



Kids Campus Family Handbook

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Chatterbox Learning Center does not allow any weapons to be carried on persons (any person or employee entering the building), or on the premises. If a person is found to be in noncompliance with this regulation, they will be asked to vacate the premises. If a person should refuse to vacate the premises, the local authorities will be contacted.

Welcome to Chatterbox Kids Campus – Where Your Child’s Learning Journey Begins

At Chatterbox Kids Campus, we believe that each child is a unique and capable individual who thrives in a nurturing and stimulating environment. We are committed to fostering a love of learning by encouraging curiosity, creativity, and confidence in every child.

Our philosophy centers on the whole child—supporting intellectual, emotional, social, and physical development through play-based learning and meaningful relationships. We recognize that children learn best through hands-on experiences and interactions with caring adults and peers.

We partner with families to create a strong foundation for lifelong learning, respect each child’s developmental pace, and embrace diversity as a strength. By promoting kindness, respect, and responsibility, we aim to inspire children to grow into compassionate, confident, and capable individuals.

This handbook has been created to outline the mutual rights and responsibilities of both families and our center, and to support a strong, collaborative partnership in your child’s early education. These policies are given to parents upon enrollment and are available to parents at any time upon request to the center director.

Mission Statement: *To provide superior care in a safe, loving and educational environment that will enrich and enhance each child’s growth through intellectual, emotional, social and physical development.*

ADMISSION

Age Range & Capacity

Chatterbox Kids Campus is licensed by the State of Wisconsin, Department of Children and Families to care for children ages 3 ½ through 12 years, with a maximum capacity of 49 children at any one time. Due to licensing and building regulations, all children must be fully toilet trained prior to enrollment.

Hours of Operation

The center is open Monday through Friday, from 5:15 a.m. to 5:30 p.m., year-round.

Trial & Termination of Care

Trial Period

Starting a new child care program is a big transition for both children and their families. Our team is dedicated to making this adjustment as smooth as possible by fostering a warm, supportive environment and maintaining open, consistent communication with parents.

The first two weeks of enrollment are considered a trial period. During this time, either the center or the parent may choose to end care with written notice. Parents are responsible for payment for all days care was provided, as well as the full two-week trial period. The deposit may be applied toward one week of this period.

Termination Requirements

- Two weeks written notice required by either party
- Failure to give notice requires payment for 2 weeks
- Immediate termination may occur due to:
 - Unpaid fees
 - Repeated late pickups
 - Safety concerns
 - Non-cooperation with staff
 - Failure to complete required forms

Holidays Observed

The center is closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

All regular fees will be charged for these holidays.

Emergency Closings

There may be times when an emergency arises which requires the child care center to close. If this occurs, we will send an email, text message or call parents/guardians to let them know.

Licensing Standards

Chatterbox Kids Campus will post the following items for the public's review on the parent/guardian bulletin board:

- The center's state license
- A copy of the Family Handbook
- Any posted licensing violations
- Notices of upcoming closures
- Policy updates
- Other announcement

The number of children enrolled and present at the center will not exceed the limits set by Wisconsin State Licensing Regulations.

Attendance

Children may not be in care for more than 12 hours in a single day. Parents/guardians are responsible for the schedules they provide us with. We expect children to be in attendance on those days at those times. If a child who is scheduled to arrive at the center and we have not been

informed of the absence, we will attempt to contact the parent/guardian to determine the child's whereabouts.

Confidentiality Policy

All child, family, and staff information is confidential. Access is restricted to:

- Parents/Guardians
- Center staff
- Licensing personnel

No personal or pertinent information is shared without written consent.

Abuse/Neglect Reporting

Staff are mandated reporters. Suspected abuse/neglect is reported to **Valders Police** or **Manitowoc County Social Services**.

Each employee will receive training at least every two years in child abuse and neglect laws, how to identify children who may have been abused or neglected, and the procedure for ensuring that all known or suspected cases are immediately reported to the proper authorities.

If an employee or volunteer is suspected of mistreating a child, that person will be subject to immediate suspension pending the CPS or law enforcement investigation's outcome.

