



# FAMILY POLICIES

## General Policies

### Wishing Well Preschool and Childcare

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### Wishing Well 2.0 School Age Program

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# Welcome

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We are delighted you have chosen Wishing Well to fulfill your childcare needs! Caring for your child is a responsibility we take very seriously. You should feel at ease and confident about the place where your child spends their day. We have been caring for the children in the DeForest community for over 30 years. Our credentialed and degreed teachers and staff are dedicated to providing quality early care and education for our children. Daily interaction with loving, caring people can positively influence your child’s future. While you are participating in the program, we hope to develop a partnership, between home and school, which benefits the development and growth of your child.

Please take time to read this handbook, as it will answer many questions you may have concerning our policies and procedures. Our goal is to supplement your parenting and support your role as a parent. We encourage you to become an active participant in our school activities and programs we offer. If you have any questions, concerns, or problems; feel free to talk to your child’s teacher or the center’s director. We want the best for you and your child.

All center policies, compliance statements, emergency evacuation practices, licensing notes, and center license are posted in the entrance of the building in full view. All other parent information pertaining to the classroom and / or children may be found on the parent board in each classroom.

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## Admission

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Enrollment at Wishing Well is open to the public serving children from six weeks up to fifth grade. New student Enrollment Applications may be submitted any time during the year as Wishing Well does not have a specific enrollment period.

A parent / guardian interested in childcare at Wishing Well is required to meet with the Director of their location at least once before enrollment to view the center, complete required forms, and relate information about their child(ren). This orientation process allows parents to ask questions and observe the childcare environment to ensure the program is a good fit for their family and vice versa. After a tour of the facility, Policies for Families along with additional enrollment information will be provided to the parent / guardian to review prior to enrolling.

A child's date of birth, developmental level, and space available are all taken into consideration when determining classroom placement. Enrollment decisions are made by the administration after consultation with teachers and parents. Once a start date has been determined, families will secure their child's placement by returning the completed Enrollment Application along with a \$50.00 Registration Fee and their first week's tuition.

Children who are unable to be placed immediately will be placed on an inquiry list and parents will be contacted once a space becomes available. Placing a child's name on the inquiry list does not guarantee enrollment. If a family defers placement when an opening becomes available, they will be moved to the end of the current inquiry list.

Enrollment shall be granted without regard to race, color, age, religion, sex, handicap, marital status, political persuasion, national origin or ancestry, physical appearance, income level or source of income, student status, sexual orientation, or arrest or conviction record, except as regulated by Wisconsin Statute and administrative rules for group childcare centers.

## Enrollment

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Once a start date has been established, we highly encourage each family to visit the classroom setting with their child prior to beginning care. This will give the child an opportunity to meet their teacher as well as the children in the classroom while still having the presence of a caring adult to help make them feel more comfortable. The visit will give the child some familiarity with the classroom environment prior to their first day and aid with the transition to our center. This is also a great opportunity to bring any personal care items prior to the first day.

Your family will be required to complete several forms provided by the Department of Children and Families (DCF) prior to your child's first day of attendance. These forms are included in your child's registration packet sent to you prior to your child's scheduled start date. These forms are also available on our website under "Resources". Your child will be allowed to start once the following forms have been completed and returned. They include:

1. Child Care Enrollment Form
2. Health History and Emergency Care Plan

3. Infant / Toddler Intake Form (when applicable)
4. Health Report – completed by your child’s physician and required within 30 days of enrollment
5. Immunization Record Form – required within 30 days of enrollment
6. Parent Handbook Acknowledgement signed
7. School-Age Agreement Forms (when applicable)
8. Transportation Forms (when applicable)
9. Fee Agreement signed
10. Photo Release

Parents who do not have a completed Health Report or Immunization Record upon enrollment are required to provide the date of the child’s doctor appointment to complete the forms. Health Reports are updated every two years for children over the age of 24 months and every six months for children who are under 24 months. It is the parent’s responsibility to return these forms promptly to ensure licensing compliance. We have the right to suspend care until paperwork is up to date. If you have chosen not to have your child immunized, please ask the center director for an immunization waiver form. Immunizations may be waived for certain reasons.

If your family receives a form of tuition assistance, verification of the assistance agreement is required prior to enrollment. Parent / guardians are responsible for any fees prior to the verification of assistance and will be credited on their account once confirmation is received. Any fees not covered by the agency will be the responsibility of the parent.

Parents are required to notify Wishing Well immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program. Continued enrollment is contingent upon the parent’s, emergency contact persons’, and child’s adherence to the policies and procedures of Wishing Well as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

## Daily Attendance

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All regular care will be provided under a signed Fee Agreement between the parent or guardian and Wishing Well. Fees will be assessed on a weekly basis, according to this agreement, with extra hours being charged at an additional rate. The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing services for any duration.

