6/2023)

- Birch- \$460
- Pine- \$455
- Redwood- \$375
- Oak- \$370
- Maple- \$325

**Fee is dependent upon the child's age. See Director for specifics.

Non-Traditional Care Reservations & Short Term Contracts (This includes all part-time care options)

- Bonsai Room - 6 Weeks-18 Months - \$14/hour
- Willow Room – 18 Months – 3 Years - \$13/hour
- Maple Room – 3 Years – 5 Years - \$12/hour

2-hour minimum charge. All charges are based on the time reserved for the child(ren). Prices subject to change.

Tuition & Fees

- All fees are due regardless of attendance.
- Traditional and Part-time Non-Traditional families will pay by ACH. Weekly payments will be withdrawn every Friday.
- Nontraditional tuition payments are paid by cash, check, or credit card
- Families wishing to pay by check shall include an additional \$10 for the check fee
- For returned checks, a \$25 service charge will be added to each check returned from the bank due to insufficient funds.
- Families who wish to use Wisconsin Shares for payment are responsible for all co-pays after Shares maximum has been reached. It is the individual responsibility of the family to use the Electronic Funds Transfer system to ensure that weekly or monthly payments are made to the center. Non-payment will result in termination of contract.
- Families who receive tuition assistance that is more than 50% CCTAP or CCAMPIS will pay weekly. Tuition will be withdrawn every Friday.
- A \$20 per day late fee is applied to all late tuition payments. The late fee will be applied for a maximum of five business days.
- Financial assistance from UW-Madison, including the CCTAP and CCAMPIS program, are accepted at the center. To apply for financial assistance, please visit the Office of Child Care and Family Resources. Eligibility must be maintained throughout the contract to continue to receive assistance
- Price per week may be reduced for families who qualify for center discounts including a Second Child discount, Student in the Department of Medicine and Public Health discount or Wisconsin Shares payment. Eligibility must be maintained throughout the contract to continue to receive any discounts.
- For Traditional families, a two-week security deposit is due. This security deposit will be used for the last two weeks of this contract unless otherwise forfeited. Families may receive UW assistance through the CCAMPIS program to help pay their security deposit. Should the contract be terminated, the family is

responsible for payment of the portion of the deposit that was scheduled to be covered by the CCAMPIS program as the family will no longer be eligible for UW assistance at the center for the weeks the deposit was to cover.

- Nontraditional families do not pay a security deposit. A \$50 enrollment fee is due with each contract.
- A charge of \$1 per minute for every minute a family is late may be charged when the Administration deems this appropriate.
- When Little Chicks Learning Academy needs to provide any diapers or Pull-Ups, there will be a \$1.00/diaper or Pull-Up charge.
- Families supply all formula, breast milk and infant food items their child needs until the child is ready to join our snack program. For children who have joined our snack program, families supply all regularly scheduled meals for their child (breakfast, lunch or dinner) and Little Chicks Learning Academy will supply snacks. All items from home must be labeled with the child's full name and the date. Meals not labeled will not be served. When a child is in the care of Little Chicks Learning Academy during a mealtime and a meal is not supplied or not labeled, families will be charged the cost of a meal (\$4.00).
- • Additional fees including late fees, diaper provision fees and meal fees will be charged on the IPADs at pickup by the teachers.

CCTAP

Families must provide Little Chicks Learning Academy with their CCTAP Award Letter prior to utilizing their CCTAP Award from UW-Madison. Family's who do not turn in a CCTAP Award Letter will not be permitted to utilize their award at Little Chicks Learning Academy and will owe the full fee for any care contracted.

CCTAP awards are used toward contracted care only. Additionally, families are expected to turn in their signed CCTAP Invoice to Little Chicks Learning Academy within five days from the date it becomes available for printing. Families who do not turn in their signed CCTAP Invoice within this time frame will be responsible for the full cost of care provided at Little Chicks Learning Academy. If the award amount indicated on the CCTAP Award Letter changes, families will be responsible for any care not covered by the award amount indicated on their CCTAP Invoice.

City and County Funding

Families must provide Little Chicks Learning Academy with accurate information about their funding and are expected to communicate any changes in their funding to Little Chicks Learning Academy immediately. City and county funding are used toward contracted care only. Families are responsible for all tuition fees not paid for by their funding source. If the city and/or county payment changes, families are responsible for the payment of any care not covered.

Site Closings

Spring Break

We will close for one full week during the spring season. Families will be informed of dates when Spring Closing Dates are distributed. These days will be paid at the child's regular rate.

Staff Training Days

To meet state licensing requirements and to provide quality care, the program will be closed for up to six staff training days annually. Parents/guardians will be given a minimum of thirty-days' notice. To provide these opportunities for staff to receive continued education, these days will be paid at the child's regular rate.

Staff Voting Leave

All centers will close one hour early for National Elections.

Inclement Weather

Little Chicks Learning Academy reserves the right to close for inclement weather. Whenever possible we will follow the policies set forth by the Madison Metropolitan School District. If MMSD is scheduled off, we will defer to Middleton Public School District. However, there may be times that MMSD or MCPASD may choose to stay open and we will close. To see if our program has closed for the day please check LCLA's blog and LCLA's Facebook pages. Regular tuition fees are due for inclement weather closings.

Loss of Building Services

Should the center lose power, water or other essentials for two hours or more, families will be contacted to pick up their children. Regular tuition fees are due for these closings.

Holiday Closings

These days will be paid at the child's regular rate:

- Good Friday (close at noon)
- Spring Break (in general will follow Madison Public School District)
- Labor Day
- Memorial Day
- Fourth of July
- Thanksgiving
- Day after Thanksgiving

- December 24-January 1

If the holiday should fall on a Saturday, the center will be closed on the preceding Friday. If the holiday should fall on a Sunday, the center will be closed on the following Monday.

Contract Changes

Efforts are made to accommodate requests; however, changes may be difficult and sometimes impossible to accommodate because staffing patterns and budgets are based on full enrollment in the various program options.

- Traditional families wishing to change their contract must speak directly with the director and submit requests in writing.
- Non-Traditional families are limited to one contract change per semester with at least two weeks' notice.

Voluntary Contract Termination

- A minimum 30-day written notice, delivered to the director, is required to terminate the child's enrollment before the end of the contract and must include the last day the child will attend. With a written notice to terminate, tuition is due for the 30-day time period.

AND

- In the event a family decides to terminate the child's enrollment before the end date of this contract, the security deposit will be forfeited.

Center Initiated, Involuntary Contract Termination

It is our goal as a center to make an effort to work with families to provide continued care for the child. Before terminating a contract, we will work with families on any of the circumstances listed below. If these circumstances are not resolved as a center, we may be forced to terminate this contract as described below.

- Little Chicks Learning Academy reserves the right to end a contract for failure to pay an unpaid balance to Little Chicks Learning Academy. Unpaid balances are expected to be paid by the family. The security deposit is also forfeited when enrollment is terminated for unpaid balances. This will also impact your ability to hold any future contracts for both traditional and nontraditional programs.
- Little Chicks Learning Academy may terminate enrollment for reasons such as: lack of parental cooperation, repeated failure to pick up the child at the scheduled time, failure to complete and return required forms, failure to treat other families, staff or children with respect and/or failure to follow the policies

and procedures of Little Chicks Learning Academy. Except in extreme circumstances, as determined by management, a 30-day notice will be provided for families. Families are responsible for payment for care during those 30 days. No refunds will be given and the security deposit is forfeited when enrollment is terminated for any of the above-mentioned reasons.

- If circumstances prevent a child's needs from being met at the center, or if a child's behavior is having a consistent negative effect on the well-being of other children, the director may decide to terminate the child's enrollment after all reasonable resources have been exhausted. Before the child's enrollment is withdrawn, staff will work with the parents/guardians to develop a plan to help the child be successful in the program. As a last resort, Little Chicks Learning Academy may terminate enrollment with a 30-day notice. Families are responsible for payment for care during those 30 days. The security deposit will be refunded within 30 days of the last scheduled day of care.

Transitioning Children

When it comes time for your child to move on from Little Chicks Learning Academy, the director will send you a transitioning letter. The letter will give information on best practices for transitioning out of LCLA and into a new school setting including:

- Attaining a copy of your child's file if needed for their new school
- Scheduling a meeting for your child's current teacher/s to discuss learning or health care needs of your child with their new teacher/s if you feel it would be helpful for your child. Families will need to sign a Confidential Information Release Authorization form for our teachers to communicate information about your child to an outside source.

If you have any concerns about your child's transition; please let the director, assistant director or teachers know. It is possible to schedule a final conference with your child's teachers to review any last child and family needs, learning concerns, progress made, or any other important information a family wishes to gain before transitioning.

