

UPDATED FALL 2021

PARENT HANDBOOK



PROVIDING THE CARE
THAT MAKES THE
DIFFERENCE

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WELCOME!

Hello and welcome to Discovery Days and Kids Connection Childcare Centers! We are pleased that you have chosen to consider us for your childcare needs. We have five main centers (licensed for children ages 6 weeks-12 years), and four school programs (licensed for children 5 years-12 years) and their capacity information is listed below:

- Discovery Days I-Muskego: 81 children
- Discovery Days II-Wind Lake : 66 children
- Discovery Days III-Franklin: 110 children
- Kids Connection I-Mukwonago: 155 children
- Kids Connection II-Mukwonago: 65 children
- Kids Connection Clarendon Elementary: 102 children
- Kids Connection Eagleville Elementary: 18 children
- Kids Connection Section Elementary: 50 children
- Kids Connection Rolling Hills Elementary: 50 children

Our license and the results of the last licensing visit are posted in the entryway at the Main Center, and on the Parent Board at the School Programs. The Wisconsin state licensing guidelines and Discovery Days and Kids Connection Childcare policies can also be found in the center lobby.

Our program touches the whole child focusing health and physical, social and emotional, and language and communication development, as well as helping orient their approaches to learning. Our programming is aligned with the Wisconsin Model Early Learning Standards. Your child will be cared for, nurtured, and taught by our qualified, loving, childcare professionals. Discovery Days and Kids Connection are theme-based centers (instruction is coordinated with developmentally appropriate themes). We are family owned and operated since 2000.

PHILOSOPHY

We provide a nurturing and socially stimulating environment for children according to their age and individuality. We believe childhood is the beginning of many life adventures, and we provide a safe and secure environment that makes the difference. We have an open-door policy. Please feel free to stop in any time to observe the program.

HOURS OF OPERATION

Main Centers are open from 6:00 a.m. to 6:00 p.m., Monday through Friday. School Age Programming operates from 6:30 a.m. to 6:00 p.m. We offer flexible scheduling to fit the needs of your family.

STAFF

Discovery Days and Kids Connection choose their teachers and caregivers based on their ability to work caringly and effectively with your child. Each teacher is continually being trained in Early Childhood Development. Staff are required to meet continuing education requirements laid out by the Department of Children and Families. Directors are professionals that are trained in Early Childhood and Staff Management.

SECURITY AND SAFETY

At Discovery Days and Kids Connection security is of the utmost concern. No child is released except to persons authorized by the enrolling parent. The center must be notified if someone other than an authorized person is to pick up your child. This person will have to show proper identification before the child is released. Our centers have a locked entryway for security purposes. For additional fire protection our building is completely alarmed.

REGISTRATION

We strongly suggest that parents tour our facility and surrounding centers to make the best choice regarding childcare for their family. A child will be considered enrolled when they have returned the registration forms and have paid the registration fee. Before your child starts in any of the programs, the following forms must be completed: Child Enrollment Form, Immunization Form, Health Form (signed and dated by physician), Health History and Emergency Care Plan Form, Schedule of Care, and the Intake Form (under 2 years of age).

We offer childcare for children between the ages of six weeks to twelve years. A tour of the facilities, a discussion of tuition, enrollment fees and parent/center responsibilities will be presented at this time. To ensure the best possible communication with families, if there is a language barrier, we will do our best to translate written documents into the individual's native language.

A yearly registration fee of \$75 per family is paid at the time of enrollment and every year thereafter. For this purpose, the year will commence with the child's first day of attendance. This fee will hold your child's spot until your child's first day of attendance. This fee is non-refundable.

OUR PROGRAM

Our programs are designed to help children learn at their own pace. Group activities are designed with the developmental needs of each age group in mind. A good deal of time is allotted for children to explore the various interest centers in their own room. Daily classroom schedules are posted in each classroom with set times for snacks, lunch and outside times. Most of the rooms have the following interest centers: Dramatic Play, Reading Center, Large Motor Area, Small Manipulative, Art Center, Science and Nature, and Music and Creative Movement.

We also take advantage of our ever-changing Wisconsin weather by providing stimulating outdoor play experiences in all seasons as long as the temperature is above 0 degrees for children two years old and over and above 20 degrees for children under age two. We use the National Weather Service Heat Index Chart to comply with the upper heat limit for safety purposes. Center field trips are planned and provide children with new opportunities outside the classroom.