Wishing Well requires a minimum of two days attendance per week for children ages two and older. Children under two are required to attend a minimum of 4 days per week. Each family is required to sign a Fee Agreement which details their child’s contracted hours. Contracts may be renegotiated as needed and your account will be charged \$25.00.

If your child does not have a set schedule including a contract on file, they will be considered drop-in care. Children whose status is considered drop-in, will not be guaranteed care until the requested days of care are approved by a member of management.

Although we are open eleven hours per day, it is our belief no child should be separated from his or her parent for more than ten hours. Thus, all hours of attendance will be contracted for no more than ten hours per day. Fees

will be assessed for care provided over 10 hours as well as exceeding your contracted hours. You will be assessed a \$5.00 fee for every 1 – 15 minutes your child is signed in early or out late per your contract and /or you exceed the ten-hour policy. This fee is per child, not family.

The center closes at 5:30 PM daily. If you are running late, please call the center. A late pick-up fee will be assessed at \$5.00 for every 1 – 5 minutes for the first two late offences within the calendar year. If the parent is late a third time, the fee will double for the third and fourth offenses. If the parent is late 5 or more times in the calendar year, the fee triples.

Recent studies show that routine and structure are important to the success of young children. Therefore, all children are required to arrive prior to 9:30 AM on their scheduled day. Failure to arrive prior to 9:30 will result in refusal of care for the day. The only exception is notification in advance of a scheduling conflict such as an appointment.

Parents are required to inform the center by 9:00 AM if their child will not be at the center on a scheduled day. If we have not been notified of an absence, our policy is to contact the family after one hour of your child's contracted drop off time.

## Arrival and Departure

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Wishing Well will relinquish responsibility for a child at pick-up time only to a parent, those persons over 16 years of age authorized by parents on the Emergency Contact form, or a person temporarily authorized through notification on Brightwheel. Parents or their authorized agents take responsibility for their child upon their arrival at the end of the day. If someone arrives to pick up your child and they have not been authorized, your child will not be released to them until proper authorization has been received.

The physical safety of the children at Wishing Well is of paramount concern. These regulations are designed to minimize risk for children, especially during heavy traffic times. When picking up or dropping off your child you are required to turn your vehicle off while parked in the Wishing Well lot. Children may not be left unattended in a vehicle while in the Wishing Well parking lot.

For reasons of safety and security, parents must accompany their child, including school age children, in the parking lot, into the building, and to their respective classrooms. Parents may not allow a child to wander through the hallways, bathrooms, other classrooms, or playground. The centers responsibility for your child begins when parents accompany their child to a teacher and verbally informs the teacher that they have arrived. We cannot be responsible for a child that we do not know has arrived.

We ask that you not "sneak out" as this action creates anxiety for children. Tell your child that it is time for you to go to work, then leave. Prolonging your good-byes send a mixed message to your child and can increase anxiety. A teacher will be happy to assist you, if necessary, to help your child settle into an activity. If your child is upset when you leave, please know that children usually calm down and are participating before the parent reaches the parking lot. Please feel free to call at any time to check on your child.

Drop off and pick up times can be busy times for teachers and often they only have time for a brief greeting or conversation. Their first and foremost responsibility is the children in their care. If you wish to leave an important message for your child's teacher, we recommend that you utilize Brightwheel to reach out to your child's teacher.

And of course, you are always welcome to reach out to us via phone or email. Please note that Brightwheel is our primary form of communication.

## Release of Your Child

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Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Wishing Well Preschool, as provided by law. In cases where an enrolled child is the subject of a court order (i.e., Custody Order, Restraining Order, or Protection from Abuse Order), Wishing Well must be provided with a copy of the most recent order and all amendments thereto. If conflicting court orders are presented, the most recently dated court order will be followed. The orders of the court will be strictly followed.

In the absence of a court order on file with Wishing Well Preschool, both parents shall be afforded equal access to their child as stipulated by the law. Wishing Well cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If you anticipate any problems in this area, please speak with a member of management.

If a staff is concerned about releasing a child to a parent or other authorized pick-up person, the following procedures will be followed. Examples of when a staff would be concerned for your child's safety are when a pick-up person appears to be too ill to drive, the person appears to be intoxicated, or the person appears to be under the influence of any type of drugs. The staff will offer to contact the other custodial parent or an emergency back-up person authorized to call for the child. Staff has the right to contact the local law enforcement as well. Although teachers of Wishing Well would understand these could be embarrassing situations, our main concern is the safety of all children who attend our school and their families.