Other

- Little Chicks Learning Academy may be City of Madison Accredited. Madison Accreditation staff may be used for consultation in a confidential manner. I authorize this center to release information for improving the quality of the program and supporting staff to best meet the needs of children in the classroom.
- Little Chicks Learning Academy may be nationally accredited. National accreditation staff may be used for consultation in a confidential manner. Families authorize the center to release information for the purposes of improving the quality of the program and supporting staff to best meet the

needs of the children in the classroom.

- Little Chicks Learning Academy will take photos and/or videos of children enrolled in our program. Photos and or videos will be used for classroom purposes, on our private Facebook groups, in our newsletters and in portfolios.
- Little Chicks Learning Academy does not have storage space available for car seats or strollers.

PROGRAM POLICIES

Required Paperwork and Supplies

Paperwork

Before a child is left in the care of Little Chicks Learning Academy, the following must be provided:

- Contract
- Child Care Enrollment Form
- An Emergency Contact must be provided along with their phone numbers - The emergency contact person you choose should know your child well, must have a working phone, and must live close enough to the site to pick up your child quickly in an emergency.
- Intake form for Children Under 2 Years (updated every 3 months until age 2)
- Health History & Emergency Care Plan Form
- Child Health Report – This must be completed by your child’s physician and returned within 30 days of enrollment. (This form is to be updated every 6 months while under 2, on a child’s 2nd birthday and 4th birthday. No exceptions will be made.)
- Daycare Immunization Record - To be completed within 30 days of enrollment and updated every 6 months for children under 2 and every other year for children over 2 years of age)
- Medication Authorization – This form is required for all medications including diaper ointment, teething gel, ibuprofen, acetaminophen, lotion, etc. Please inform your child’s teacher of any medications your child needs and they will help you appropriately complete the form. Parents/guardians must verify with their child’s pediatrician the dosing instructions for any medication indicating that a physician should be consulted.

Forms can be accessed at our website: www.universitykids.org. All forms must be updated per licensing regulations once a child is enrolled at the center.

Items to Bring for Your Child

- Photo identification
- Completed enrollment paperwork
- All meals, snacks and formula/breast milk until children join our snack program and/or when children have special dietary needs. Once children join our snack program, parents/guardians provide lunches.
- Bring any solid foods your child will be eating during the day in a labeled lunch bag with an ice pack if needed.
- Label containers/bottles with the date, the contents of the containers and your child's name
- Formula can be premixed or brought in powder form in a separate container- please label formula cans with your child's name and the date the can was opened.
- Bring as many bottles as your child will need during the day. Label bottles with the child's name (if there is milk in the bottle also label with the date and type of milk)
- Freshly expressed breast milk cannot be left at the center overnight
- Frozen breast milk can be kept frozen for up to 3 months from the date it is expressed; please see your child's teacher for storage.
- Disposable or cloth diapers and diaper wipes
 - Families must seek approval in advance to use cloth diapers at the center. If you are using cloth diapers, you may bring a day's supply or a week's supply of diapers. When cloth diapers are used, families must provide a small foot operated trash can and either garbage bags or wet bags. Families take diapers home daily. If you are using disposable diapers, please label packages with your child's name. You can bring a daily supply of diapers or a large supply.
- Seasonally appropriate outerwear (such as boots, snow pants, mittens, etc...) labeled with child's name
- Traditional families with children over one year old will provide an Wildkin Kids Modern Nap Mat with corner straps or other similar all in one bedding. Bedding will be sent home weekly.
- Medication as needed
- Insect repellent (optional)
- Sunscreen – If not providing sunscreen, you MUST provide protective clothing which includes long sleeves, long pants and a hat.
- Anything else your child might need...pacifier, lovey, etc

Arrivals and Departures

Parents/guardians must sign their child in and out on the class attendance form and ELV app every day. The attendance record should remain with the class. Staff will help

to remind families of this task. The attendance form will list all children in care for each individual classroom. Families will check the Health Check box each day stating their child is healthy enough for attendance, then they will write the time and initial. Upon pick-up, families will write the time and initial again.

Child Absences

If your child will be absent, please notify the center within 30 minutes of your child's typical drop off time. You may leave a message on the center's classroom voicemail, (Traditional Center 608-233-9970, Non-Traditional Center-608-233-1610), classroom email, or classroom Facebook messenger. In accordance with our child tracking policies, staff will contact you if your child does not arrive at the center without prior notice of a planned absence and/or when your child has not arrived within 30 minutes of their regular drop off time. If staff is unable to reach you, they will call your emergency contacts. These days are paid at the child's regular rate.

Child Pick-Up

As your child's parent or guardian, you must authorize anyone to whom you wish us to release your child. You can do this by listing their name, address, and phone number on your child's emergency form. We will only release your child to someone with a photo ID who has been authorized in advance by the parent or guardian. An exception to this would be if a court document is on file at the site restricting contact with the child. Names cannot be added via phone; a parent must come in to add this information to the paperwork. If we cannot correctly identify an authorized person, we will attempt to contact other authorized pick up person's starting with the primary contacts, followed by emergency contacts. As a last resort if no one can be contacted CPS will be contacted.

Anyone authorized to pick up a child should be known by that child and must be at least 18 years of age.

Late Pick-Up and Late Pick-Up Fees

Please be sure to pick up your child/ren before the scheduled time of closing. Children are considered in the care of LCLA until they have been picked up from their classroom NOT the time families sign them out of the classroom. The child must be picked up from the classroom and signed out by 5:30 pm. Simply signing out by 5:30 then getting the child from the classroom is considered late. **Please note that parents are assessed \$1.00 per child for each minute children are picked up late.**

If a situation occurs where a parent/guardian is unable to pick up their child at the regular time, the parent/guardian must contact the center as soon as possible or

arrange to have the emergency contact person pick up at their regularly scheduled time. Staff will attempt to reach the emergency contact person for children not picked up within 15 minutes of the scheduled pick-up time. If the child is not picked up by the child's scheduled pick-up time, late fees as described in the tuition section of the handbook apply.

In the rare instance where staff are unable to reach the family and emergency contact person within 30 minutes of the site's scheduled closing time, the child will be released to the Dane County Human Services Division of Protective Services or the Police Department.

Open Door Policy

Parents/guardians are welcome and encouraged to visit or participate at the site during the program's hours of operation (unless restricted by a court document). Families wishing to formally volunteer in their child's classroom may arrange this with the classroom teacher and will need to complete a background check. Parents/guardians are also always welcome to call to check in on their child.

During times of a pandemic or infectious disease outbreak, families may not be permitted inside our buildings to help control the spread of disease. LCLA will inform families when they will or will not be allowed into our buildings via our blog. During times when families are not allowed into our buildings, we encourage them to call, email, or message our staff for check-ins or concerns.

Communication

Staff and parents/guardians are encouraged to communicate daily about their child's progress and care, to duplicate strategies used at home so children have a consistent routine, similar to home. Families and staff will document information about health, routines, changes in daily schedule, children's accomplishments and important events. Parent/Teacher conferences are convened a minimum of twice a year. All enrollment paperwork will be updated and reviewed in accordance with state regulations.

Parents/guardians must inform staff as soon as possible about changes in the child's living arrangements (e.g. change of address or phone number). Families will receive a newsletter from the classroom(s) their children are enrolled in monthly. Families may have the opportunity to evaluate child care services yearly through a program survey. Parents will receive updates from the center director as necessary via our blog. Please subscribe at <https://universitykids.org>.

Confidentiality

Information about you and your child is considered confidential. This means that information, including whether a child is enrolled or not, will not be shared outside of our program staff without a written release from you. Staff is trained on issues related to confidentiality and will maintain confidentiality always. Staff can share pertinent information with each other and their colleagues who directly administer the program when it is necessary to plan for an individual's best interest.

Little Chicks Learning Academy may be accredited. Accreditation staff may be used for consultation in a confidential manner for improving the quality of the program and supporting staff to best meet the needs of children in the classroom. Wisconsin Child Care Licensing Specialists routinely visit the center and may, confidentially, view children's records, observe in classrooms and provide consultation.

Likewise, information pertaining to the performance issues of any staff members at Little Chicks Learning Academy is confidential. As a parent/guardian, if you have a concern about staff performance please refer to section "Resolution of Parent Concerns" for these procedures.

You may request a copy of your child's records. Little Chicks Learning Academy will provide you a copy within forty-five days. If you would like to review and/or request a copy of your child's records, please contact the director.

Technology

Little Chicks Learning Academy, as an early education and care center of the University of Wisconsin and their affiliates, recognizes the benefits and challenges of using technology (e.g. tablets/IPads, computers). To ensure the appropriate use of these tools and applications of (including but not limited to: cell phones, digital cameras, web pages, blogs, social media, etc.), Little Chicks Learning Academy will operate within the following guidelines.