Administrative Structure

Maintaining a clear line of communication is essential for effective support and guidance. If you need assistance, please follow the chain of communication below:

Administrator/Owner – Colleen Steinbruecker
Site Coordinator – Sophia Kiesow
Lead Teacher – Hannah Dvorak
Assistant Teacher – Grace Boettcher

Please begin with the Administrator and proceed down the list only if the preceding individuals are unavailable.

Method of Enrollment

Parents/guardians interested in enrolling their children at Chatterbox Kids Campus must meet with the administrator or director to discuss their child's specific needs and to review program policies before the child is enrolled. A tour of the facility will be provided during this visit.

The following forms must be completed and returned to the center by the first day of the child's attendance.

- Parent Contract
- Form DCF-62 Child Care Enrollment Form
- Form DCF-44 Health History and Emergency Care Plan
- Form DCF-61 Child Care Intake for Child Under 2 Years (if applicable)

- Form DPH-419 Child Care Immunization Record (or electronic record of your child's immunizations – due within 15 days of child's first day of attendance.
- Form DCF-60 Child Health Report signed by a medical professional (4K students only)
- New family registration fee

The director will inform parents/guardians when updated forms are needed.

Items to be provided by child's family:

All items must be labeled with the child's first and last name:

- Extra set of clothing (children 3 ½ - 5 years)
- Seasonal gear (hats, mittens, boots)
- Sunscreen
- **Rest Time Items (Ages 3½ – 5 Years)**
Children should bring a blanket or sleeping bag in a pillowcase for rest time. These items must be taken home on the last day of care each week, washed, and returned on Monday or the child's next scheduled day.

Parent Visits and Communication

Parents are welcome to visit the center at any time during operating hours to spend time with their child. Telephone calls are also welcome and encouraged. Open communication is key to a successful child care experience.

Pets

Chatterbox Kids Campus does not have pets on the premises. Prior to adding pets to the center, the director will notify parents/guardians in writing

Medical Log Book Procedure

All medication administered, accidents or injuries occurring on-site, marked changes in child's behavior or appearance, or any observation of injuries to the child's body received outside of the center will be entered in the center's medical logbook. The center director is responsible for reviewing the logbooks every 6 months.

Non-Discrimination Policy

Chatterbox Kids Campus does not discriminate based on race, religion, disability, or any other protected characteristic.

Americans with Disabilities Act (ADA)

Chatterbox Kids Campus supports and complies with the Americans with Disabilities Act (ADA). We welcome children of all abilities and are committed to creating an inclusive environment. We will make reasonable accommodations to meet the individual needs of children with disabilities, in accordance with the requirements of the ADA. These accommodations are designed to support each child's ability to participate fully in our programs.

For more information about the ADA, please visit:

<https://www.ada.gov>

Access to Records

Parents may request to view their child's file or medical log (related to their child only) by contacting the center administrator.

Photos and Social Media

Teachers may occasionally take photos of children during activities. These photos may be used:

- In classroom portfolios
- Shared privately with families via email or Facebook

A separate media consent form is included in your enrollment packet. No photos will be shared without parental authorization.

Communication About Child's Progress

Each child's progress is communicated daily through the face-to-face conversations, daily sheets, or phone calls

Center Administrator:

Colleen Steinbruecker

Phone: 920-912-1480

In situations where only one staff member is present with a group of children, a designated second adult is always available and able to arrive at the center within five minutes. The assigned backup staff member is Lead Teacher Donna Binversie.

PARENT INFORMATION

Parent Information Board

Important information, including:

- The center's state license
- A copy of the Family Handbook
- Any posted licensing violations
- Notices of upcoming closures
- Policy updates
- Other announcements

is posted on the bulletin board located near the center entrance.

Family Involvement

We encourage families to play an active role in their child's experience at Chatterbox. Parents are welcome to share suggestions for activities or learning opportunities that support their child's growth and enjoyment.

Parent-Teacher Conferences

At least twice within every 12-month period, parents are offered the opportunity to meet with their

child's teacher to discuss progress, development, and participation in the program. Conferences may also be requested by parents at any time to discuss concerns.

Arrival and Departure Procedures

- Parents must escort children directly into their classroom.
- Teachers must be aware of all arrivals and departures for attendance and safety.
- Children may **not** be left alone in the parking lot, lobby, or playground.
- If your child is outside at pick-up, **please notify the teacher directly** before leaving.