## Building Security

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Wishing Well utilizes a security system to gain entrance into our facility. Every family enrolled is required to use a security code to enter the building. We ask that parents not permit individuals they do not know to enter the building. When the buzzer rings, an administrator can see and / or speak to the individual to determine whether to permit them entrance into the building.

## Non-English Families Who Enroll

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Families who speak other languages will be directed to translation resources available on the internet. Community resources may be used if available. The need for additional resources will be evaluated on an individual basis.

## Tuition and Fees

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All custodial parents and / or legal guardians are required to sign a Fee Agreement prior to enrollment of their child at Wishing Well. This Fee Agreement also indicates your scheduled hours of care and determines your weekly tuition payment. Parents are required to indicate to whom all billing information and correspondence are to be addressed if different from the parent or guardian signing the Fee Agreement.

We currently utilize Brightwheel as our billing system. Invoices are issued on Friday prior to the week of care and are due by Monday. Brightwheel offers an auto-payment option for families. Processing fees are added to the parent's payment transactions. The fee is 60 cents per ACH and 2.9% for credit / debit card payments. Cash, check, or money order are also accepted for tuition payments. The tuition box located near the entrance is the appropriate place to deposit your payment.

All payments are due Monday for the week of attendance. Any payment received after close of business Monday will be assessed a \$35.00 late fee. Enrollment will be terminated if payment is not made within one week of the due date; past due accounts will not be tolerated. Wishing Well reserves the right to terminate care without giving a two-week notice for non-payment.

There is no credit given for scheduled school holidays, child illness, or for closings due to emergency situations or inclement weather. Regular tuition payment is due when children are out of school if the day falls on a normal attendance day for your child. Families who attend a part-time schedule may not switch days during the week but may add additional days if space is available.

Field trip admission fees, special events and / or occasional supplies for projects may be collected in addition to weekly tuition. Notice of such fees will be provided to families and the charges will be added to your weekly tuition. For special events, a child may attend on the event day based on adequate staffing. An additional fee will be charged for the extra day of attendance.

Due to a variety of age-based pricing options, Wishing Well provides a separate fee schedule to all parents. Wishing Well offers a multiple child discount for one or more siblings enrolled during the same time. The tuition discount for the older of two children is 10%.

Typically, there is an annual tuition increase in late summer / early fall, but may be assessed at any time during the year based on financial analysis of the business. An increase in rates is based on the rise in costs of maintaining an outstanding facility staffed by highly qualified teachers in addition to the escalation of every day expenses associated with a childcare business. Each family in attendance will receive prior notice of the increase and a fee schedule reflecting their child's tuition rate.

Wishing Well does accept a variety of childcare subsidies. Subsidized children must have an authorization in the system before they start care, or the family is responsible for all tuition payments until a subsidy payment is processed.

We follow our contractual obligations with My WI Childcare program and require parents to pay their portion of the childcare tuition in accordance with the tuition / payment policies set forth in this handbook. You are responsible for any fees not covered by your childcare funding. The remaining balance is due by the end of the month in which care is received. EBT card payments should be processed within the first five days of the month to ensure proper calculation of your co-payment.

Parents of subsidized children must complete all required paperwork on time to continue enrollment at Wishing Well. Parents of subsidized children are also required to sign a Fee Agreement, agreeing to be personally responsible for the payment of tuition in the event they become ineligible to receive childcare subsidies.



## Schedule Changes

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Parents, who wish to change their child’s days or times of enrollment at Wishing Well, must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee of \$25.00 except for the fall enrollment period. The Center Director will notify the parents if the new schedule is available. A schedule change will not be considered final until a new fee agreement is signed, and the appropriate fees are paid. If the schedule is not available, parents may choose to continue with the current schedule until the requested schedule becomes available or may choose to withdraw their child from the program.

Many families reduce their days of care during the summer months or remove their child from care for the summer months. Under these circumstances, families who leave for the summer may not be guaranteed care in the fall. All families who have reduced summer care will not be able to return to full-time care until after Labor Day.

## Holidays

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Wishing Well will close in observance of the following holidays:

New Year’s Day	Thanksgiving Day
Martin Luther King, Jr Day	Friday after Thanksgiving
Memorial Day	Christmas Day
Labor Day	Christmas Eve
Independence Day	

In addition, to the holidays listed above Wishing Well will be closed on the following days for Employee In-service training:

- The Friday prior to September 1<sup>st</sup>
- The third Friday of March

If the holiday falls over the weekend, we will close on Friday for holidays landing on Saturday and Monday for all Sunday holidays. The previously mentioned holidays require payment even though Wishing Well is closed on those days.

## Outdoor Activities and Inclement Weather

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We believe going outside is an important part of your child’s day at Wishing Well. Outdoor activities may include neighborhood walks, sidewalk chalk drawing, outside classroom activities, organized games, and child directed play.