Photography and Images: The goals of photos and videos within the classroom setting are to enhance learning, share experiences with peers, assist with authentic assessment of the child's development through play and activities (versus testing) and contribute to the sense of community that the children build with one another. Such images shall never be used for monetary gain by any party; nor will they be created without the signature permission of the family who is enrolling in the program. We ask that families understand that photograph and video images are a standard and routine occurrence within campus programs, especially in those that utilize photographs in authentic assessment. Therefore, campus programs will all obtain parental permission at the time of enrollment. Volunteers, staff and families will not be allowed to store pictures, video

or sound on their personal devices. Any pictures, video or sound material collected for coursework shall be deleted from devices once the project is complete.

Facebook groups: The goals of Facebook groups within the classroom setting are to share classroom experiences, disseminate pertinent information and enhance communication. All classroom Facebook groups will be set up by invitation only.

IPads/Tablets: The goal of using IPads/Tablets within the classroom setting is to enhance the curriculum. IPads/Tablets may be used in a variety of ways. Examples include but are not limited to researching a topic on the internet with a small group, using handwriting or math applications to provide for individual learning needs, provision of music experiences, taking pictures and videos, use in accommodating special needs as appropriate, etc.

PHILOSOPHY

As a University of Wisconsin-Madison campus affiliated, nature focused, early childhood education center, Little Chicks Learning Academy (LCLA) is a leader in the field of early childhood education in our community.

Our Traditional Child Care program focuses firmly on attachment, with a looping philosophy that keeps the children with their two core teachers from birth until they transition to Preschool. Tuition rates will remain the same for the entire length of your contract, regardless of your child's age.

Our Non-Traditional child center is completely unique in its pursuit of access to high quality early childhood education for families who need care that isn't Monday through Friday or 9:00 to 5:00.

With teachers as the cornerstone of the quality care and education we offer, Little Chicks Learning Academy invests in our teacher's pursuit of ongoing postgraduate educational opportunities. Little Chicks Learning Academy's team works together to help all staff in meeting this vision. Our team shares a common mission for both the children we serve and for your family.

Mission for Families

We make it our mission to support all families, regardless of family structure, race, color, national origin, sex, gender identity, sexual orientation, disability, and religious beliefs. Every family we serve is represented in everything we do in our centers, in the literature we read every day, in the images the children see in our classrooms, and in the teaching staff that mirror our diverse community. At LCLA, our commitment is to

the community beyond the classroom too. Our city, our state, our country, our world. We want your family to feel a part of our community too. Our community is stronger when there is a good foundation, and robust Early Childcare Education is that foundation. We are willing to work with you to find alternate funding options to ensure that your family receives as much support as possible to help you attend our center.

Many of our team of highly educated teachers and administrators are parents themselves, with children attending our centers. We know how hectic it can be balancing school, a career and a family. We understand that every family's schedule is different and between our Traditional and Non-Traditional programs, we can accommodate a wide variety of schedules and lifestyles.

Mission for Children

We will not expel children for medical or behavioral issues when we have a strong family partnership. We always focus on forging strong partnerships with our families. We want to work as a team on any issues that may arise. There may be resources that can be utilized to help our students succeed. We want our families to always feel comfortable asking for help. We demonstrate our dedication to our larger, global community with our focus on being as eco conscious and friendly as we can. We are transitioning to all natural materials in both our classrooms and outside on our play areas both to provide our students with a restful, natural way to learn and grow and to reduce our environmental impact.

We believe strongly in our kindness curriculum, which facilitates our focus on social and racial justice. All our children will one day be adults and we want to do our part to help them become kind, open hearted ones.

Family Partnerships

We believe that parents and families are the experts on their child and by partnering with each family we can effectively provide care and education to each individual child. We believe that open communication is the key to building this partnership and we value the insights families provide. Families' needs, traditions, and languages will be considered when making planning and assessment choices. In conjunction with family insights, our well-documented portfolio system provides us with a comprehensive view of each child's development. In addition to offering various opportunities to meet with families on a regular basis, we have an open-door policy and encourage families to visit and/or volunteer as often as they'd like.

We value incorporating family languages whenever possible into our classrooms and center to nurture language development. We like to display different languages by

labeling items in the classrooms. We often will ask children how to say words in their family language to learn as a center. We also use translators when appropriate.

Caring for Our Teachers

We believe that experienced, educated, dependable, and happy teachers are where quality infant and toddler care begins. We are committed to the support of our teachers. We strive to provide our teachers with a warm and friendly environment where they can make a positive impact on the center and its programming. We provide our teachers with time each week to create lesson plans, observe the children in the classroom, work on each child's portfolio and meet with co-workers to gather support and ideas.

Caring for Our Future

We believe that individuals of all ages can contribute to the creation of an environmentally friendly atmosphere. In addition to all the ways that the teachers contribute to creating this atmosphere (using environmentally friendly cleaning products, recycling, etc.), we begin helping children discover what it means to respect the environment at a very young age. We believe that by modeling environmentally friendly practices for children, helping children learn about reusing and recycling, involving children in earth friendly activities and talking to children about the importance of environmental friendliness, we can make a positive impact on the generations to come.

CURRICULUM

Curriculum in our programs is based on the interests of the children and focuses on the development of the whole child. We believe that children learn best when they are actively engaged in activities that interest them. By observing and paying close attention to each individual child, teachers provide a curriculum that is responsive to the individual in their care. We believe in the importance of play and support children's learning and development through intentional interactions and activities supporting children's development socially, cognitively, physically and emotionally.

Center Goals

- To create a setting in which children will find warmth, comfort, and gentleness as well as an abundance of opportunities for movement, exploration, and self-discovery according to individual needs, interests and abilities.
- To assist each child to grow to their fullest potential by recognizing each state of development and fashioning an environment (i.e. curriculum, facilities, staff)

designed to nurture and facilitate growth during each stage.

- To help children achieve independence, self-discipline, social competence, self-knowledge, enthusiasm for learning, positive attitudes, intellectual growth and an organized approach to problem solving.
- To show children that there is beauty not only in what makes them and their families the same as their peers, but to also see beauty in the differences among us. We are a center committed to anti-racist curriculum and building an affirming community for all children and families.
- To assist families in understanding the developmental stage of their child, enabling them to contribute most effectively to the child's growth and enrichment.

Typical Daily Schedule

For infants and young toddlers, we follow the child's schedule for feeding and napping. Diapers are changed and toilet learning occurs according to the child's individual schedule. Below is a sample framework of the day:

7:30-8:00am: Arrival and Check-In

8:00-9:00: Small Group and Individual Activities – Art, Music, Sensory, Free Choice, Etc.

9:00-9:30am: Snack & Activities – Art, Music, Etc.

9:30-10:30am: Outside Play, Gross Motor or a Walk

10:30am- 12:00pm: Transitioning to individual and large group activities – Literacy, Motor, Social-Emotional, Relationship Building Activities

12:00-3:00pm: Lunch & Nap Time*

3:00-3:30pm: Snack & Activities – Art, Music, Etc.

3:30-4:30pm: Outdoor Play & Gross Motor Activities

4:30-5:30pm: Small Group & Individual Activities

*Napping schedules are unique to the specific needs of each infant and are adjusted based on the infant's needs. Toddlers who do not nap or who wake up early will have quiet activities to engage in.

Planning

Curriculum planning is guided by the Portage Project and the Wisconsin Model Early Learning Standards (WMELS) which both support the development of optimal learning experiences for children of varying abilities. Curriculum in our programs is based on the interests, needs and goals for the children and focuses on the development of the whole child. Teachers plan a variety of activities of interest to the children focusing on offering both new activities and repeating activities to support mastery through practice and experience. Activities may be embedded within the environment and

available at all times or may be introduced at specific times during the day.

Curriculum plans are reviewed by program directors and posted in each classroom and may be found on each classroom's Facebook page. Families are encouraged to look at curriculum plans regularly and are welcome to become actively engaged in classroom activities through volunteering and classroom visits. Any questions or concerns regarding classroom curriculum should be discussed with your child's teacher/s and/or program directors.

A child's typical day will provide opportunities to explore the environment according to their own developmental level in the following ways:

- Opportunities for dramatic play, music, books, science, art, language development, sensory exploration, motor development and free-play.
- Each child's emerging communication skills will be supported by providing daily opportunities to interact with others and express themselves freely.
- Children will have a chance to play outside in safe, secure play areas every day (weather permitting).
- Care will be taken to balance indoor and outdoor activities, active and quiet activities, and to protect children from excess fatigue or over-stimulation.
- Classroom daily routine and schedule will be posted in the classroom.
- All interaction, activities and materials will be respectful of the cultural and family diversity of each child, as well as their developmental needs.
- Each infant shall be allowed to form and follow their own pattern of sleeping and waking.
- Toddlers will begin to follow classroom resting routines with accommodations for individual needs.
- Transitions from one activity to another will be respectful of the children's needs.
- Routines and transitions will be planned to occur in a timely, predictable, and un-rushed manner.