Absences and Schedule Changes

- Please notify the center as soon as possible if your child will be late, absent, or picked up early.
- If a child is absent and the center has not been contacted, staff will call the parent/guardian to confirm within 30 minutes the child's status.

Child Release Policy

- Children will **only** be released to individuals authorized by the parent/guardian.
- If someone unfamiliar to staff is picking up a child, even with consent, they **must present photo ID**.
- No exceptions will be made to this policy for the safety of all children.

Babysitting Policy

To maintain professionalism and protect both staff and families, **Chatterbox staff are not permitted to babysit for families currently enrolled at the center.**

This policy is based on guidance from the **Wisconsin Department of Children and Families Licensing Bureau**. Outside employment relationships can create the appearance of favoritism or conflict and may affect the integrity of care provided at the center.

CHILD EDUCATION

Developmentally Appropriate Curriculum

Our program follows a developmentally appropriate approach, focusing on the individual needs, interests, and abilities of each child. Teachers use observations and assessments to create meaningful learning experiences tailored to each child's developmental level. Activities are designed to support growth across all domains—cognitive, social-emotional, physical, and language—through hands-on, play-based learning.

Educators plan flexible, responsive activities that reflect the children's curiosity and developmental progress. This individualized approach allows children to explore and learn at their own pace while promoting confidence, creativity, and a love of learning.

Cultural Awareness and Seasonal Celebrations

At Chatterbox, we celebrate cultural diversity by incorporating a variety of books, music, foods, classroom materials, and guest speakers that reflect the backgrounds of our children and families. We welcome and encourage families to share their cultural traditions and experiences with the center.

While Chatterbox is not affiliated with any religious organization and does not follow a specific religious doctrine, we may include age-appropriate activities related to widely recognized holidays such as Christmas and Easter.

Families are encouraged to communicate any concerns or preferences regarding holiday activities so we can respect and honor their wishes.

Media Use

On occasion, children may watch developmentally appropriate educational videos or television programs that support classroom learning or special events. Media is used as a supplemental tool and will never take the place of hands-on activities, exploration, or teacher-child interaction.

Early Morning & Late Afternoon Care

For children who arrive early or stay later in the day, engaging and purposeful activities are provided to ensure they remain connected, comfortable, and involved, even within smaller group settings.

Transitions

Teachers use transition activities (e.g., songs, movement, or conversation) to prevent long periods of waiting or inactivity.

Outdoor Play

Outdoor time is a vital part of every child's daily routine. Weather permitting, children will enjoy:

- Play structures
- Sandboxes
- Water tables and sprinklers (in summer)
- Shaded areas for group games and picnics
- Open space for exploration and exercise

Children may also take supervised walking field trips around the neighborhood or to a nearby park.

Preschool Program (Ages 3½–4 Years)

This program focuses on learning through play, designed to spark curiosity and support foundational skills in a fun, nurturing setting.

Daily activities may include:

- Circle time
- Story time and language development
- Art and sensory play
- Science and math exploration
- Music, cooking, and movement activities
- Introduction to shapes, colors, textures, and numbers

Children are encouraged to build confidence, develop self-help skills, and express creativity while participating in age-appropriate group and individual activities.

School-Age Program

Chatterbox Kids Campus offers a structured, engaging program for school-age children, including:

- Before- and after-school care
- Homework support
- Games and enrichment activities
- Outdoor play and team-building exercises

During summer months and school breaks, a special seasonal program is offered with expanded activities, field trips, and hands-on experiences tailored to older children.

Rest or Naptime

Rest or nap time will be provided for all children under the age of five who are in care for more than four consecutive hours. Children who do not fall asleep within 30 minutes may get up, and those who wake up early will be allowed to do so. Awake children will be offered quiet, appropriate activities with guidance from a teacher.

Children under the age of five will use a sleeping bag for rest time. Parents/guardians are responsible for laundering their child's bedding or sleeping bag at least every five uses, or sooner if it becomes wet or soiled.

Center Schedule

Each classroom will have its own detailed daily schedule posted on the parent/guardian bulletin board and in their classroom. This schedule will list outdoor play time, mealtimes, nap/rest time, special activities, and other structured and unstructured time.

Night Care

Chatterbox Kids Campus does not provide night care.