It is our policy that all children participate in outdoor activities daily, weather permitting. We feel if your child is well enough to attend Wishing Well then, they are well enough to participate in all our daily activities including outside activities. With this in mind, we ask parents dress children accordingly. Parents should continue to send

all proper winter play clothing every day, regardless of the weather. If you child does not have appropriate outdoor attire, you will be called and required to bring in the needed clothing.

In the event of inclement weather or extreme temperatures, outdoor play will be limited or cancelled based on state regulations. Wishing Well staff will verify temperature and wind chill readings prior to and during scheduled outdoor play. Inclement weather is defined as follows:

- Stormy weather
- High air quality index resulting in caution
- Temperatures above 90° F
- Wind chills of 0° F or below for children age two and above
- Wind chills of 20° F or below for children under age two

The inside building temperature will be maintained at no less than 67° F. In addition, if the inside temperature exceeds 80°F air circulation will be provided via air conditioning or fans.

## Clothing

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Please dress your child for school in casual play clothing. Although we do our best to keep the children clean throughout our daily activities. There is a good chance we will get messy. Sensory activities, painting, and playing outside are part of our routine. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing. We take no responsibility for soiled, stained, torn, lost, or stolen clothing.

Coats, hats, gloves, snow pants, and winter boots must be provided by the parent in the winter months. Scarfs are not recommended due to potential choking hazards. It is not necessary for the children to wear their winter boots to school. Winter boots are not allowed in the classroom; children must have a pair of shoes or slippers to wear at school while inside. Once again, it is recommended you mark your child's items with their name or initials as there are a lot of black snow pants that all look the same during the winter. Lost and Found is in the main entrances.



Children ages 3 and up are required to have one seasonably and size appropriate complete change of clothing at the center always. Children under 3 years of age are required to have multiple seasonable and size appropriate, complete changes of clothing at the center always. A complete change of clothes includes shirt, pants, underwear, and socks. Parents will be contacted to bring in clothing for your child if they do not have an appropriate change of clothing when needed.

## Child Guidance

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We believe a positive relationship built on mutual respect between teacher and child creates a solid foundation for child guidance. We also believe an environment which is interesting and challenging with clear limits can minimize many behavioral issues that may arise in a classroom. Structure, routine, and consistency are provided so over time

children learn to accept responsibility for their behavior. Young children need to be reassured that the people who care for them will guide and protect them.

The purpose of our positive guidance policy is to help children learn behaviors which are acceptable to themselves and to others. For young children, this means setting limits for their safety, the safety of others and the safety of the equipment used. Our goal is to help children become self-reliant and internalize rules of behavior. Children are encouraged to take appropriate responsibility for their own behavior and to generate ideas for solving social conflict problems (i.e., how to share a toy).

Our major strategies are to

- Set clear limits for children
- State cause and effect when appropriate
- Change the environment when it interferes with positive behaviors
- Use redirection and diversion

Wishing Well’s positive guidance policy is based on proactive approach to avoid the need for discipline. If a child is crying or distraught, they will be attended to until they have calmed down. Any child who seems overexcited or over-tired will be encouraged to spend some quiet time with a book or spend some time alone in a quiet place. At all times, the child guidance procedure will employ a loving and nurturing manner to encourage self-control, to teach self-respect, respect for others and respect for property.

Emphasis is placed on rewarding positive behavior; punishment which is humiliating or frightening to a child is prohibited. Corporal punishment is never allowed on Wishing Well Preschool’s premises. This includes punishment for lapses in toilet training. Only a childcare worker who meets the qualifications of a childcare teacher or assistant teacher may discipline a child.

## Aggressive Behaviors

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Children at Wishing Well are taught to be safe, responsible, and respectful with themselves and others, physical space, and materials. Aggressive behavior includes but not limited to physical and verbal aggression such as repeated intentional kicking / hitting of students or staff, repeated flipping / throwing of item such as toys, buckets, chairs, or shelves with the intention to harm, prolonged tantrums, prolonged withdrawal, property destruction, or self-injury. In these situations, the child will be removed from the classroom while calming down. If intolerable behavior continues, the child must be picked up immediately and take the following day off from care.

There are some occasions where children who are disruptive or continuously aggressive may need a behavior plan to be put in place. Wishing Well does not tolerate aggressive behavior by children of any age. If a persistent behavior should occur that is of concern to us or a threat to others, we will need to discuss it with you so that we can jointly decide on a course of action that is followed at home and in our care. The steps to the process will be as follows:

- An initial meeting with the director and the family. It is important that the child is not present for this meeting. The purpose of this meeting is to open the lines of communication and come up with a mutually agreed upon behavior plan.
- A follow up meeting will be scheduled within 3 weeks to discuss progress. If the behavior plan is displaying progress a third meeting will be set up to either ratify the behavior plan or decide that the problem has been resolved. If the behavior plan is not displaying progress care may be terminated immediately.
- Should the behaviors persist after three meetings, it is mostly likely inevitable that other arrangements should be made for care of the child. This is a rare occurrence as we understand that all children can sometimes have factors that may affect their emotions and / or behavior. We will always do our best to work cooperatively to help in any way.