Risk Taking

At LCLA, we believe strongly in the importance of allowing children to take risks and explore cause and effect. Risky play is any physical play that is challenging and/or a bit scary. Taking risks allows your child to feel self-confident and fosters physical, perceptual and social development. The most common risk play we see at LCLA includes:

- Climbing on shelves or outdoor equipment
- Jumping off equipment
- Using tools such as hammers, nails, screwdrivers, tape measures, wrenches, and nuts and bolts
- Running or chasing each other at great speeds

Risk play is always carefully supervised. Teachers will coach children through risky play when the child is feeling scared. The teacher will begin by talking the child through the situation to allow the child an opportunity to learn. For instance, if a child climbs higher than they are comfortable, the teacher will explain the safest way to get themselves down. The teacher will only lift the child down if the teacher feels the child is in danger.

Family Traditions and Holidays

Little Chicks Learning Academy is privately owned and has no specific religious affiliation. Little Chicks Learning Academy does not celebrate holidays at the center. Instead, the teachers will gear all of their planning and activity implementation toward the children's interests. We do welcome child-initiated conversations. To explore and embrace diversity we welcome families sharing their traditions with us.

Observing, Screening & Assessing

A variety of observations will be made in the classrooms throughout the year. Observations are used to provide information on the environment, teacher/child interactions, safety and quality assurance. Examples of persons observing are:

- Staff from LCLA
- Licensing and city of Madison Accreditation Staff
- Staff from the Office of Child Care & Family Resources
- Birth to Three
- Rainbow Project
- NECPA

The American Academy of Pediatrics recommends that children receive regular developmental screenings during their early years. In response, teachers also utilize the Ages and Stages Questionnaire (ASQ), a parent-completed developmental screening tool that assesses a child's vision concerns, speech/language, hearing concerns, and other potential health care needs. Teachers use portfolios to track each child's development, strengths and goals. Portfolios may include anecdotes, pictures, developmental checklists and examples of children's work.

Parent Teacher Conferences

Teachers communicate with families each day regarding each child's daily activities. Additionally, we conduct parent-teacher conferences at least twice per year to speak in depth about your child and share information on developmental progress. Families may also meet with the teacher when questions or concerns about the classroom or your child arise.

CHILDREN WITH DISABILITIES

We welcome children with special needs in our classrooms. In addition, distinct from any diagnosis, we will consider enrolling children whose health needs require special technologies such as gastrostomy-tubes for feeding, tracheostomy tubes and communication and mobility aids.

What if My Child has an Identified Disability?

Sometimes a child has already been identified with a special need before enrolling in the program. In this case, an appropriate report from the child's physician or other early intervention professionals is requested. Staff works as a team with the family and other professionals to develop an Individual Family Service Plan (IFSP) or an Individualized Education Plan (IEP) appropriate to the child's special needs.

What if I think my child might have a disability or learning difference?

If you suspect your child has a special need or are concerned about their development, please inform us as soon as possible so we can get you in touch with appropriate resources and provide the best care and activities to keep your child engaged and moving forward in achieving their developmental milestones.

How are developmental concerns identified at the center?

Our teachers regularly use the Ages and Stages Questionnaire (ASQ) to help us see where your child is developing typically, where your child could use more practice and where your child could benefit from a more thorough assessment. If a concern is identified on the ASQ, the teachers will work with the child and family to get them in contact with the appropriate resources.

Teachers also conduct regular observations to gather essential information to help your child achieve developmental goals. Should any concerns be identified, we will help you to connect to the appropriate community services. Additionally, if your child has an Individualized Family Service Plan (IFSP), an Individual Education Plan (IEP) or is receiving services from a community provider, please inform us so we can work together to meet your child's needs.

What if a teacher has a concern about my child's development?

Sometimes a child does not already have an identified special need but begins to exhibit behavior that causes the teacher to be concerned. The teacher may need extra help and support in pinpointing the areas of concern and developing strategies that meet the child's individual needs. In this case, the teacher may:

- Observe and document the behavior.
- Make the director and family aware of the concerns.
- Obtain family input and background information on the child's behavior, and seek our resource information – This may include the completion of an Ages & Stages Questionnaire (ASQ).
- Develop and implement a plan.
- Continue to observe and document the behavior, share resources, and work cooperatively with the family.
- If it appears that additional services are required, families will have two weeks to make additional appointments with outside services and will be required to share the dates, and results of these meetings. A new timeline will then be implemented to best help the child be successful at Little Chicks Learning Academy.
- The initial screening may indicate: no follow-up, a re-screen within 6-12 months, or specify that more evaluation is required to determine the child's special needs.
- If the initial screening indicates that further evaluation is necessary, then the staff will work as a team with the family and other professionals to develop an Individualized Family Service Plan (IFSP) or an Individualized Education Plan (IEP) appropriate to the child's special needs.

Medical Procedures

To be consistent with the policies of other state of Wisconsin licensed child care centers our teachers are not required to perform medical procedures. We will work closely with families to help ensure the delivery of necessary medical procedures, but enrollment and/or tuition payment at the center is not a guarantee that these services will be provided by the staff of Little Chicks Learning Academy.

If a teacher is requested by families or health providers to administer a medical procedure, the following guidelines will be followed:

- The decision as to the appropriateness of a teacher administering a medical procedure will be determined on an individual basis by the teacher, family, medical professional and director with appropriate consultation as necessary and as determined by the director.

- The family will provide a detailed description of the medical condition with reliable emergency contact information (physician, parent stand-in, etc.).
- The family will be expected to provide a detailed, written description of the following:
 - The name and exact detailed procedure to be followed during the school day, with documentation from either the prescribing professional or the written protocols developed on behalf of the prescribing professional that this is the current and most up-to-date treatment plan in place for the child.
 - A list of possible reactions to treatment with written procedures to follow should an adverse reaction occur which have been reviewed by the child's own primary care ("medical home") provider or a licensed professional professionally acting on the child's behalf.
 - The family will provide or help arrange specific training for managing the medical procedure by a healthcare professional to the staff. This training will be documented in writing and the documentation will be placed in the child's and staff person's files in the office.
- If no teacher is able or willing to perform the necessary procedure for the child, it is the responsibility of the child's family to provide and pay for staff to perform the procedure. Outside staff schedules must be coordinated with the classroom schedule and routines. Alternatively, families are always welcome to come in and provide the treatment themselves.

Working with Outside Agencies

We will strive to work with outside agencies that have been brought in to aid in caring for children with special needs. As determined on a case by case basis, families, teachers and the agency representative will meet regularly to ensure that a smooth flow of communication exists. Before an agency becomes involved in the program, it is expected that families, teachers and the agency representative have an opportunity to meet and discuss the specific care plan for the child, clarify staff and agency roles, exchange contact information, and determine a plan for continued follow up.

Other Special Needs Related Policies

Little Chicks Learning Academy reserves the right to place a limit on the number of children with special needs in each classroom to ensure the highest quality of care for each individual child and each group of children. As a group child care center, Little Chicks Learning Academy is designed to care for multiple children at any given time. If it is determined that a child requires 1:1 care, the director, teachers and family will evaluate the feasibility of continued care for the child at the center on a case-by-case basis. As with the care of all children in the center, the State of Wisconsin Child Care Licensing Regulations must be followed by our staff. This includes regulations

concerning illness, diapering, feeding, and so forth. Families are also expected to cooperate with the center in following these state licensing regulations and all center related policies (including up-to-date permission slips, medication authorizations, etc.), keep in communication about the child's changing developmental needs and keep us abreast of any developments concerning the child, the child's care, support personnel for the child, etc. as they arise. Should a situation arise where we cannot provide care for a child with special needs, we will follow the steps outlined in the "Meeting Children's Needs" section of our handbook.

Special Needs and Non-Traditional Care

Because children who use our Non-Traditional Care programs may do so on an hourly or infrequent basis, we will look at each special need case individually to determine the feasibility of providing care for the child at the center. We will attempt any reasonable accommodations in caring for the child in our Non-Traditional program and feasibility of care will be determined on a case-by-case basis with the family, teachers and director. At no point will teachers perform any medical procedures in our Non-Traditional programs when the program is used on an hourly or infrequent basis.

GUIDANCE

Guidance Philosophy

We believe that prevention is the key to successful guidance. By creating an environment that is filled with appropriate materials and activities, teachers support active play and exploration. Within this environment, teachers provide children with age appropriate choices that keep them engaged and interested; thus, reducing conflict and increasing positive social interactions. Our prevention strategies encourage social development—turn taking, self-mastery, conflict resolution skills and the like—in addition to helping children understand and express their emotions and the emotions of others.

