

# ST. JOHN'S LUTHERAN DAYCARE HANDBOOK

DIRECTOR:  
KRISTY ZAHN

INFANT & TODDLER:  
11 N. WALNUT ST.  
(920.387.9962)

PRESCHOOL & SCHOOL DAYCARE:  
520 BRIDGE ST.  
(920.387.3929)

## MISSION STATEMENT:

Our mission is to provide excellent and affordable quality care to the families in our community. We offer a loving, nurturing, supportive, safe, and educational environment for our infants, toddlers, 3-K, and school-age children. Our goal is to promote each child's individual social & emotional needs and physical & cognitive development through age appropriate activities, crafts, and Christian curriculum.

## ADMISSION:

St. John's Lutheran Daycare facility operates at a max capacity of 87 children. We accept children aged 6 weeks to 12 years old.

St. John's Daycare is open from 5 AM - 6 PM, Monday - Friday.

Infant and Toddler care is provided at the 11 N. Walnut St. location next to St. John's Lutheran Church. All children aged 3 (that are toilet trained) and up are provided care at the school facility, on 520 Bridge St.

Before and After school daycare is available for children in grades 3K-6 at the school facility.

## FORMS:

The following forms must be **completed and on file:**

- Daycare Enrollment Form
- Health Form Report \*signed by a physician
- Immunization Record \*updated every other year
- Health History
- Emergency Care Plan
- St. John's Emergency Information Card
- Intake Information \*for children under 2
- Signed permission slip for field trips, activities, walks, etc.
- Signed Parental Agreement of Daycare Handbook

The forms listed above pertain to your child and must be filled out and returned **prior to the starting date of service.** These forms are confidential and are available to the child's parent upon request. They are required by the Department of Health and Social Services.

This center does not discriminate in its acceptance of children for the care on the basis of age, race, creed, handicaps, political persuasion, national origin,

or ancestry.

## EMERGENCIES:

In the case of an emergency, parents must provide their **up-to-date contact information** so you can be reached at all times. Please have your mobile phone near you while your child is at daycare for such instances. If we attempt to reach you due to your child's illness or accident and you cannot be reached, **late charges of \$10.00** will occur from 45 minutes after the initial call was made.

## INCLEMENT WEATHER:

If there is a late start, early release, or school closing due to weather the daycare will usually remain open. However, the daycare reserves the right to close the center in the event of a major weather storm, or if the children and staff are at risk of danger. We will always make every attempt to have closing information available as soon as possible in the event of any unforeseen weather situations.

Please call and let the staff know if your child will not be attending daycare or if your child will not be there at your scheduled time. If you do not call in your child's absence before their scheduled time **you will not be able to use a sick day voucher** for credit that day, and a **late attendance fee of \$25.00** will be added to your bill.

## CLOSINGS:

St. John's Lutheran Daycare is open 5 AM to 6 PM, Monday through Friday, except for the following holidays:

- Good Friday
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving and Black Friday
- Christmas through New Years

**The daycare reserves the right to close on any other day when the projected attendance is low.**

## LICENSOR:

As of August 25, 1994, St. John's Lutheran Daycare is not licensed in the state of Wisconsin. Though not licensed, we try to operate under state requirements and guidelines as much as possible. We are accredited by the Lutheran Church Missouri Synod.

## SCHEDULING:

Parents will find a calendar in their mailboxes to fill with the dates and times their children will be attending daycare. They are given at the beginning of each month for the following month, ie: You will be given March's calendar at the beginning of February.

**Failure to supply the provided calendar when due, could result in daycare not being available for your child. An added drop-in rate of \$25.00 will also be administered for daycare services for the first three days of unscheduled care for your child.**

*\*This is your responsibility. Please take it seriously.\**

Any changes to the schedule may be made by the Friday two weeks prior to the change. Less than 24 hour notice will result in the **drop-in charge of \$25.00** for the added hours.

Any cancellations made with less than 24 hour notice will not be credited without a Sick Day voucher. \*The only exception will be on late start days and days off of school due to inclement weather.

## SICK DAY VOUCHERS:

You will receive six Sick Day vouchers per year, per child to be used for sick days or in case of an emergency. The number of vouchers received will be prorated if the child begins daycare after the beginning of the year.