NUTRITION

Meals and Payment Information

Families who wish to have breakfast and/or lunch provided for their child may do so through the Valders School District lunch program. Payments are made directly through the school district.

- Breakfast is served from 7:35 a.m. to 7:55 a.m.
- Lunch for 4K students is scheduled from 11:00 a.m. to 11:30 a.m.
- All other elementary-aged students will eat at their regularly scheduled times.
- Snack is served around 2:30 p.m. All school-age children arriving after school will also receive a snack.

Parents may choose to send a packed lunch or participate in the Valders hot lunch program.

All meals and snacks provided meet the minimum nutritional requirements set by the U.S. Department of Agriculture Child and Adult Care Food Program (CACFP).

Meals and snacks are served at flexible intervals throughout the day. No child will go without nourishment for more than three hours, and food is never forced or withheld.

Snack menus are posted at least one week in advance and can be viewed on the snack cupboard. Any changes or substitutions in the menu will be posted with the original menu. Parents are encouraged to review menus and discuss any concerns or dietary needs with the Administrator.

Child Guidance and Food

Children will not be forced to eat; they will be encouraged to try new foods as appropriate. Meals will not be withheld as a form of punishment. To support development, we provide child-sized dishes and utensils.

Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners, and develop sound nutritional habits. Our staff model healthy eating behaviors in the presence of children, refraining from eating or drinking non-nutritious foods in front of children.

Kitchen Cleanliness, Dishwashing

Eating surfaces will be washed and sanitized before and after meals and snacks. Staff and children will wash their hands before and after eating. Dishes (when used) will be washed and sanitized in accordance with licensing regulations.

Food and Sanitation Guidelines

Chatterbox Kids Campus does not have an on-site kitchen. As such, the following procedures are in place to ensure food safety and cleanliness:

- Food Storage:
 - A refrigerator and microwave are available for limited food storage and reheating.
 - The refrigerator is maintained at 40°F or below, and the freezer (if available) at 0°F or below.
- Hand Hygiene:
 - Staff follow proper handwashing procedures to prevent the spread of illness.
 - Handwashing instructions are posted at all sinks and are followed before handling

food or assisting with meals.

- **Cleaning and Chemical Safety:**
 - All cleaning products are stored in a separate, locked cabinet, away from food and eating areas to ensure child safety.

Food storage

Food will be stored off the floor and in airtight containers after opening. Containers will be labeled and dated.

Special Dietary Needs

- Special diets, including supplements or nutrient concentrates, will be followed only with written instructions from the child's physician and at the parent's request.
- Parents must list any known food allergies on the enrollment form. These forms are reviewed and updated regularly.
- Allergy-safe substitutions will be made for children with documented allergies.

Birthday Treats

We recognize the importance of birthdays in a child's life. Parents are welcome to bring in a nutritious snack for their child's birthday. Please consult with your child's teacher in advance, especially if there are allergies in the classroom.

HEALTH AND MEDICAL POLICIES

Illness Policy Children may not attend the center if they exhibit any of the following symptoms:

- Fever of 100°F (oral) or 101°F (underarm) or higher
- Vomiting or diarrhea
- Undiagnosed rash
- Contagious disease in its infectious stage
- Suspected strep throat until diagnosis is confirmed
- Children must be symptom-free for 24 hours before returning. If a child becomes ill while at the center, a parent or emergency contact must pick them up within one hour. Sick children are cared for separately in the staff office until pickup. Children must be healthy enough to participate in outdoor play.

Mildly Ill Child Care

This service is not provided.

Exclusion for Specific Conditions

- **Head lice:** Must be nit-free to return
- **Hand, Foot, and Mouth Disease:** Child must be fever-free with all blisters dry/scabbed

Medication Policy

- A signed Medication Authorization Form is required for any prescription or over-the-counter medication, including creams and ointments.
- Prescription medication must be in the original container.
- All medication administration is logged in the Medical Logbook.
- Physical Exams Children over the age of 2 must have a physical every two years. Records are maintained as required by licensing regulations.