When situations arise where adult intervention is necessary, our teachers use their understanding of child development, their understanding of the individual child and their understanding of the importance of trust and attachment in redirecting children. Teachers provide children with an appropriate alternative for children to develop prosocial skills and aid children in understanding emotions as they work through these situations. As a last resort, it may be possible that a time out may be used, only for children over three and for no more than three minutes – per state licensing.

Because infants and toddlers are learning self-control, they sometimes engage in undesirable behavior. Teachers recognize that this is a normal part of infant and

toddler development. Teachers use positive language as children learn our classroom expectations. We recognize your child is learning new social skills and may need gentle reminders and modeling of expectations. Actions that are humiliating or frightening to a child will not be used. Teachers will use redirection, positive reinforcement, and gentle reminders to encourage respect and caring among the children. In addition to this, staff will help children use language to help express their needs and emotions to foster positive relationships.

Teachers recognize that crying is how young children begin to communicate and respond to crying, fussing or distraught children calmly while respecting the child's need to vocalize their feelings. Teachers will help children work through their emotions as well as provide children with comfort. Some techniques that teachers may use to help calm a crying child include rocking the child, singing to the child, talking to the child, walking with the child, helping the child engage in an activity (e.g. reading a book), etc.

The teacher works with the children to talk about and solve problems so that the children will learn problem-solving skills. When your child is engaged in inappropriate or unsafe behavior, the teacher will redirect them to a more appropriate activity. If the staff notice changes or have concerns about your child's behavior, the teacher will meet with you to plan together on how to best meet your child's needs.

The teacher will try to prevent problems by reviewing the environment and the needs of the children, having a regular classroom schedule and routine, giving the children lots of choices, limiting transition times, and observing when children need help. Teachers will discuss classroom rules and behavioral expectations on the child's first day of attendance and/or when developmentally appropriate.

A child will not be punished for lapses in toilet learning.

Biting

Biting incidents are common among young children. Biting is often a form of communication or an expression of feelings. When a child bites, the teachers will use the incident as a teachable moment to help the child express their needs. The child that was bitten will be comforted and the wound will be thoroughly cleaned. If age appropriate, the two children will be coached through a problem solving conversation. This conversation will include discussion about why the child bit and about how each child feels about the situation. The teachers and children will also discuss other, safer, ways to express themselves and solve problems. If the child/ren are not developmentally ready for this complex discussion, the teacher will explain to the child who bit that biting hurts. The teacher will also help identify the feelings of the child bitten and explain safe ways to express themselves. For example, "Sally is crying. Sally

seems sad. Next time bite a teether.” Teachers will inform both families of the incident, however, due to confidentiality, they will not divulge the name or other personal information regarding the other family.

Meeting Children’s Needs

If circumstances prevent a child’s needs from being met at the center, or if a child’s behavior is having a consistent negative effect on the well-being of other children, the director may decide to terminate the child’s enrollment after all reasonable resources have been exhausted (please see “Involuntary Termination”). Before the child’s enrollment is withdrawn, staff will work with families to develop a plan to help the child be successful in the program. Observations of the child, by staff and outside consultants, may be used to help plan and develop activities to help the child be successful in the classroom. A concrete timeline cannot be established prior to determination of the special need. Efforts may include, but are not limited to:

- Additional Support Staff
- Observations by appropriate specialist
- Implementation of recommendations from appropriate specialist
- Involvement Agencies such as Birth to Three, Imagine a Child’s Capacity, Rainbow Project, Bridges for Families, etc
- Support from specialists such as occupational therapists, physical therapists, etc. If these attempts fail, the director may terminate the child’s enrollment. Please see “Center Initiated, Involuntary Termination”.

HEALTH & SAFETY

The director, Amanda Sattler, oversees day-to-day program-level health and safety issues. Our owners, Jennifer (Becky) Ketarkus and Jessica Pindilli, are licensed Registered Nurses and will be used as an additional resource for health concerns or needs, including mental and behavioral wellness. Amanda, Becky, and Jessica will ensure program-level health and safety concerns are addressed and resolved.

Insurance

Millennium Home Care maintains liability insurance on all our child care centers.

Staff

- All teaching staff will have a physical upon hire per state licensing regulations.
- Staff receive training in, and are expected to follow, Universal Precautions. This includes the use of gloves when handling body fluids, proper disposal of any contaminated items and proper disinfecting methods.

- All staff that work with infants and toddlers will receive training in the prevention of SIDS (Sudden Infant Death Syndrome) prior to working with children.
- All staff will be trained in Shaken Baby Syndrome Prevention.
- Staff will receive annual training on Health Policies & Procedures.
- Staff will have access to a First Aid Kit at their site. First Aid supplies are also taken on the playground and on field trips and outings. These supplies will be restocked after use and inventoried by the teacher at regular intervals.

Child Health Report and Immunization Forms

All children are required to have a Child Health Report signed by their Health Care Practitioner and an Immunization Record on file within 30 days of the child's start date. Your child's immunizations must be up-to-date or scheduled for completion before they attend the center. Please let the center know whenever your child's immunizations have been updated. Immunization requirement can be waived if properly signed health, religious or personal waive is on file with the center.

State Law requires that children under the age of 2 years have a new Child Health Report completed and on file at least every 6 months. Children over the age of 2 years need a Child Health Report completed every other year.

Adult/Child Ratio

To maintain optimal learning opportunities and health and safety conditions, the center will maintain child care licensing adult to child ratios and maximum group size. At Little Chicks Learning Academy, there is typically another person available to help when needed in addition to the regular teaching staff for each classroom. There will be a minimum of two staff members on sight at all times.

Hand Washing

Young children deserve a healthy environment in which to play and learn. To ensure this, staff, children, families and visitors will wash their hands with liquid soap and running water:

- Upon arrival at the center
- Before and after eating & food preparation
- Before and after diapering & toileting
- After removing disposable gloves
- After wiping noses or encountering any body fluids (after coughing sneezing)
- Before and after giving medications
- Before and after administering first aid

- When they come inside from the playground
- Before and after using the sensory table
- After staff breaks

Diapering

Teachers will change the diapers of your child when they are wet or soiled. Diapers will be checked or changed at least every 2 hours. Diaper changes will be done at the designated diaper changing table or area. The teacher will wash their hands before and after diapering. The child's hands will be washed after diapering. The soiled diaper will be disposed of in a covered container (operated with a foot pedal). The diaper-changing mat will be washed and disinfected after each use using the following two-step procedure:

- 1-Wash with soap and water.
- 2-Disinfect and allow the air to dry.

Families are responsible for supplying diapers for their child. Families must obtain permission prior to providing cloth diapers. Families who use cloth diapers will also be expected to provide a small foot operated trash can and liners. Cloth diapers should have an absorbent liner with an outer cover that is waterproof. Used liners and covers will be placed in a bag in the provided trash can as is. The bag will be sent home nightly. All staff in contact with children using cloth diapers will be trained on the care and use of cloth diapers. Sites will maintain a supply of diapers for emergency use only. Center provided diapers are \$1 each.

Toilet Learning

Toilet learning shall be planned cooperatively between the teacher and the families so that the toilet routine established is consistent between the center and the child's home. No routine toilet learning attempts will be made with children less than 18 months of age. Only authorized staff members will be allowed in toileting areas with children in care.

Toys and Surfaces

Toys and surfaces in the classrooms are cleaned regularly with a disinfecting solution. Toys that are mouthed by children are removed and cleaned when the child finishes mouthing the toy.

Rest Time

Children benefit from a rest time during the day. It gives them a chance to recharge after play. Infants will nap on their own schedule. Toddlers will also be allowed to

follow their own rest schedule; classrooms will have a quiet/nap time after lunch. Children who are awake after 30 minutes may play quietly and/or engage in quiet activities if other children are still sleeping. Because infants and toddlers spend so much time on the floor, we allow only slippers (with traction) or “inside shoes” (shoes left at the site only for classroom use) in our classrooms. Please remove your street shoes before entering.

Pets

Little Chicks Learning Academy does not currently have any pets on site. If we choose to add additional pets in the future, families will be notified in writing 2 weeks prior to the arrival of the pet at the center. Children will have visual access only to these animals.

We are a nature based center and we encourage the exploration of bugs, insects, and worms. Children may examine them with magnifying glasses, create homes for them and touch or hold them. Children and staff will wash their hands with soap and water after handling any bugs, insects, worms or other animals they may encounter in nature.

Outdoor Play

All children will explore with loose parts, open ended play areas and copious amounts of mud. We encourage all children to enjoy this environment. As such every child will get very dirty and should come with appropriate outdoor apparel including hats, coats, mittens, snow pants, and waterproof boots in the winter and sun hats, shoes, swimwear and sunscreen in the summer. Families who do not provide sunscreen for their child must provide protective clothing which covers all exposed skin to prevent sunburn. All children should have at least one change of weather appropriate clothing for when it is exceptionally wet, muddy, or sandy outside.