Vouchers will be valid from January 1 through December 31 of each year.

You will need to fill out one voucher when your child is sick and turn it in with your payment. You will then receive credit on your account which will show on your next invoice statement. You will not get credit for a full day of service if your child was at daycare for part of the day. **If you do not call in and let us know that your child will be absent, you will not be able to use a sick day voucher for that day.**

St. John's Lutheran Daycare schedules their teachers in accordance to how many children will be attending each day. Our ratio is one teacher to four children. That is why **it is crucial for parents to be on time**. We need to work together to make sure our children are provided with the best care imaginable and that is so much easier when parents are accountable.

## ATTENDANCE

### NO CALL / NO SHOW:

**Our daycare reserves the right to charge a family for scheduled hours if we do not receive a 24-hour in advance cancellation**, (unless due to extenuating circumstances). In the event you do not call the daycare to cancel your child, prior to their scheduled time, you will **also be charged a late fee of \$25.00**.

*\*It is not our job to call and see if your child is attending daycare that day.\**

**A sick day voucher will not be accepted for credit if you do not call to tell us your child will be absent.**

### ABSENCE:

The daycare must be notified before your scheduled time if your child is to be absent. You may call at any time and leave a message at **920-387-9962** or **920-387-3929**. Leave a message and the opening staff will adjust our staffing if need be. Please be courteous to the staff due to the fact that cancellations will affect our staffing needs. If your child will be home sick from school and is scheduled for before/after school daycare, please call us as well as the school to report the absence. We appreciate being kept in the know!

### LATE PICKUP:

Please let us know if you will be late to pick up your child from daycare! We reserve the right to charge a minimum of **\$10.00 per hour** for any late pickup of 15 minutes or more, **on top of charging your regular scheduled rate**. Our facility closes at 6 PM, however, our staff is only scheduled until our last child's pick up time, ie: If our last child goes home at 4:30 PM, our staff have 15 minutes to conduct their closing duties and leave for the night.

## VACATIONS OR TIME OFF:

Please give notice if your child will be off the schedule for a short period of time. Also, on days the school children are off, please schedule ahead to ensure your child has care for that day.

## REGISTRATION FEES:

A non-refundable registration fee of **\$30.00 per family**, for all families, is required prior to the first day of service **and every January thereafter**. If daycare services are not used within a 6 month period, children must be enrolled as a new child and the registration fee must be paid again.

## CHILDCARE FEES:

Infant & Toddler fee: **\$4.00 per hour**

Two-Year-Old's & Up: **\$3.50 per hour**

Three & Four-Year-Old's: **\$3.50 per hour**

School Age (Before & After School): **\$3.75 per hour**

### **\*Drop-In Rate Fee: \$25.00**

(Less than 24-hour notification that your child is coming or you will be late in picking up your child will result in this fee).

**\*Summer Activity Fee:** Depending on the amount of time your child will be here over the summer, a **\$15.00** or **\$30.00** summer activity fee will be charged to each family to cover the costs of summer activities.

## BILLING:

Invoices will be printed and put in your mail slot every Monday afternoon. Payment on this invoice should be made by Friday at 3 PM. If payment is made by 3 PM, it will be reflected on your next invoice.

Childcare expenses are tax deductible. A print out of your year in full will be sent home to you in January. Our Tax ID # is: 39-0905517.

**Any returned checks will have a \$25.00 charge.** If you should have more than 2 returned checks, you will be asked to pay either with a cashier's check, money order, or by cash. If payment is not received within 30 days,

the daycare reserves the right to charge a **\$10.00 per week late fee** to your account until the bill is paid in full. If you are having difficulty making payments, you will need to contact the Daycare Director at 920-387-9962 to make payment arrangements.

After a payment schedule is set up, and payments are not received on the agreed day, termination of enrollment will occur and your child will not be admitted until the bill is paid in full.

All accounts that utilize the daycare throughout the school year only, must be paid in full at the end of the school year, before summer vacation starts.

If your account is not paid within 30 days of the last invoice, **late charges of \$10.00 per week** will be added on to your account, along with a **40% collection fee** to be sent in for debt collections.

### TERMINATION OF ENROLLMENT:

If you choose to terminate your service at the daycare, a written notice two weeks in advance is required. If a two week notice is not given, you will be billed for the remaining hours on your schedule.