Should you feel at any time that you would like to discuss any behavior or developmental aspect of your child’s progress at Wishing Well, we will arrange a meeting with the staff for you.

### Damages

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 It is expected that your child be respectful to our personal property and furnishings. A certain amount of “wear and tear” is normal, but if your child intentionally damages our property through destructive behavior or roughness, you will be liable for 100% of the replacement costs. This reimbursement is due within 30 days of notice and may be added to your tuition invoice.

### Classroom Pets

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 It is the belief of Wishing Well that pets in a classroom can teach the children additional responsibilities of care and respect. No pet will be introduced to a classroom without a signed permission slip from each child’s parent. The children will actively participate in the introduction and care of their classroom pet. Please speak with the administration at time of enrollment regarding what pets are currently in the classrooms.



Special permission is needed prior to a pet being brought to school for a visit. This is done for all the children’s protection against possible allergic reactions. We also require the child’s parent remain on hand to take the pet home after the children have seen and enjoyed the visit. All animals (dogs and cats) need to be healthy and vaccinated before bringing them to the center. Parents will be notified at least one week in advance if a pet is visiting our school via classroom parent board and / or via Brightwheel.

### Cultural Diversity

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 Wishing Well enrolls children of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to all children enrolled at the Center. The Center does not discriminate based on race, color, sex, age, disability, or national origin in the administration of its educational policies, admission policies or other center-administered programs.

Wishing Well is committed to cultural diversity approaches embedded in the education plan. The children, families, staff, and the local community represent a variety of cultural backgrounds. We strive to create a program that truly reflects this diversity. By recognizing the impact culture plays on families, teachers make every effort to provide culturally responsive care and education by acknowledging human differences and the right of people to make choices about their own lifestyle.

Staff recognizes, appreciates, and respects the uniqueness of each child by:

- Encouraging children to respect other cultures
- Providing children with positive experiences exploring similarities and differences
- Teaching children to live co-operatively in a diverse world
- Providing activities, foods, pictures, songs, and stories which are reflective of other countries and cultures

In relation to cultural and racial equality, Wishing Well aims to:

- Contribute to each child’s awareness of cultural and racial groups
- Positively acknowledge similarities and differences between cultural and racial groups
- Promote positive attitudes to children being part of a diverse society
- Reflect each child’s racial and cultural background
- Recognize the diversity of family structures

Staff recognizes the diversity of family structures and lifestyles. Our programs help children to learn that there are many different interpretations of the family, all of which are normal, and that each child does belong to a family. Additionally, we believe it is important to recognize the variety of roles of the family members in different families (e.g., mother working, father staying at home, etc.). The programs aim to allow children to appreciate these differences.

The first five years of a child’s life are critical in the formation of attitudes and behaviors. Assumptions about gender roles developed in these years can persist into adulthood, thereby affecting a person’s life choices and decisions. Therefore, Wishing Well Staff believe that both boys and girls have an equal capacity for experimenting with new materials, participating in active experience, and learning new things. For this reason, teachers are actively working to promote gender equity.

Our philosophy of providing care for all children incorporates meeting the special needs of all children. Children develop at their own rate, with their own range of abilities, interests, personalities, and needs. It is through positive attitudes and interactions with children with special needs that integration and inclusion is achievable.

## Celebrations

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Some holidays are beyond the understanding of young children. When we celebrate a holiday at Wishing Well, we design concepts and activities that give the children more experience with and understanding of the holiday. Holiday celebrations do not center on any religious belief but the customs of various cultures.

We will notify the parents of the times and formats of celebrations. Generally, there will be no unusual requirements of the parents. We feel it is important for young children to become familiar with the values, beliefs, and cultural traditions of different people and the ways they celebrate special occasions.

## Family Participation

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Daily contact between parents and teachers is an important part of our program. Teachers value their relationships with families. Parents who show an interest in their child’s learning and friendships at preschool, also show their child that they value the child’s day-to-day school experiences. By sharing information, we can work together to meet your child’s specific needs. Please let us know how your child is feeling about school or about any issues at home or circumstance that may affect his or her behavior. Teachers make many efforts to keep in touch with families regarding a child’s progress and development. Daily conversations, Brightwheel, notes home, phone calls, bulletin board announcements, and parent letters are some of the ways we communicate with families.