INFANT/TODDLER PROGRAMS

Our programs are based on your child's individual schedule to ensure the same loving care that is given at home. Our staff to child ratio is kept low with small groups to maintain a home-like feeling. The Infant Intake form must be updated every three months, so we can have an accurate account of what occurs at home and thus schedule your child's day accordingly. A daily communication sheet will be sent electronically explaining the happenings of each day via the HiMama app. Additional information pertaining to HiMama can be found in the Tour Folder. The information included in HiMama are feeding times and amounts, diaper changes and contents, child participation in activities, supply needs and of course any special notes from the teacher. All staff has been certified in CPR, SIDS, Shaken Baby Syndrome, Child Abuse and Neglect, Active Shooter and First Aid training.

It is the parents' responsibility to provide all food for their infant until they wish to incorporate our snacks and lunch. Each child's feeding schedule will be kept coinciding with the schedule kept at home. All bottles from home must be pre-made and labeled with the child's name and date. All food from home must also be labeled.

PRESCHOOL CURRICULUM

As children continue to grow our preschool program will assist them in acquiring life skills by introducing them to more learning centers that encompass a variety of hands-on activities. Through planned developmentally appropriate activities the children will enhance their reading, language, math, social, science and physical skills as well as promoting confidence and a strong love for learning. Our Quality Early Care Curriculum is personalized, and is tailored to meet the physical, emotional, social, and cognitive needs of each child. An emphasis is placed on play-based learning, and children are encouraged to engage in explorative learning. Child Development is tracked in individual Child Portfolios. In these can be found developmental milestone checklists, observations, and educational artifacts for each child.

FIELD TRIPS

Educational field trips will be planned throughout the year. These carry a small additional fee per trip to cover activities and busing. Field trip information will be posted in the classrooms and on permission slips given to parents.

CONFERENCES

Daily communication between staff and families is key to a successful relationship. Besides normal day to day conversations with parents we will also have two parent/teacher conference days per year, or more upon a parent request.

SCHOOL AGE/SUMMER PROGRAM

We offer a program for our school age children that varies depending on the setting attended. These programs allow children continue to form friendships with those children they are attending school with. We gear our school-age program to the likes and interests of the children. A variety of games, art and craft activities, outdoor play and just having good friends around making those extra morning and afternoon hours a lot more constructive and fun. Please inquire at your specific location for more information regarding School Age Programming.

We offer breakfast at our before school programs and a healthy snack for after school. Age appropriate activities are planned, along with an opportunity to work on homework and outside time.

School age calendars and snack menus are posted on the organization's website.

MEDICATIONS

Medications will be given if:

- 1.The parent has signed the Authorization to Dispense Medication form.
- 2.Prescription medicine is in the original container labeled with the child's name, name of the drug, dosage, and directions for administering, date and the physician's name.
- 3.Non-prescription medicine is labeled with the child's name and includes the dosage and directions for administering.

NO MEDICATIONS WILL BE GIVEN WITH THE DIRECTION "AS NEEDED"

INJURY

In the case of a serious or suspected serious injury, the local rescue squad will be called immediately as will the parent of the injured child.

The staff will tend to any child injured at the center unless it is a serious injury requiring medical attention. Minor injuries will be tended to with soap and water, band-aid, ice and lots of TLC. All injuries will be reported on an Ouch Report, which will be present upon pick up. If an injury occurs off site, one staff member will stay with the child and the other will contact the center and then continue helping with that child's emergency plan.

SPECIAL CARE

Generally, we are not equipped to care for children with special needs, therefore, any such care is conditioned upon the consent of the Director, owners, the licensing authority and the child's physician. In all cases, the child must be able to participate in our normal activities without the need for one-on-one care and without threat to the safety of other children or him/herself. If we are unable to care for a child with special needs, we can refer the family to an organization that will help the child thrive.

ILLNESS

Please do not bring your child to the center if he/she has an elevated temperature or appears to be ill. If a child becomes ill at the center, we will contact the parents immediately and will expect you to plan to have the child picked up within one hour.

FEVER-if greater than 101 degrees-he/she must be removed from the center and can return when the child is fever free, without using fever-reducing medication, for 24 hours.

NASAL DISCHARGE-green nasal discharge could be considered infectious-runny nose for more than one week-requires physician consultation.

CONJUNCTIVITIS-highly contagious eye infection-he/she may return to care after at least 24 hours of treatment.