Injury & Incident Reporting

- Minor injuries: Washed, bandaged, or treated with ice and recorded in the Medical Logbook
- Serious injuries: The center will call 911. Parents notified immediately; written report provided within 1 day and reported in the centers medical log.
- Emergency care: Preferred hospital used when possible; otherwise, **Holy Family Memorial in Manitowoc.** *Parents are responsible for any costs incurred as a result of a medical emergency involving their child.*
- Injuries off-site follow the same procedures
- Injuries requiring medical attention or caused by an animal are reported to DCF within 24 hours
- Biting -- Although biting is a developmentally typical behavior in young children, the center takes proactive steps to minimize occurrences. When a biting incident does occur:
 - The affected area is promptly cleaned and treated.
 - The child who bit is gently guided toward more appropriate behavior.
 - The incident is documented in the center's medical log.

Communicable Diseases:

If there is an exposure of a communicable disease at the center, we will notify parents/guardians. Certain communicable diseases must also be reported to the health department and the Department of Children and Families

Immediate Notification Situations

Parents will be notified immediately in the event of any of the following incidents:

Head injuries

Seizures

Accidental consumption of, or exposure to known allergens

Ingestion of poison or incorrect medication

Hygiene & Sanitation

Staff and children wash hands frequently throughout the day

Gloves are worn during diapering and when handling bodily fluids

Toys and learning materials are sanitized on a regular schedule

Soiled items are placed in sealed plastic bags and sent home the same day

Allergies & Health Conditions

All allergies and health conditions must be documented on enrollment forms
Relevant information is shared with staff on a need-to-know basis to ensure the child's safety
The center makes every effort to accommodate children with special health needs

SPECIAL CIRCUMSTANCES

Child Release Policy

- Children will only be released to individuals listed on the Child Enrollment Form.
- A photo ID is required if the person picking up is not familiar to staff.

Custody Arrangements

- A signed, written custody agreement must be provided to the center.
- The center will follow the custody agreement as written and will not make changes without joint authorization from both parties.

Suspected Impairment

- If a parent or authorized individual appears to be under the influence of drugs or alcohol, the center will contact local authorities and the child's emergency contacts to ensure the child's safety.

Language Access

- Enrollment forms and other materials are available in alternative languages upon request.

RATES & PAYMENTS

Fee Structure

- Registration Fee: \$25 per child (non-refundable)
- Materials Fee: \$20 annually (on anniversary start date)
- Deposit: \$50 (applied to first week of care)
- Late Payment: \$15 per day
- Returned Check Fee: \$30. Fee must be paid before child care attend.
- Late Pickup: Parents are allowed a 15-minute grace period beyond their scheduled pick-up time without a late fee. However, this grace period does **not** apply after the center's daily closing time.
Late Pickup Fee: A fee of **\$10 per minute, per child** will be charged for pickups after 6:00 p.m. or after your scheduled pick-up time, unless prior arrangements have been made. The total fee must be paid upon arrival. For each day that fees are late there will be a late charge of \$15.00 per day.
- Field Trip Fees: As applicable

Billing

- Invoices are due upon receipt
- Payment box located near the entrance of the classroom
- Most forms of financial assistance accepted

Holiday Closures (Paid Days)

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

Vacation Policy

Children enrolled in at least four weeks of full-time care within a 12-month period are eligible for **two vacation days** per year. All other children receive **one vacation day** annually. Unused vacation days are forfeited upon withdrawal

Center Agreement

Parent/guardians agree to:

- Pay registration fee and deposit
- Begin attendance on agreed start date
- Request translated forms if needed
- Follow all center rules and policies

Discharge Process

A parent/guardian may decide to terminate child care enrollment at the center at any time. Parent/guardians must give two weeks notice to the center director and all fees will be collected for the two weeks, even if the child is no longer attending. A written appeal may be submitted in case of disagreement

Reasons for Discharge

- Non payment of tuition or fees (grounds for immediate termination, without notice)
- Lack of parent/guardian cooperation
- Inability for Chatterbox Learning Center to meet the needs of the child.
- Failure to complete and return the required forms by their due date
- Any family member treating staff with disrespect, abusive language, violence, or threat of violence (grounds for immediate termination, without notice)

Center Initiated/Behavior Related Discharge

Chatterbox Kids Campus is committed to keeping parents and guardians informed of their child's development and progress. If a child experiences difficulty adjusting to the daily routine, following classroom expectations, or presents safety concerns, the following steps will be taken:

1. Initial Communication

The teacher will provide a verbal update to the parent or guardian, outlining the observed concerns and discussing possible strategies for support.