Family participation and observation is encouraged so you can gain a deeper understanding of your child’s day at Wishing Well Preschool. Participating with your child in the work and play of school helps strengthen the home-school bond. Some family members have special talents, cultural traditions, skills, or experiences they can share with all the children. Others may have time to spend helping in the classroom, reading with the children, or chaperoning a field trip. Parents may be requested to complete a criminal background check as required by our licensing regulations.

We provide families of our younger children with a daily report via Brightwheel, which tells you about your child’s day including information on diapering, naptime and feeding (when applicable). When your child’s teacher fills out the daily activities, they are constantly reviewing your child’s participation in the various daily activities. This information is designed to give you an overview of your child’s day and the activities which he / she enjoyed. Staff will communicate with parents via Brightwheel during their normal work hours.

A family information board is in each classroom with information on daily schedules, weekly lesson plans (Copies are available on Brightwheel), field trip information and school events. Wishing Well staff will periodically send you photos of your child participating in activities via the Brightwheel app. We also use our Facebook page as a means of sharing fun activities in your child’s classroom and important information.

Family - Teacher conferences are held twice per year, once in the fall and again in the spring. Teachers post schedules for families to sign up. The purpose of the fall conference is to set goals for the year. It allows us to establish understanding, cooperation, and consistency between home and school. In the spring, we focus on the progress of your child; developmentally, socially, and emotionally. Teachers develop a more formal progress report during the spring. We are always available for an extra conference or meeting should the need arise.

Additional events and activities offer opportunities for family engagement are listed below. Watch your child’s folder or Brightwheel for additional ways you can become involved.

## Traditions at Wishing Well Preschool

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**Summer Picnic:** This family event is held at the end of each summer. We join together over food and music. This event is a wonderful opportunity to meet other families as well as your child’s school friends.

**School Picture Day:** Individual pictures are usually taken in mid-October. Exact dates are posted once scheduled each year. (Preschool building only – school age program is done through DASD)

**National Week of the Young Child:** Each April, one week is set aside to celebrate young children. Many special activities and events are planned for this week to let our children, families, and teachers know how wonderful they are to early childhood education.

**4K Graduation:** We have a graduation ceremony every year at the end of May or beginning of June for the 4K children entering Kindergarten. This is an opportunity to join in celebration and acknowledge our children’s efforts.

## Parent Appreciation Committee

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Wishing Well’s Parent Appreciation Committee (PAC) is composed of parent volunteers acting collectively to promote a positive supportive relationship between teachers, staff, and families through a variety of activities, including classroom and facility enhancements, teacher and staff appreciation, and parent outreach advocacy. PAC meetings are held quarterly at Wishing Well usually in the evening after the center closes. Watch the Brightwheel for our next meeting time or contact a director for further information.

## Food Allergies

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If a child enrolled has or develops a food allergy, Wishing Well may provide supplement meals and snacks that are acceptable for the child to eat. Due to the number of children enrolled, we are unable to be an allergen free facility. However, if a child enrolled has an allergy, we will provide the children with an allergy free table where children can sit with the children with a food related allergy.

We must have a written Plan of Action on file from the child’s doctor regarding the child’s allergy. Any food allergy will be posted in the center for the knowledge of the staff. If any case arises that a child is exposed to and has an allergic reaction to a certain food, Wishing Well staff are to follow the instructions on the child’s individual emergency action plan (see below). The child’s Plan of Action will be kept in a medication container in the classroom along with the child’s medication.

In addition to allergies, we understand that children may have dietary restrictions due to medical conditions or personal beliefs. We ask that parents notify the staff of this at the time of enrollment and provide alternate snack options for their child. Please provide Wishing Well with a written statement regarding these dietary restrictions.

Please note, being a picky eater does not qualify a child for meal substitutions from home.

## Severe Allergies

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For the safety of your child, parents are required to provide a copy of an “Individual Emergency Action Plan” provided by your physician, detailing any allergies, food or otherwise, from which the child suffers at the time of enrollment or when the allergy is discovered. The action plan must also provide any additional physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergy. The information must be updated annually, or more frequently if needed.

Wishing Well is released from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the “Individual Emergency Action Plan”, provided Wishing Well exercises reasonable care in taking such actions.

## Health Policy

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In the event your child is found to have a temperature at or above 101° Fahrenheit (taken on two separate thermometers with no degrees added), has two episodes of diarrhea and / or two episodes of vomiting, or an undiagnosed skin rash; you will be contacted via Brightwheel and required to pick up your child within one hour. If a parent is reached but cannot pick their child up; it becomes the parent’s responsibility to arrange for alternate pick up with someone listed on the child’s emergency contact form.