Other termination scenarios may include:

- A mutual decision after a 4 week period
- Immediate termination for failure to pay bills
- Failure to submit required health or immunizations forms
- Child's behavior is disruptive, unmanageable, or harmful to other children and our staff
- Failure to be supportive of policies and procedures
- A daycare teacher is treated in an abusive or derogatory manner

Most terminations will be given a two-week notice unless immediate dismissal is deemed necessary as described in this contract.

### PARENTAL INVOLVEMENT:

Parents are always welcome to visit the daycare. If you have any questions, concerns, or suggestions, please get in touch! We welcome your involvement and will take into consideration your special feedback.

**Each child is required to have a spare change of clothes at the daycare at all times.** We no longer provide extra clothes for your child in the event of any spillage or bathroom accident or blow out. You need to provide this for your child.

Please label all of your child's belongings that are left at daycare.

This includes:

- All articles of clothing: Coats, hats, mittens, spare outfits, gym shoes, shoes for the playground
- Crayon boxes or other supplies
- Blankets
- Nuks
- Bottles
- Formula or Breast Milk
- Food items/snacks
- Sippy Cups

This makes organization so much easier for us! We truly appreciate your help in this.

We also appreciate donations of Kleenex, hand sanitizer, and paper towel!

## MEALS:

Snacks at the daycare will be provided for all age groups. Toddlers through Preschool age children will have two snacks provided per day. **Morning snack is provided at 9:00 AM** with water and the **afternoon snack is provided between 2-3:30 PM** also with water. School-Age children will receive a snack when they get to the PS room at 4:15 PM.

Infants need to supply their own formula, food, bottles, etc.

Toddlers need to bring a cup of their own to be left at daycare, with their name on it. Infants, Toddlers, and the 2-Year-Olds & Up need to bring a cold lunch each day. Toddlers and the 2 & Ups should have an ice pack in their lunch to save room in the fridge for our Infants' bottles and the like. **Lunches that need to be warmed up need to take less than 2 minutes to make.** You also need to provide a drink for your child, or he/she will receive a glass of water.



Preschool Age children will either need to sign up for hot lunch or bring their own completely cold lunch including a drink. If you want your child to have hot lunch, you must purchase a hot lunch ticket from the school office (milk is included with the meal). A hot lunch card is **\$22.50 for 10 hot lunches**. Cold lunch is required on days that St. John's Lutheran School is not in session. We will try to give you ample notice to remind you to pack a lunch for your child on these days. If you would like purchase milk for your child to drink with his/her cold lunch, milk cards cost **\$7.00 for 20 milks**.

Breakfast will be available for an additional charge of \$1.00 per breakfast in the PS room. You will be billed for this at the end of the month. Infants, Toddlers, and the Two & Ups are only served breakfast if the parent provides one.

**Breakfast time is from 5-7:30 AM.** If you bring your child after this time no breakfast will be provided or served. Your child will have to wait until snack time at 9 AM to eat.

**Lunch time is also promptly served at 11 AM.** If your child is not at daycare by 11 AM, your child will not have lunch. Their lunch will be given at the afternoon snack time around 2 PM.

Please be considerate, we have other children to prep and serve their lunch and it is not appreciated if a parent brings their child at 11:30 and asks for lunch. Lunch is over. Please be respectful of this policy.

**\*Please also keep in mind that your child is not allowed to have any gum, candy, or soda in daycare.**

## HEALTH AND SAFETY:

The following procedure shall apply when a child has a sore throat, fever, rash, vomiting, diarrhea, inflammation and redness of eyes, lice, or other illness that has the potential to affect the health of other children and staff in the daycare:

- The child will be isolated.
- The child's parent, guardian, or other designated person when a parent cannot be reached, will be contacted as soon as possible after the illness is discovered and arrangements are made to have the child removed from the daycare.

**If your child has a fever of 100 degrees or higher, is vomiting, or has the diarrhea while at daycare, the parent will be called. You will need to pick up**

**your child within 45 minutes.**

**If your child is ill the night before, please do not bring your child to daycare.**

Children should be symptom and medication free for 24 hours before returning to the daycare. Common sense should be used!