2. Follow-Up and Behavior Plan

If the concerns persist after two weeks, a formal meeting will be scheduled with the center director, classroom teacher, and parent/guardian. Together, a written behavior support plan will be developed to assist the child. This plan will be documented and kept in the child's file.

3. Reevaluation and Next Steps

If no significant progress is made within 30 days, a second in-person conference will be held. At this time, the behavior plan may be revised, referrals to outside support services may be offered, and in some cases, termination of care may be considered.

Before any decision to terminate care is made, every effort will be made to seek appropriate support services or referrals to help the child succeed.

Transportation Policy

Chatterbox Kids Campus does not provide transportation in vehicles owned by the center, the licensee, or the employees. However, public transportation is used for field trips requiring transportation, i.e. school buses.

Tracking policy:

Ratios and Supervision

- Staff-to-child ratios required by licensing will be maintained at all times during field trips.
- Children will remain under sight and sound supervision throughout the outing.

Head Counts

- Head counts will be conducted and recorded at the following times:
- Before leaving the center
- Upon entering the bus/vehicle
- Upon arrival at the destination
- At transition points (lunch, restroom breaks, activity changes)
- Before leaving the destination
- Upon re-entering the bus/vehicle
- Upon arrival back at the center

Tracking Sheets

- A Field Trip Tracking Sheet will be used to document each child's attendance at every checkpoint.
- Sheets will include:

- Child’s full name
- Assigned group and supervising staff member
- Times of head counts and staff initials
- Sheets will be returned to administration after each field trip and kept on file.

When Transport Occurs

- Field trips
- Medical emergencies
- Evacuations

Safety & Procedure

- Valid insurance and driver’s license on file
- Child safety restraints used
- Emergency contact and first aid supplies kept in vehicle
- Vehicle safety checks conducted
- Attendance is taken on and off the vehicle
- Permission slips sent home before each field trip

CHILD GUIDANCE

Distraught Children

When a child is crying, upset, or distressed, staff will use age-appropriate methods to comfort and calm them. This may include gentle touch, cuddling, rocking, offering a drink, or talking calmly to help them express their feelings. If the child remains upset, we may contact a parent or guardian to discuss the situation and check if it could be a sign of illness.

Positive Guidance

We guide children’s behavior by setting clear rules and using positive language. Staff explain and model expected behaviors, such as saying “Let’s use quiet voices” instead of “Don’t yell.”

If a child’s behavior becomes challenging, they will be redirected to another activity. Children are offered a variety of age-appropriate choices and given attention before issues arise.

Our goal is to help children build self-control, confidence, and respect for others. We never withhold food or physical activity as a form of discipline. When needed, we redirect children to safe activities and talk with them about safety.

Prohibited Actions

In line with Wisconsin child care regulations, any actions that are harmful, cruel, or humiliating are strictly prohibited. This includes anything that could cause emotional, physical, or psychological harm—even if requested by a parent or guardian.

Prohibited actions include:

- Hitting, spanking, pinching, shaking, or any form of physical punishment
- Yelling, threatening, or making hurtful comments about the child or their family
- Tying, restraining, or locking a child in a room or small space
- Withholding or forcing food, drinks, or naps
- Punishing a child for accidents during toilet training

Transitions

Children do best when they don't have to wait long during transitions. We plan routines like toileting, eating, and moving between activities to keep things moving and avoid long lines or large group waiting.

Promoting Positive Behavior

Classroom arrangement, materials, and programming are scaled to the developmental level, size, and ability of children, which will contribute to providing clear guidelines and promoting positive behavior.

Parent/Guardian Involvement in Solving Behavior

All efforts will be made to work out a plan for behavior management between staff and the parents/guardians to see if challenging behaviors can be managed and/or corrected. The teacher will ask for a parent/guardian/teacher conference to discuss the behaviors in detail. Input from parents/guardians on behavior management is vital.

Techniques Staff Will Use to Control Unwanted Behaviors

- Supervise the children carefully and intervene before a problem occurs
- Redirect a child to an alternative activity
- Keep routines and expectations predictable
- Set good examples and use positive reinforcement
- Discuss any concerns with parents/guardians

Time-Out Procedure

A “time-out” is a break from the large group, provided by the teacher, to support and give an opportunity for the child to calm down and regain composure. A time-out may only be given to a child who is 3 years of age or older and may not exceed 3 minutes.