Children will go outside daily. Children ages 6 weeks to 1 year may go out when temperatures are between 20 degrees fahrenheit (with the wind chill), and 90 degrees fahrenheit (including heat index). Children 2 years and older may go out when temperatures are between 0 degrees fahrenheit (with the wind chill), and 90 degrees fahrenheit (including heat index). All children will stay inside if the air quality is deemed unfit. (AQI of 150 or above.)

LCLA will abide by the following outside rules:

- Respect yourself and others
- Respect nature
- Keep our environment clean
- Explore, observe, play, and create

Physical Activity

Our program recognizes the many benefits of whole body movement and embraces these experiences. Physical activity promotes children's physical and motor development. Movement also assists in brain development, integration of senses, vision, hearing, coordination, and the ability to plan out movement. All staff will be trained using Active Early: A Wisconsin guide for Improving Childhood Physical Activity. Our teachers will prepare activities daily to get the children moving for a minimum of 30 minutes. Activities may occur indoors or outdoors depending on the weather.

Field Trips

All classrooms may take occasional walking field trips during the year. Children under three years of age will be transported in strollers or wagons. Staff will take along their classroom emergency bag which will contain the following: authorized child/staff medications, emergency numbers, first aid supplies, diapers, wipes, bottled water, crackers, quiet activities, and a note pad for recording any necessary information. If an emergency occurs during the field trip, staff will call 911 followed by Chain of Command at the center to determine the best plan of action for the situation. If an emergency occurs at Little Chicks during a field trip, Chain of Command will contact the group who is off site to inform them of the situation and how to proceed.

Unauthorized Visitors

Any unauthorized, contentious, or intoxicated/impaired visitors will be asked to leave the premises. If the person/s does not leave willingly, LCLA will go into lock down and police will be called. If a lockdown is initiated, our first priority is to the safety of children inside the building. Staff will notify parents of lockdown immediately after safety of all children is ensured.

MHC Policy on Smoking, Alcohol, and Drugs

In the interest of the health, safety, and comfort of the children, staff, and visitors to our sites, smoking, alcohol, and other drug use are not allowed on either center's premises. If you must smoke, we ask that you stand at least 500 feet away from the center.

Weapons Policy

Weapons, with or without a permit, of any kind are prohibited in any of our buildings per WI State Licensing Regulations.

Daily Health Checks

At our centers, as children arrive for the day, staff will observe them for signs of illness or injury. Families are asked to honestly inform the staff how their child is feeling and report any injury to the child since the last day of attendance. We ask for the cooperation of all families in trying to maintain a healthy environment. Please tell the staff if your child has been experiencing any of the following symptoms:

- If your child has visited a health care provider within the past 72 hours
- If your child has been given medications such as Tylenol, cough syrup, etc.
- If your child has been diagnosed with a communicable illness. Exclusion guidelines from the Wisconsin Division of Public Health will be followed as needed.
- If your child experiences any of the following, we ask that you keep your child home to protect them and others from contagious illness:
 - Has any communicable illness
 - Has had a temperature of 100.4°F or higher – either under their arm or by mouth during the last 24 hours
 - Has vomited during the last 12 hours
 - Has had diarrhea (runny, watery, or bloody stool) in the amount of two episodes in the last 24 hours
 - Has red eyes with white or colored drainage from the eyes
 - Has head lice or nits
 - Has cold sores with drooling
 - Has a rash with fever or change in behavior

COVID & Pandemic, Infectious Disease Outbreak Policies

LCLA will continue to do our daily health checks. During COVID and/or any other health pandemic and/or any infectious disease outbreak; we may also conduct a screening. Screening could include additional health questions about your child and household, temperature checks, and/or any other safety mechanisms deemed necessary.

During a pandemic or infectious disease outbreak we may have to rearrange classroom structures to limit exposure of people in one area. This could mean that LCLA has more mixed age groups with siblings together and staff members with their children in similar pods. We will always seek family input before making these changes.

We reserve the right to close the centers if we deem it necessary for the safety of staff and children enrolled in the center. We will report designated infectious diseases to local public health officials and seek their input before making these decisions.

Regular tuition fees will continue to be due every Friday, even if we have to close a classroom or the center. If for any reason you need to cancel your contract we will follow the "Voluntarily Contract Termination" section.

Communicable Illness

Some illnesses are very contagious. If your child is diagnosed with an illness, please let the staff know right away. A notice will be posted when children are exposed to reportable contagious illnesses at the center.

Rules for Returning to the Center After a Contagious Illness:

- Chicken Pox – All pox must be scabbed and dry
- Impetigo – 24 hours after treatment
- Purulent Conjunctivitis (Pink Eye) – Child must be on medicine for 24 hours or free of symptoms
- Head Lice – Hair must be nit-free
- Strep Throat – Child must be on medicine for at least 24 hours
- Rash – Rash and/or other symptoms resolved
- Coxsackie (Hand, Foot & Mouth) – Fever must be gone for at least 24 hours without the aid of fever reducing medication and sores must be crusted over/dried
- Scabies – The child may not return until treatment is completed
- Fever – Child must be fever free for at least 24 hours without the aid of fever reducing medication
- Vomiting – Child has had no vomiting episodes for at least 12 hours
- Diarrhea – Child has had no more than one episode in 24 hours

Ill Child Policies/Procedures

Childhood illnesses are frequent occurrences among children. Exclusion of a child from Little Chicks Learning Academy may be necessary when it can prevent spreading of illness or if a child is so uncomfortable that they require constant one-on-one attention. We fully understand the problems families face when a child cannot come to the center due to illness, but also know that families do not want their children exposed to another child who has come to the center ill. Therefore, we ask for the support of each family in the following guidelines to limit children's exposure to infectious diseases:

- If your child becomes ill while at Little Chicks Learning Academy, we will call you right away. You will need to pick up your child within one hour to take them home. If you cannot be reached, we will call an emergency contact to pick up your child. The director's office may be used as an isolation area until family arrives to pick up your child.
- The teacher (after talking with our director, or staff member highest in the chain

of command) will make the decision to send a child home if any of the following conditions exist:

- Fever: A temperature of 100.4 degrees F, underarm. Staff will take your child's temperature twice to verify the fever before calling you.
- Diarrhea:
 - Infants & toddlers: two or more large stools that cannot be contained in a snug fitting diaper.
 - Toilet trained children: Two or more large, watery stools in 8 hours, or one loose uncontrolled stool for which the child is unable to make it to the toilet in time.
- Lice: Presence of lice or nits (lice eggs). Children will be sent home when they have either lice or nits (lice eggs)
- Purulent Conjunctivitis (pink eye): Red eyes with white or colored drainage.
- Rashes: Any rash with fever or a rash that affects behavior such as severe itching.
- Projectile Vomiting or Forceful vomiting consistent with symptoms of illness.
 - Infants less than 4 months old – Infants under 4 months of age are especially vulnerable so there are guidelines that are more stringent when assessing the younger infant, and criteria for sending these babies home is different. The following conditions are reasons to seek an evaluation by a medical professional:
 - Fever: 99.0 degree F temperature (under arm)
 - Vomiting: Two or more times in 24 hours or projectile vomiting (with force—not just “spitting up.”)
 - Diarrhea: two un-contained diapers.

We may also need to send your child home if they have other symptoms of illness affecting their behavior or participation.

Medication Administration

Staff may only administer prescription and/or nonprescription medicine to children if they have been certified to do so and have written permission from the family (this includes diaper ointment, sunscreen and bug spray) using the Medication Authorization Form. Staff will help to make sure the form is filled out completely. You must sign this form, or we cannot give your child the medicine. Authorizations expire per licensing and must either be updated or the medication sent home. Medicine must be in its original container. Prescription medicine must be in its original container with the prescription label with instructions from the physician that includes the child's name, name of medication, dosage, directions for administration, date, and physician's name. Non-prescription medicine must be in original containers and

labeled with the child's name, dosage, times, and directions for administering. If a non-prescription medicine container does not list appropriate dosage for the child's age, a doctor must be consulted for directions for administration. Information on any possible side effects should be included.

All medicine must be stored out of reach of children in a locked container (this includes medication required for staff and volunteers). Medication that requires refrigeration will be stored in a labeled and locked container in the refrigerator. Any medications including diaper creams must be stored out of reach of children and not in other containers such as diaper bags. Administration of medicine will be documented in a medical log book (except for diaper cream, sunscreen, and bug spray per licensing). The medical log will be reviewed by the director with staff every 6 months. Any children who have significant health needs that require regular or specific medication (ex. Asthma, allergies) shall have an action plan via the Health History and Emergency Care Plan form. If two children in the family are taking the same medicine, each child must have their own labeled with their individual name and information.