**St. John's Lutheran Daycare reserves the right to determine if your child is too sick to attend daycare.** To ensure a healthy environment, please respect our policy to protect your child, the other children in our care, and our teachers.

Please notify staff if you have given your child any medication prior to attending the daycare on any given day.

Please notify St. John's Lutheran Daycare immediately, if your child has a communicable disease. A child with a communicable disease may not be admitted or permitted to stay at the daycare during the time the disease is communicable. Parents of all children attending the daycare will be notified when a communicable disease has been brought into the daycare.

Examples of Communicable Diseases:

- Chicken pox
- Influenza
- Pertussis/Whooping cough
- Infectious hepatitis
- Measles
- Mumps
- German measles
- Scarlet Fever
- Meningitis

A child may be readmitted to the daycare when the parents provide a release statement from their physician that states that their child is no longer contagious, or if the child has been absent longer than the usual incubation period for the disease.

Should your child receive a minor injury, such as a scraped knee, your child's teacher will treat the injury with soap and water and cover with a Band-Aid. The staff member will write the information on the child's daily log sheet and

the parent will be notified when they pick up their child.

More serious injuries will be reported to the Mayville EMS. They will provide onsite assistance until the parent is notified and gives permission to transport the child to the hospital. Immediate transportation will be provided if the injury is life-threatening per the EMT onsite.

All injuries will be logged in the Medical Log and on the child's daily log sheet.

Every child at the daycare must have a physical examination upon enrollment in the daycare. Children 6 weeks up to 2 years will need to have this updated every 6 months. You will need to turn in the physical form explaining the child's exam and it will need to be signed by your child's physician. For children 2 years and up a physical form with a physician's signature, needs to be updated every two years.

An immunization record for our child needs to be on file at the daycare prior to the first day of attendance. If you are unable to reach your doctor for the information, you can try to go to the Wisconsin Immunization Registry online at: <http://dhfsWIR.org> to retrieve your child's information.

## MEDICATION:

If your child required medication, you will need to bring the medication in the original bottle to the daycare and fill out an 'Authorization to Administer Medication' form. This form must be filled out prior to the administration of medication. The medication then is kept in a separate container labeled 'Medication.' If the medication needs to be refrigerated, it will be refrigerated in a container marked 'Medication.' All medication will be stored so that it is not accessible to the children. Please do not leave any medication in your child's diaper bag. You will need to have your child's name on any bottle of medication, whether it is over the counter or prescribed by a physician. When the medication is given to your child, it will be logged on the above form, and a notation will put on his/her chart for the day.

If you would like us to use sunscreen or insect repellent for your child during our outdoor excursions, you will need to fill out the form listed above and we will keep this form on your child's chart. We will review all authorization

forms every 6 months and have you update the forms as needed. The recording of sunscreen or insect repellent is not required.

If you would like to use Orajel or any other teething medication on your infant, you will need to fill out the above form for the daycare. We will keep this with your child's daily log chart and it will be noted when we use it to soothe your child.

### CHILD ABUSE AND NEGLECT:

Each child will be observed for any evidence of unusual bruises, lacerations or burns. If evidence is found, it will be noted in the Medical Log book and in the child's file.

An employee, or volunteer at the daycare who knows or has reasonable cause to suspect that a child has been abused or neglected as defined in s.48.02(1) and s.48.981(1), Stats., shall immediately contact the County Department of Social Services or Human Services or a law enforcement agency, as required by s.48.981, Stats.

### CHILD GUIDANCE POLICY:

Positive reinforcement will be used as the main means for disciplining. Children need to be praised for their good deeds and actions. Children learn faster from positive remarks than negative remarks. Your child will first be redirected as a means of discipline. If a positive remark and redirecting your child does not work, they may need a "quiet time" or a "time-out." Quiet time or time-outs are timed for each child. They will receive 1 minute per year of age for the length of the time-out, not to exceed 5 minutes. Time-outs will be given to children 2 years of age and older. The staff will continue to redirect your child, if under the age of 2, for unacceptable behavior. For repeated discipline problems, a solution will be worked out between parents and daycare staff.

The spanking, hitting, pinching, slapping, shaking, twisting, verbal abuse, physical restraint, withholding of snacks or food, punishment for lapses in potty training, or enclosing in a confined space of any child, by any staff member, is prohibited. This behavior is unacceptable and appropriate discipline measures will be strictly enforced.