DIARRHEA/VOMITING-Children will be sent home after 3 bouts of diarrhea within the hour or one instance of vomiting. Children may return after being 24 hours free from diarrhea or vomiting.

RASH-Children who develop a new rash may return to childcare 24 hours after the progression ceases or with the diagnosis and treatment plan from a physician.

COMMUNICABLE DISEASES-The child may return to care 24 to 48 hours after treatment begins and/or after the incubation period.

FOOD AND NUTRITION

Discovery Days and Kids Connection will provide a cereal breakfast for your children, a full nutritious lunch and an a.m. and p.m. snack. Monthly menus are posted in each classroom, on the parent board, on the website, and are sent monthly via HiMama. In the event your child wants to bring his/her own lunch, state nutritional guidelines must be followed. Please see Director for guidelines.

FOOD ALLERGIES

Any known allergies will be posted in every classroom and made known to all staff members. Due to the increase in allergies, Discovery Days and Kids Connection are nut-free centers. Please use precaution when sending food with your child. This includes breakfast, special snacks or bag lunches for field trips.

A.M./P.M. SNACK

A nutritional snack will be served daily. Every morning a snack will be provided at approximately 9:00 a.m., an afternoon snack will be provided at approximately 3:00 p.m. Monthly menus are posted in each classroom and on the parent board.

BEVERAGES

1% milk will be given to all children over two years old and Vitamin D milk will be served to all children less than two years of age. If a child requires special milk or a parent wishes their child to have a different beverage it is their responsibility to provide one. Milk is provided for lunch and snacks if needed based on nutritional guidelines.

SPECIAL TREATS

During holiday times and on special occasions a parent may want to bring in a treat for their child's class. If baked/made at home the recipe must be brought in with the treat and if purchased from the store the original container, with ingredients list, must be brought in. Every child's teacher will be able to provide allergy information to each parent along with healthy choice options.

WHAT DOES MY CHILD KEEP AT SCHOOL?

Because the children will spend a part of each day outdoors, they need to be dressed according to the weather conditions. Please add warm hat, waterproof gloves/mittens, boots and snow pants to ALL age groups for the winter months.

Infants: Change of clothing, diapers, wipes, pacifier, labeled/dated pre-made bottles or baby food if needed. PLEASE LABEL ALL ITEMS.

Toddlers: Change of clothing, diapers, wipes, blanket, pacifier, sippy cup to be kept at the center. PLEASE LABEL ALL ITEMS.

Preschool: Change of clothing (including socks), blanket for nap. PLEASE LABEL ALL ITEMS.

DISCIPLINE

When children are engaged in enjoyable activity, we believe discipline problems are minimal; however, when discipline is needed, it should be positive.

Guidance shall be consistent, based on an understanding of the individual needs and development of the child, and directed towards teaching acceptable behavior. Discussion and redirection are used whenever possible. Time-outs for children over the age of three may be used, yet the child will always be in view of the group activities, which helps a child to gain control yet see what fun their actions have caused them to miss.

However, there are circumstances where a child becomes extremely disruptive and becomes a danger to either himself/herself or others. Should this be the case, we will make attempts to work with the parents and the child. If we feel that we have exhausted our resources and communicated with the parents and still feel the child is a threat, we will have the child dismissed from the program.

Two weeks written notice is required for withdrawal of a child. If Discovery Days and Kids Connection find it necessary to terminate our agreement, two weeks' notice will be provided. However, termination will be immediate for reasons including, but not limited to, destructive, uncontrollable, violent behavior, threats, verbal or physical harm, habitual tardiness in pickup of child, multiple situations of late payment or nonpayment. No refunds will be provided

ATTENDANCE

Teachers are responsible for checking child(ren) in/out in child's classroom daily via the HiMama application.

Our licensing rules limit the number of children per teacher. Therefore, it is necessary that your child attend on his/her scheduled days. You will be charged the normal daily rate should your child not attend a scheduled day and you have not requested vacation. You cannot use "vacation credits" for sick days

A reasonable attempt will be made to parents to locate any child not present at the center on his/her scheduled day by 9 a.m. Full-time per the Fee Schedule is Monday-Friday, 5 hours or more per day. Part-time is Monday-Friday, under 5 hours per day.