To protect your child and others, Wishing Well requires you to make alternate care arrangements for your child if any vomiting, diarrhea, or an oral temperature over 101° F is present (no degree added). Children will not be admitted with visible signs of illness or for up to 48 hours after illness–induced fever, vomiting, or diarrhea. Children must be symptom free or on prescribed medication for up to 48 hours prior to returning to Wishing Well to avoid possible exposure to other children. We reserve the right to request a doctor’s release in the case of certain illnesses. Be aware that a doctor’s note does not exempt a child from our exclusion policy.



Children attending should be well enough to participate fully in the program including active play both in and out of doors. To remain compliant with state child-teacher ratios, no child will be allowed to stay indoors while their class participates in outdoor activities. If your child is well enough to attend school, they are considered well enough to play outside.

Your cooperation on this issue is extremely important. Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices.

Any other health condition which may endanger the health of our students and staff or restricts your child’s ability to participate in our daily activities will require you to make alternate care arrangements for your child. In the event your child contracts head lice, he/she may not return to the center until he or she is completely nit free. This is to ensure the prevention of an epidemic, which could cause the center to close temporarily.

Wishing Well is mandated to report all communicable diseases to the local health department. Parents will be notified if their child has been exposed to a communicable disease. Notices are posted on the classroom parent information boards or near the classroom entrances as well as via Brightwheel. In return, we ask you to notify us when your child has been exposed to or has a communicable disease. Wishing Well follows the guidelines of the Dane County Public Health Department with regards to communicable disease and illness.

Wishing Well also has a healthcare provider that will consult with management on any questions or concerns with any health-related situations.

## Medication

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Whenever possible, it is best that medication be given at home. Dosing of medication can frequently be done so that the child receives medication prior to going to childcare, and again when returning home and/or at bedtime. The parent/guardian is encouraged to discuss this possibility with the child's health care provider. The first dose of any medication should always be given at home and with sufficient time before the child returns to childcare to observe the child's response to the medication given.

Medication will only be given when ordered by the child's health care provider and with written consent of the child's parent/legal guardian. Parents are required to provide written authorization on a DCF approved form prior to staff administering any prescribed medication to a child. All information on the permission form must be completed before the medication can be given. Please hand all medications to a staff member, do not put medicine in your child's backpack or diaper bag including creams, hand sanitizers, and chap stick.

"As needed" medications may be given only when the child's health care provider completes a form that lists specific reasons and times when such medication can be given.

Medications given in the Center will be administered by a staff member designated by the Center Director and will have been informed of the child's health needs related to the medication and will have had training in the safe administration of medication. If there is a medication incident or error, the parent will be notified immediately.

Any prescription medication brought to the childcare center must be specific to the child who is to receive the medication, in its original container and have a child-resistant safety cap. Prescription medication must have:

- the original pharmacist label that includes the pharmacist's phone number,
- the child's full name,
- name of the health care provider prescribing the medication,
- name and expiration date of the medication, the date it was prescribed or updated, and dosage, route, frequency,
- any special instructions for its administration and/or storage.



The only over-the-counter medications that may be given are topical ointments, such as diaper cream or sunscreen. No other over the counter medications will be administered at Wishing Well. An approved form must be on file to administer these medications as well.

Confidentiality related to medications and their administration will be safeguarded by the Center Director and staff. Parents/guardians may request to review their child's medication records maintained at the center at any time.

## Injuries and Emergency Situations

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Wishing Well employs teachers who are trained in CPR and First Aid. Superficial wounds will be cleaned with soap and water only and protected. Routine procedures as learned in basic first aid training will be followed for treatment of serious but non-life threatening and minor injuries. First Aid Kits are in the office and are taken on all field trips away from Wishing Well along with a set of Emergency Contact Forms for each child.



If an injury is more serious, the parent or emergency contact person will be notified immediately. In an extreme emergency, the child will be transported by 911 services to UW-Hospital unless otherwise stated. If you wish to have your child transported to a specific hospital, please indicate this on your child's enrollment forms. The same policies will be used for all off-site field trips and activities.

An accident report is completed for any injury requiring medical attention occurring at Wishing Well. Copies of these reports are kept in the child's file. All injuries are recorded in the classroom medical logbook. These reports are reviewed bi-annually to ensure all possible preventative measures are being taken. Parents may request to view this log regarding their own child at any time.

Wishing Well has an emergency response plan which incorporates situations such as fire, tornados, and natural disaster. Fire drills are held monthly, and tornado drills are conducted April through October. Teachers lead children to a designated safe area and evacuate the children off-site only when instructed to do so. Staff and students will remain in the safe area until an "all clear" signal is given. Plans for taking appropriate shelter with children during these emergencies are posted in each classroom. In certain situations, children will be evacuated to Yahara Elementary School. Parents will be notified when such an event occurs.