Special Health Needs- (Asthma, Allergies, etc.)

Please make the director aware of any special health care needs your child may have. Health History and Emergency Care Plan will be completed by families and discussed with staff to ensure your child is kept well and safe at school. If new health needs occur during the school year, please contact the director to report those changes/needs. Please see the section titled "Medication Administration" for additional policies related to the administration of medication which includes emergency medications (e.g. epi-pen).

Injuries

If your child gets hurt at the center and needs to see a doctor or dentist for medical, dental, or mental health emergencies we will call you right away. If we cannot reach you, we will call an emergency contact and/or 911 if we are unable to reach your emergency contact or the situation requires immediate action. American Family Children's Hospital will be our emergency care provider unless the parent/guardian indicates another specific hospital for emergency care. If the injury is minor, we will wash it with soap and water, apply ice for a bump or put on a Band-Aid. You will be notified of the minor injury when you pick up. The parent/guardian will be notified of the injury at pick-up time (or by a phone call prior to pick-up time when further medical attention may be needed). The parent/guardian will also receive a copy of the Accident Report. An Accident Report will be completed and the incident recorded in the Medical log.

If your child requires any medical follow-up for an accident/injury at the center, we will file an Accident Report with Child Care Licensing within 48 hours. Please be sure to obtain the following information for us to report: Hospital/Clinic visited, doctor providing care, care provided and follow up treatment.

If the injury needs immediate medical attention, we will call 911 and then call you or an emergency contact.

First Aid Measures for Serious Accidents

Staff will contact Emergency Medical Treatment – 911.

All staff regularly in contact with children will be certified in infant and child CPR and FirstAid.

The child will be taken to the hospital specified on the child's emergency form if possible. If no hospital is specified, then the staff will direct to American Family Children's Hospital. Staff will contact the parent/guardian or designated emergency person to notify them of the injury and the name of the hospital to which the child will be taken. One staff member will accompany the child to the hospital with the emergency rescue unit. The staff person will take the child's file. Injuries occurring off site (e.g. during a walk) during program hours will be treated according to the procedures listed above.

Staff or Child Deaths

Death is a scary and uncomfortable topic for many people. It can occur for many reasons including prolonged illness or accidents. In the event a staff member or child of our Little Chicks community dies, whatever the cause, LCLA will notify families as soon as it's appropriate. Families will receive information that ensures confidentiality. LCLA is owned by two nurses who are very familiar with death and the grieving process. Becky Ketarkus, a center co-owner, has training in trauma informed care. She will be consulted and will partner with outside agencies as needed to help support families enrolled at the center as well as staff. Every situation is unique, and shall be treated as such, therefore decisions made on how to handle the event of a death will be made on a case by case basis.

If an accident or illness occurs on site, 911 will be called. Families that are impacted will be contacted. LCLA will report the incident to the center's State of Wisconsin Child Care Licensing representative. Staff will limit children's exposure to the situation as it is unfolding. This may include closing curtains, moving to other classrooms, and/or going into lock down if the situation warrants. Staff will continue to create a calm and safe environment for children and will keep the day as normal as possible until more

information can be given. We will consult with the impacted family, when appropriate, to discuss how the incident should be shared with other staff and families of our LCLA community. LCLA will then make decisions on how to best support our staff and children through trauma informed care.

Safety Precautions

Evacuation and Shelter in Place Procedures

The center maintains safety records in compliance with state licensing standards. We practice fire drills monthly and tornado drills monthly April through October. During extended evacuations, families will be notified using the contact information provided on the enrollment form where and/or by when to pick up your child. Generally, if it is safe, families will be asked to pick up their child within one hour of evacuation. Families will be informed when shelter in place has been lifted. If it is safe, teachers will collect any necessary authorized child/staff medications and their emergency bag which contains emergency numbers, first aid kit, diapers, wipes, bottled water, crackers, quiet activities, and a note pad for recording any necessary information before evacuating. These items will be used to care for the children until families can pick up.

Missing Child Policy

If a child is missing, one staff will maintain supervision of the children while the other staff searches the premises for the child. Other adults on premises will be contacted to help search the facility and grounds. The police will be contacted immediately if the child cannot be found in the initial search. Parents/guardians will be notified.

SIDS Prevention

To reduce the risk of SIDS (Sudden Infant Death Syndrome), infants will be placed on their backs to sleep on flat, firm mattresses with tight fitting sheets. Extra blankets, pillows, stuffed toys, etc. will not be placed in or on the cribs. A pamphlet on SIDS prevention is available in the entryway of the building. Staff will receive training on SIDS prevention prior to working with children.

Information about SIDS: SIDS is the sudden and unexplained death of an infant under 1 year of age. SIDS is the leading cause of death in babies after 1 month of age. Most SIDS deaths occur in babies who are between 2 and 4 months old. Babies placed to sleep on their stomachs are much more likely to die of SIDS than babies placed on their backs to sleep. These are guidelines that our sites will use to help prevent SIDS:

- Staff will place a baby on their back to sleep.
- Infants may be swaddled using a commercial swaddle provided they are not

yet rolling over. Once an infant begins rolling over, swaddling will no longer be used.

- Safe cribs with tight-fitting mattresses will be used.
- The following items are prohibited in the sleeping area: fluffy and loose bedding, soft toys, blankets, bumpers, pillows or boppies, earring, necklaces or jewelry, bibs, and strings or attachments to pacifiers.
- The baby's face and head will stay uncovered during sleep.
- The room will be kept at a comfortable temperature for the children.
- Tummy time will be provided for non-mobile children while they are awake.
- In accordance with licensing, infants must be removed from their car seats and placed in their cribs.

Suspected Abuse and Neglect

All staff are mandated reporters and are required by law to immediately report any suspected abuse or neglect to the Dane County Human Service Department – Child Protective Services (261-5437). This report will also be documented in the medical log. If a staff member feels a child is in immediate danger, they will call 911.

The county asks us not to let a family know that we have made a report until after they have followed up on it. The purpose of this law is to protect children and identify children at risk of abuse or neglect. If you have any questions about this law, please talk with the director. We will offer support and referrals to families throughout any investigation of the case.

No Harassment

We prohibit harassment of one team member by another team member, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law ("protected class").

In Wisconsin, the following also are a protected class: age [40 or over]; race; creed; color; disability; marital status; sex; national origin; ancestry; pregnancy, childbirth, maternity leave, or related medical conditions; arrest or conviction records; military service; sexual orientation; use or nonuse of lawful products off the employer's premises during nonworking hours; Civil Air Patrol membership; genetic testing; and declining to attend a meeting or participate in communication about religious or political matters that are not required by law.

Violation of this policy will result in disciplinary action, up to and including immediate

discharge.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy. At a minimum, the term “harassment” as used in this policy includes any of the following activities pertaining to an individual’s protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or team member that employment or advancement will be affected by the individual entering (or refusing to enter) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-team members are covered by this policy. We prohibit harassment, discrimination or retaliation of our team members in connection with their work by non-team members. Immediately report any harassing or discriminating behavior by non-team members, including vendors, families, and employees of contractors or subcontractors. Any team member who experiences or observes harassment, discrimination or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to (one of) the individual(s) listed below:

- **Amanda Sattler**, Director at (608) 233-1610
- **Becky Ketarkus**, Administrator/Owner at (608) 233-9970
- **Jessie Pindilli**, Administrator/Owner at (608) 233-9970

If a team member makes a report to any person listed above and that person either does not respond or does not respond in a manner the team member deems satisfactory or consistent with this policy, the team member is required to report the situation to one of the other persons on the list above to receive complaints.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The center will protect the confidentiality of team members reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other center policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

NUTRITION

Nutritional needs are unique for each child. To provide the best care possible, staff and families need to work together. That being said, meals sent from home do need to meet the state and USDA requirements. Families are encouraged to share information about their child's current feeding schedules, habits, food restrictions, and likes and dislikes through the Intake Form and in daily communication. This information should be updated as needed.

Meal Time and Socialization

Meal times are an important time for the children to strengthen relationships with adults and their peers, and provide a great opportunity to practice social skills. During meals, teachers will sit with the children, talking and modeling language and social skills and guiding them as they interact with one another. Teachers will assist infants and toddlers with feeding as needed. Children will be encouraged to be independent when they are developmentally ready. Children will never be forced to eat; they will be encouraged to try new foods as appropriate. Meals will never be withheld as a punishment.

Snacks

Little Chicks Learning Academy provides snacks during the day for children over the age of one year. Snack menus will follow state licensing and FDA nutrition guidelines. Families whose child has an allergy will be required to provide a safe alternative snack. Snacks are provided at 9am and 3pm daily.