HOLIDAYS AND VACATIONS

The Discovery Days and Kids Connection Main Centers are closed the following days: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve (close at 4 p.m.), and Christmas Day. Every family that attends our programs will receive vacation credit. These credits can be used for scheduled vacation time or holidays. Our vacation year runs from January 1-December 31. If you start the program mid-year your vacation days will be pro-rated.

Listed below are how many vacation credits your child will receive per calendar year. Vacation credits are applicable to the specific child and credits are not transferrable from one child to another.

5 days = 15 days vacation
4 days = 15 days vacation
1-3 days = 5 days vacation

A two-week notice is required when your child will be using vacation credits. When a holiday falls on a weekend, the preceding Friday or the following Monday will be designated as the holiday. If your child normally attends on those days, you have the option of using a vacation credit towards the holiday or paying for the day. If a vacation credit is to be used for the holiday, there must be a two-week notice given.

SCHEDULING

All hours are to be pre-arranged by completing a Schedule of Care. A Schedule of Care form must be filled out at enrollment to reserve days and times. Children may be enrolled no less than a minimum of two days per week. The tuition for those days and times will be billed each week. Additional days the child attends must be approved by the Center Director in advance and will be charged at the same daily rate. At Discovery Days and Kids Connection, we recognize that the schedules of some families are very irregular. Therefore, children can be enrolled on a flex schedule if the center can accommodate. A flex schedule means the child attends at least two full days a week, but not necessarily the same days of the week.

Those on flex schedules should notify the Director in writing of the child's schedule by the preceding Wednesday. If notification is not given, you will be charged a full weekly rate. However, for children under the age of two we do not accommodate a flex schedule due to limited space in our younger classrooms.

School-age Children Scheduling

Children that are attending our before and after school programs (not including wrap around care for 4K) are required to have their schedules turned into the main center the Wednesday before the following week. Wrap around care children are subject to the same vacation policy as all children that attend our main center. If a schedule is turned in timely you will only be charged for the days, you attend. If a schedule is not received by Wednesday, you will be charged for a full week of care.

"SWITCHING"

It has always been our policy that days may be added to a child's schedule; however, we do not allow, "switching" of days.

CHILD ABUSE/NEGLECT REPORTING

All persons working in our childcare facility are required by law to report any cases of suspected child abuse or neglect to local authorities and will be trained to identify common signs. Should a parent be suspected of being under the influence of alcohol or drugs when dropping off or picking up their child, authorities will be contacted.

PETS

Discovery Days and Kids Connection does not have any pets on the premises. If a classroom requests a pet, parents will be informed and given the opportunity to respond before any decisions are made regarding pets in the building.

PAYMENT

All payments are due by Wednesday at 9:00 a.m. if payments are not received by Friday at 9:00 a.m. a \$25.00 late fee will be added. Late fees will be added each Friday after 9:00 a.m. if tuition balance remains unpaid.

Invoices will be emailed directly to e-mail address on-file. There is an option to pay by credit card online. We accept Visa, MasterCard, checks, ACH authorizations, or cash. Any account that goes unpaid for 2 weeks will result in immediate termination of childcare. Tuition is reviewed on a yearly basis.

There is a \$10 late pick-up fee per child for the first fifteen minutes and an additional \$10 per child for every 15-minute period thereafter.

SAFE ARRIVALS AND DEPARTURES

As stated previously, the safety of all children is our primary priority.

Ensuring the safety of children at pick-up and drop-off is important. For this reason, we require parents to drop their child off at their classroom, and pick them up from their classroom at the end of the day. The child's teacher will sign them in and out.

TIPS FOR MAKING AN EASIER TRANSITION

Visit our center with your child before your start date. Allow your child to get familiar with their new environment, peers and teacher. Talk to your child about the center, the other children, the toys, and the activities they may do. Feel free to send your child with a special blanket, doll or, stuffed animal. Sometimes just that little bit of home can ease the transition. At dropoff, allow your child enough time to say their "good-byes" and a chance to become involved in an activity or with peers before you leave. Try and develop a consistent routine for saying good-bye and leaving each day.

Informal communication is a priority because our staff is committed to sharing the joys of working with your child. We encourage you to come to us with any questions or concerns. We are honored to be a part of your child's life during this amazing time for growth and development.

THANK YOU

Thank you for taking the time to familiarize yourself with the Parent Handbook. Please be advised that a full set of center policies accessible for your review can be found at each licensed site.

We look forward to being a part of your family, and appreciate the opportunity to serve you and care for your child/children.