## INFANT, TODDLER, AND THE TWO & UP DAYCARE

Children under the age of two will need to have a physical every 6 months. The physician signed report needs to be on file at the daycare. Parents are responsible for turning in a copy of the report to the daycare.

An "Intake" form for any child under the age of 2 needs to be filled out periodically. This form allows our teachers to continue your specific schedule for your child. Any updates to any schedule, whether it's feeding, sleeping, or changing, should be filled out on the Intake form and given to your child's teacher as soon as possible. For the infant room, we would like **a new form every 3 months**. As your child gets older, you will not need to fill out the form as often. Each child's eating, sleeping, and diapering schedules will be documented daily and given to the parent at the end of the day. Children are not potty trained at the daycare until after the age of 2, unless a parent requests training assistance from the staff.

You will need to bring in your child's supply of formula or breast milk each day. If your child is on formula, you may leave a container here and the staff will notify you when we are running low. Please remember, if you are bringing in a daily supply, send a little extra in case your child has an 'off-schedule' day. You will need to supply baby food and any baby snacks you would like your child to have. Please label all bottles, baby food, formula cans, breast milk bags/containers, diaper bags, packages of diapers, wipes, extra outfits, car seat (if you leave it at daycare for pick-up time), and any other belongings for your child.

Diapers, wipes, and any other diapering products need to be supplied by the parents. Each child's items should be labeled and will only be used for that child. **When your supply runs low, you will be notified and you will need to replenish your child's supply within 2 days of service.** If you do not replenish your child's supply and staff needs to use the daycare supply, you will be **charged \$1.00 per diaper used**. This charge will be added to your invoice. If your child needs diaper ointment or cream, you will need to fill out an 'Authorization to Administer Medications' form. The ointment or cream will be labeled and kept in your child's basket, out of reach from the other children.

**\*If you do not bring the things staff has alerted that you are low or completely out of, your child cannot attend daycare.**

**Please dress your child appropriately for the weather.** Please send hats, mittens, snow pants, and boots when necessary. Please bring an extra change of clothes (pants, underwear, socks, t-shirt/sweatshirt) for your child to be kept at daycare. Label the extra clothing with your child's name. When your child gets excessively dirty, has a potty accident, or gets too wet from a sprinkler or pool, he/she will be changed. Please make sure the spare clothes are season appropriate. **The daycare no longer provides extra clothes for the daycare children,** (our clothing was not returned when loaned out). So please be sure to send an extra set of clothes for the above instances.

When your child is ready to transition from being labeled as an Infant into a Toddler, the daycare will notify the parent. This mostly means that your child will now be on our daycare schedule of: **snack at 9 AM, lunch at 11 AM, nap after, and afternoon snack at 2 PM.** This allows for the transition into the Two-Year-Old & Up room to go much more smoothly.

The transition from Toddler to the Two & Up room lasts two weeks. If your child does not transition well, he/she may be put back with our other Toddlers and we will try the transition at a later date.

Once in the Two & Up room, your child will start the potty training process only if it has been started at home. Your child still needs to be in diapers or pull-ups until he/she is able to tell their teachers that he/she needs to use the bathroom. **When the teachers feel your child is ready to be wearing underwear to daycare, they will contact the parent and tell you to send them in underwear.** The staff will then ask your child periodically if he/she needs to use the bathroom.

The Two & Up's take naps or have rest time in the afternoon. Each child is given a cot with his/her name on it to use. Children that do not take naps will still need to lie down and rest on their cot.

**Toys from home are not allowed at St. John's Lutheran Daycare.** We are not responsible for toys lost while at daycare and would prefer that your child leave them for at home.

## PRESCHOOL AGE DAYCARE

Children in the Preschool Age room **must be completely potty trained** and able to take down and pull up their pants and clean themselves up without any help. We share bathrooms with St. John's Lutheran School children and the staff is not able to help them in the bathrooms. The staff will however, help with buttons, buckles and belts.

When your child is transitioned into the Preschool Age room, **you will need to supply a hot lunch card and milk card** (which can be purchased in this room) or a daily cold lunch with juice or milk, **an extra change of clothes**, and a pair of non-marking, white-soled tennis shoes for gym use. Please make sure to label all of your child's belongings.