Lunch

Families are responsible for providing their child/ren with a nutritional lunch daily. All items must be labeled with the child's name, the contents and the date. Unlabeled items cannot be served. Little Chicks Learning Academy has information on nutritional requirements, foods, and menus to share with families upon request. All lunches must meet the USDA requirements based on their age. Lunch is served at 12pm. Children under one year will follow their own eating schedule.

Breastfeeding Policy

LCLA is a center that puts family partnerships first wherever possible. Thus, Little Chicks Learning Academy has been taking the steps to ensure that it is a breastfeeding friendly center for both families and staff. We are committed to ensuring that all mothers feel comfortable and supported however they choose to feed their infants. We encourage all nursing mothers to work with their child's teachers to create an infant care plan that best supports their family's needs.

When can nursing mothers breastfeed or pump?

As part of our family partnership practices, we invite nursing mothers to come and breastfeed and pump at their convenience. Being a small, family-like environment gives our staff the flexibility to nurse or pump during working hours either in classrooms, nap rooms, or the office/lounge in either building. Every effort will be made to allow staff the time to pump and nurse whenever it is needed. However, staff are also required to keep classrooms in ratio. Staff should try not to exceed the normal amount of time allotted for breaks when pumping/breastfeeding.

Where can nursing mothers breastfeed or pump?

Nursing mothers are welcome to breastfeed wherever they are most comfortable. There are comfortable chairs available in the infant classrooms, as well as in the privacy of the nap rooms and director's office (in the 601 building) and the nap room or office/lounge (in the 5003 building).

How will breastmilk be stored?

Breastmilk will be stored in bottles or bags with the infant's full name, date, and

amount in ounces. Breastmilk will be stored in the classroom refrigerator for no more than 24 hours. Breast milk will be stored in the center freezer for no more than three months. Teachers have been trained not to refreeze defrosted breastmilk. Breastmilk that is not used within one hour of being prepared will be discarded. Staff have been trained in the proper handling of breastmilk during orientation.

How will breast milk be prepared?

If the infant's preference is warm breastmilk, breastmilk will be warmed using one of the following methods: under running water, in a container of warm water or in a bottle warmer/crock pot. Teachers will NOT warm breastmilk in the microwave. Our teachers are always happy to work with families to provide the most consistent and nurturing care for their children. We understand that a family's needs can change at any time and encourage families to have an open dialogue with their teachers to facilitate the best environment for each child. Please don't hesitate to ask for information regarding resources outside of the center as well!

Milk and Formula

Children under 1 year will be served breast milk or iron fortified formula provided by the family. Children age one will be served whole milk and children 2 years and older will be served 1% or skim milk provided by LCLA.

Introducing Food

Solid foods should be introduced to infants at or around 6-8 months of age according to the American Academy of Pediatrics. It is recommended, you introduce one new solid food at a time and provide only that food for several days before introducing another. This is to identify potential allergies or intolerances. All new foods should be tried at home before being consumed at school. Teachers and families will work together to determine when a child is developmentally ready to start solid foods. They will discuss a plan to ensure continuity between home and school. This plan should include knowledge of what foods have been introduced, if there were any reactions to new foods, time of day to provide solid food, appropriate foods for school and how to label them. Families are responsible for providing solid foods (snacks and lunch) for children under one year. Once a child turns one year, they may begin eating our provided snacks. Lunches are still provided by the family and should follow USDA guidelines. It is extremely important when your child begins LCLA snack that families read the menu ahead of time to ensure your child has tried the items at home first. Please let teachers know if your child has not tried an item on our menu and discuss an alternative. LCLA has information on nutritional requirements, foods and menus to share with families upon request.

Food Allergies

Please advise the staff if your child has any food allergies. These will be posted confidentially in the classroom and kitchen. We will meet with families on an individual basis to create a plan and discuss reasonable accommodations to ensure the health and safety of your child. Families may be asked to provide a safe alternative snack.

Treats

Families wishing to bring in special treats for the classroom should consult their child's teacher to obtain a permission slip. All ingredients must be provided and permission form completed for each child's participation. Treats will be served in addition to the regularly scheduled snack. If permission is not provided for all the children in the class, the treat will be sent home with the families to enjoy at home. We encourage families to provide healthy treats.

COMMUNITY OUTREACH

Little Chicks Learning Academy maintains a website: <https://universitykids.org/>. This website serves as a resource to families and our community. Individuals can find information on our administration, fees, paperwork and philosophies. Enrolled families are also strongly encouraged to sign up for our blog by scrolling to the bottom of our website and entering your email. The director posts important information to the blog pertaining to center needs, closing, rule/policy changes and more.

LCLA is also affiliated with UW-Madison. Please visit <https://occf.wisc.edu/> for information on family resources, child care services, financial assistance and outreach opportunities for families associated with UW-Madison.

4-C's is a community based program committed to helping children. Their website is <https://www.4-c.org/community/>. Here you can find information about paying and transitioning to child care.

PARENT TEACHER ORGANIZATION

PTO Members

Little Chicks Learning Academy has a Parent Teacher Organization (PTO). All Little Chicks Learning Academy families and staff are automatically members of the PTO. All families and staff are encouraged to participate at some level.

PTO Purpose

The PTO serves as a forum for individuals to become involved in the program and to provide meaningful support to staff, children and families. The PTO's role in these tasks is advisory in nature and designed to enhance the program.

PTO Functions Events

The PTO group may plan a number of events (social and/or educational) each year. Examples of events may include: organizing staff appreciation events, organizing a work/cleaning day, inviting a guest speaker to talk on a relevant child development topic and organizing potluck dinners and picnics.

Some events may be designed to raise funds to support the activities/projects planned by the group. Examples include: paying for special resource people or guest speakers, funding special teacher events and purchasing special program equipment.

PTO Meetings

- All staff and families will be made aware of PTO meets via email.
- Information about the PTO will also be included in the Family Handbook.
- Leaders for different events will be solicited throughout the year via email.

PTO Coordinator Position Description

- With input from other families and staff, the PTO coordinator identifies the initial event the group will sponsor for the year. Additional events may be added as people express interest.
- The PTO coordinator puts up sign-up sheets for each event.
- The PTO coordinator is responsible only for initiating the sign-up process and for coordination/advising each group on how to proceed, not for taking charge of every event.
- If more than one person volunteers for this position, the position may be shared.

Event Leaders and Event Subgroups

- Leaders and their subgroups of volunteers determine the timeline and specifics of their event.
- One person from each subgroup is asked to keep minutes of meetings and provide the director with minutes to keep him/her informed of plans.

Resolution of Parent Concerns

Little Chicks Learning Academy is committed to work with diligence to address any concerns/issues that may be brought by families pertaining to the program or care of

children at the site. We understand that families have chosen our centers and have committed significant financial resources in their child's care. We will do all we can to create a successful care arrangement for each child and family.

Resolution Steps

We respect the family's decision to find the care that they believe is best suited to meet the needs of the family and their child. If a problem/concern arises in relation to the child, families should address their questions and concerns to their child's teachers. If a problem arises regarding policies, the program, staff, physical environment or unresolved classroom issues, families should first discuss the problem with the director in one of the following ways: an individual meeting scheduled with the director, or in writing. Families are encouraged to provide specific examples and/or information related to the issue to be addressed. The director will schedule a meeting time with the family within 48 business hours with the goal of resolving the issue in question. The director will address family concerns and will make timely and sincere efforts to resolve the issue. If the issue still cannot be resolved, the final step in the conflict resolution process is to appoint a committee to mediate the issue. The committee will consist of three PTO members not involved in the conflict nor enrolled in the classroom where the conflict resides. In an effort to come to a resolution, the committee will hear out all parties involved and make reasonable recommendations to resolve the issue. All issues are expected to be handled in a timely manner and remain strictly confidential.

Chain of Command for Resolution Procedure

1. Teacher
2. Director
3. Mediation Team & Administration

BABYSITTING POLICY

It is not in the mission of Little Chicks Learning Academy to provide childcare to any of its clients in any locations other than 601 N. Whitney Way or 5003 University Avenue locations outside of our normal business hours. LCLA team members are not endorsed or recommended for hire of service outside of their job duties at LCLA and will not be held responsible for any service rendered outside of their job duties. Any arrangement for childcare which does not take place in the center is strictly a private arrangement between the families and the individual staff member. No such private arrangements shall be made for childcare during the work shift of the individual staff member, and no such arrangements may interfere with the operation of LCLA or the individual staff member's job performance or professional relationships. Families and staff should understand that such arrangements are not within the course and scope of the staff member's job duties and that the staff members are free to either accept or reject such

requests from families. If such activity interferes with the professional relationships required of the staff member and their job performance, the individual staff member will be addressed by the director on an individual basis to rectify the problem. If there continues to be a breach of professional conduct related to their job performance, then the supervisor will consider a disciplinary course of action. This policy requires a signature from staff and families before any outside service is provided. A copy will be kept in each child and personnel file.