Before a time-out is given to a child, the teacher will use other techniques to calm the child. Some of the techniques may be one-on-one activities, redirection, small group activities, breathing exercises, calming experiences, conversations between the child and the teacher.

EMERGENCY PROCEDURES

In accordance with state licensing regulations, emergency drills are practiced monthly to ensure staff and children are prepared.

The center follows the Valders Elementary School's emergency procedures, and all drill dates and times are documented.

A copy of the emergency procedures is posted on the bulletin board near the entrance of Classroom 132.

Emergency Phone Numbers

Emergency phone numbers for WE Energies, the non-emergency police and fire departments, Poison Control, and the emergency back-up provider will be posted near the phone in each classroom, the center office, and the kitchen. These postings will also include the center's address and phone number.

In Case of Emergency

- Emergency cards are kept on classroom clipboards
- In serious medical situations, children transported to **Holy Family Memorial Hospital**
- A staff member remains with the child until parent arrives
- Parents are notified immediately

Emergency Contact (night or weekends)

- If there is only one staff person on site with eight or fewer children, we will ensure that an emergency provider is available to arrive at the center within five minutes. This person will sign a document agreeing to serve as an emergency back-up.
- Owner/Administrator
 - Colleen Steinbruecker 920-912-1480

Reports to DCF

The center will report any situation as it pertains to statute 251.04(3)(a-n) DCF 251 Licensing Rules for Group Child Care Centers to the Department of Children and Families within 24 hours after the incident. These situations include:

- Any incident or injury to a child while at the center that results in a professional medical evaluation
- A death of a child in care
- Any injury to a child caused by an animal
- Any damage to the premises that may affect licensing compliance, or any incident at the premises that results in the loss of utility services

- Unexpected closures lasting more than 2 weeks, within 24 hours after the center has been closed for a 2-week period
- Any known convictions, pending charges or other offenses of the licensee, group child care center employees or other person subject to a child care background check
- Any incident related to a child who leaves the premises of the center without the knowledge of the provider or any incident that results in a provider not knowing the whereabouts of a child in attendance at the center
- Any suspected abuse or neglect of a child by an employee or volunteer.
- Any incident involving law enforcement.

First Aid Equipment

First aid equipment will be stored in each classroom, vehicle used for transportation, and emergency bag/tote.

Missing Child Procedure

If a child is discovered missing, staff must immediately notify the Director. Additional staff will conduct a thorough search of all areas inside and outside the center.

If the child is not located promptly:

- The child's parents/guardians and/or emergency contact will be notified immediately
- Local law enforcement will be contacted without delay
- The Director will report the incident to the Department of Children and Families (DCF) within 24 hours

If a staff member is alone on-site when a child is reported missing, they must immediately contact the designated emergency backup person for support and assistance.

Daily Attendance

Chatterbox Kids Campus uses a paper tracking system to ensure staff are always aware of each child's location. All staff receive training on how to properly use this system.

Parents/guardians or authorized adults must accompany children into the building and sign them in at the start of the day, including the arrival time. At pick-up, they must sign the child out and record the departure time.

Staff will verify that attendance records match the actual number of children in care during every transition and at least once per hour throughout the day.

Fire

If a smoke detector sounds, children will be instructed to immediately locate their teacher, while staff also ensure all children are accounted for. The building will be evacuated through the nearest safe exit.

Children will assemble on the playground, where they will remain under supervision with their assigned teacher. A designated staff member will contact the fire department.

The attendance sheet and emergency contact list will be brought outside to verify that all children are present and to notify families as needed.

Fire evacuation drills are practiced once a month January through December. All drills will be documented on form DCF

Tornado

In the event of a tornado warning, staff will immediately gather the children and guide them to sit quietly along the interior wall of the classroom, away from windows and doors. Children will be encouraged to rest or look at books to remain calm and occupied during the alert.

A flashlight and a cellular phone are kept on-site at all times to maintain communication and visibility if needed.

To avoid confusion among parents and staff, a designated staff member will contact each child's parent or guardian to explain the situation. Parents are asked not to call the center and instead wait to receive a call from staff with updates and instructions.