During the summer months, you may be asked to send a towel, swimsuit, and sunscreen to your child. An 'Authorization to Administer Medication' form needs to be filled out and kept on file at the daycare for sunscreen. Summer sandals may be worn as long as there is a strap around the ankle and the toes are covered. **No open-toed shoes are allowed** on the playgrounds. If you send your child in sandals, they need to change into tennis shoes by themselves in order to go out on the playground.

The pair of non-marking, white-soled tennis shoes is for gym use and will also be used for preschool, if your child is already registered for 3K.

**Please dress your child weather appropriate.** Send along hats, mittens, snow pants, and boots to go outside in the winter. Also make sure that your child has a weather appropriate change of clothes in case he/she needs to change after playing outside in the snow. If your child does not have weather appropriate clothing, your child will not be able to go outside with the other children.

**No toys are to be brought to daycare! Daycare is not responsible for lost or stolen toys that are brought from home. No handheld video games, iPad, or tablets of any kind are to be allowed at daycare.**

St. John's Lutheran School is always locked. Please ring the bell to the left of the lower parking lots doors to gain entrance. **Do not use the upper doors.**

Please use the lower entrance. State your name and who you are dropping off/picking up, the staff will release the lock and let you in. No child may be dropped off in the parking lot to let themselves in. **All parents are required to bring the child into the daycare room, sign them in, and then they will be free to leave.** This is also the same requirement for all children leaving the daycare. A parent must come in to sign the child out and then we will release the child from our care.

**There is no parking in the lower parking lot on school days.** You will need to park on the road, in front of the school, and walk your child down to the lower level doors. No daycare children will be allowed to enter through the top doors as that entrance is for school children only. The gate entrance to the lower level will be closed at 6:30 AM until 3:15 PM, daily. This is for the safety of all daycare and school children. This parking lot is also a playground during the school day. If the gate is open to the lower level parking lot on days there is no school at St. John's, you may drive down to the entrance to pick up your child.

## SCHOOL-AGE DAYCARE

This area of the daycare is for Kindergarten-aged children and older. Your child will be released from school to meet at the preschool daycare at 2:50 PM. **Please make sure to write '2:50 PM' on your calendars and not '3 PM.'** A daycare staff member will check them in for the day. If a child does not report to daycare by 3 PM, a staff member will call the parent at the home phone number listed on your Emergency Contact Card. We will leave a message to report that your child is missing from daycare and you have 45 minutes to call us back or **you will be charged a late fee.**

If your child is receiving after-school tutoring from a teacher, that teacher will come and pick up your child from daycare and then return them.

If your child will not be attending daycare, but will be on the school premises, you either need to send a note or call that day to daycare and let us know.

No child will be allowed to leave the daycare without a permission slip signed by the parent.

If you call your child in sick to school and they were schedule for daycare



after school, please also call the daycare to let us know that will not be in attendance for the day. We do not always get the message from the school office.

Children will be provided a snack with water at 4:15 PM. If you wish your child to have milk, you will need to provide that for them.

Children will be allowed to play in the gym and use their gym shoes from their classrooms. You will not have to supply an additional pair of shoes for the gym. Child will play outside, weather permitting, on the school playground when snack time is over.

Once again, when pick up your child, the parent needs to come into the daycare and sign out your child. **Daycare will not release your child without your proper permission.** Also, remember that if you are sending someone else to pick up your child, the daycare staff will ask for a picture identification from that individual. **We will not release your child to anyone that we are unfamiliar with, so please remind them to bring their identification with them.** This applies to all areas of the daycare as well.

## THANK YOU

We are truly grateful that you have trusted us to care for your child at St. John's Lutheran Daycare. Through God's grace, we hope to help your child grow socially, emotionally, spiritually, and academically.

Please sign and return this form to your child's teacher as soon as possible.

If there are every any questions or concerns, please feel free to contact the daycare at 920-387-9962 or 920-387-3929.

Thank you for the opportunity to serve you and your family,

Sincerely,

St. John's Lutheran Daycare

# PARENT AGREEMENT

I have read and acknowledged the policies set forth by St. John's Lutheran Daycare:

PARENT NAME: \_\_\_\_\_

CHILD'S NAME: \_\_\_\_\_

DATE: \_\_\_\_\_