Tornado drills will be conducted monthly from April to October and documented on form DCF-F-CFS0543 Safety And Emergency Response Documentation Group Child Care Center or electronically

Threat to the Building or Occupants

Depending on what the emergency is, if possible, evacuation of the building will be initiated using the fire evacuation procedure. If it is not possible to evacuate the building, each classroom will take cover in a secure area. The main door will be closed and locked; all other doors will be closed and locked as possible. 911 will be called. The teacher will keep children calm and in one area of the room until the threat has passed, or the police or fire department has arrived. Law enforcement and parents/guardians will be immediately contacted to advise them of the threat.

Children's Records During Emergencies

Children's records will be kept in the locked file cabinet, but a copy of their emergency contacts, along with phone numbers, will be taken with staff any time there is an emergency evacuation.

Special Evacuation Considerations

Any child who has a limited ability to respond in an emergency will be identified at the time of enrollment. Staff will be aware of any special evacuation needs the child may have and accommodations will be made to ensure their safe evacuation from the building

Allergic Reactions

Each child with an allergy will have a written care plan that includes instructions regarding the allergen, steps to be taken to avoid that allergen, and a detailed treatment plan in the event of an allergic reaction, including the names, doses, and methods of prompt administration of any medications. The care plan will include specific symptoms that would indicate the need to administer medication. Center staff will review allergic reaction protocols at least two times per year to ensure each child's safety and well-being.

If a child has an allergic reaction that does not appear to be life-threatening, has a suspected allergic reaction, or contact with/ingestion of an allergen, staff will review the emergency care plan to determine the steps that need to be taken to ensure the child's health and well-being. The staff will follow the steps in the emergency care plan and:

- The director will notify parents/guardians immediately after medical personnel have been notified of any allergic reaction or possible contact with food that may cause an allergic reaction.
- If needed, the child will be transported to Aurora Sheboygan Medical Center for care. The director will stay with the child until the parent/guardian arrive.
- The incident will be documented in the medical logbook.

All staff have training in infant and child CPR, AED, and first aid techniques.

Emergency Medical Treatment

If there is a medical emergency with a child or adult requiring emergency medical treatment, 911 will be called. Staff will perform first aid according to their training, initial check, call, and care procedures. Children present will be taken from the area calmly by available staff for supervision and safety. If it is a life-threatening situation, with no time to consult the child's file or parent/guardian, 911 will be called. If an ambulance is needed, parents/guardians will be responsible for any medical costs incurred. Parents/guardians will be contacted as soon as possible after contacting 911. The injury will be recorded in the medical logbook upon return to the center.

Safe Location for Children After Emergency Evacuations

If an evacuation off the premises of the center is needed, all people will go to Faith Lutheran Church [255 Roosevelt St, Valders, WI 54245](https://www.google.com/maps/place/255+Roosevelt+St,+Valders,+WI+54245)

Severe Weather

- Parents notified if early closure occurs
- Center remains open unless travel is unsafe for staff

Loss of Building Services

Families will be notified if the following occurs:

- Heat: Indoor temperatures fall below 67°F.
- Air Conditioning: Indoor temperatures rise above 80°F (backup fans will be used if cooling is not restored within 2 hours).
- Water: Water service is unavailable for more than 2 hours — the center will close in this case.
- Electricity: A power outage lasts more than 2 hours without a backup source — the center will close.

- Phone Service: Phone lines are down — staff will use personal cell phones to maintain communication.

Other Weather Emergencies

In the event of earthquakes, floods, landslides, mudslides, lightning, wildfires, or winter weather we look for guidance at: <https://www.cdc.gov/disasters/index.html>

Terms of Agreement

By signing this agreement, both the parent(s)/guardian(s) and Chatterbox Kids Campus staff acknowledge and agree to follow the policies outlined in the Family Handbook.

This agreement is valid for **up to 12 months** from the date it is signed by both the parent(s)/guardian(s) and the administrator. If a new agreement is not signed after 12 months and the child remains enrolled, the terms of this agreement will remain in effect until a new agreement is completed.

To ensure we provide the highest quality care for all families, we kindly ask that you **honor your contracted arrival and departure times** and **notify us if your child will be absent**.

Mother/ Guardian Signature _____ **Date** _____

Father/Guardian Signature _____ **Date** _____

Administrator Signature _____ **Date** _____