During severe weather, constant checks are done for emergency information. Please do not attempt to contact the center during these situations as our primary concern is for the children during this time. Constant phone calls from a parent ensuring we are aware of the situation distracts us from doing our job – keeping your child safe. Information will be relayed to parents once the children's safety is ensured.

All children are always closely supervised by their assigned teacher. Each classroom records your child's arrival and departure time on an attendance form, which lists each child and their date of birth. In the event a child is discovered missing from the facility after being signed in, without being signed out, or from a field trip location, the parent(s) will be informed immediately. If the parent does not know where the child is or if the parent cannot be reached, the local police will be contacted.

## Health Precautions and Personal Hygiene

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Children are required to wash their hands upon entering the classroom. Wishing Well expects parents to supervise this activity before leaving the classroom, as teachers are busy interacting with all children during this time. Teachers will assist infants with hand washing as needed. Children and staff are also required to wash their hands after toileting, before meals and before handling food, after nose blowing, and before and after classroom sensory activities. (I.e., sand / water table, play dough, etc.)

Combs, brushes, or toothbrushes are not provided by Wishing Well Preschool. Wet or soiled clothing is changed promptly and placed in a plastic bag to be sent home. A complete, weather-appropriate change of clothes shall always be kept at school for each child. The purpose of this universal precaution procedure policy is to protect the children, parents, and staff. Each staff is trained in universal precaution procedures. They are required to wear clean disposable gloves when handling blood, urine, stool, or vomit. Children's items soiled with these bodily fluids shall be removed from the child, sealed in a plastic bag, and returned to the parent.



Parents will be informed if their child has any direct physical contact with blood from another individual, including the circumstances of the contact (e.g., what happened, how much blood, what part of the body, etc.). These incidents will also be recorded in the classroom medical logbook, omitting the name of the other individual if involved to maintain confidentiality.

Center areas will always be kept in a reasonable state of cleanliness. All toys and surfaces will be washed with soap and water and then sanitized with an appropriate solution as they become soiled to minimize the spread of germs among children. Teachers are required to periodically sanitize all equipment, toys, and surfaces in their classroom to aid in the cleanliness of their room.

## Confidentiality

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Law obligates all employees of Wishing Well who have access to children’s records, to neither discuss nor disclose personal information regarding any child or facts learned about any child and their relatives except with other staff members who need to know to perform their duties. This does not apply to the parent, or a person authorized in writing by the parent to receive the information, any agency assisting in planning for the child when informed written parental consent has been given, or agencies authorized under s. 48.78 statutes of Wisconsin. A parent, upon request, has the right to access all records and reports maintained on his or her child. All records required by DCF for licensing purposes will be made available to the licensing representative as required by law.

Information regarding your child’s specific medical condition or needs disclosed on your child’s Health History and Emergency Care Plan will be shared with staff in which the information would be necessary to provide optimal care for your child. This information will be shared by the Lead Teacher or administration directly with the teacher providing care for your child.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e., biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of Wishing Well are strictly prohibited from discussing anything about another child with you.

## Child Abuse and Neglect Reporting

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All employees of Wishing Well, who know or have reasonable cause to suspect a child has been abused or neglected, are mandated by state law, to contact the county department of social services or a local law enforcement agency. The Administrator shall determine on a case-by-case basis when parent(s) should be notified a report is being made. Every employee of Wishing Well who comes in contact with the children at the center receives training in the following areas:

1. Child abuse and neglect laws.
2. How to identify a child who has been abused or neglected.
3. Documenting findings / observations in the medical logbook.
4. The process for reporting known or suspected cases of child abuse or neglect

As mandated reporters, the staff of Wishing Well cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith”.

## Grievance Procedures

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If there is a concern about some aspect of Wishing Well, we request parents to first attempt to discuss the concern with the staff person involved. If the matter or concern cannot be satisfactorily resolved with the staff person involved, the parent(s) should immediately bring the concern to the attention of the Center Director to ensure the concern is addressed and dealt with appropriately. If at this point the concern has not been addressed to the parents' satisfaction, the issue should be brought to the Administrator in writing. The Administrator will review all elements of the concern for evaluation. The final determination will be at the sole discretion of the Administrator.

## Should You Decide to Leave Us

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We recognize that children sometimes move to another childcare setting, although many will leave our setting at the end of elementary schooling. Our goal is to prepare children for these transitions and involve parents and the receiving setting or school in this process. We prepare records about a child's development and learning using portfolios and observations. To enable a smooth transition, we share appropriate information with the receiving setting or school at transfer upon the request of the parent when done so in writing.

A two-week written notice is required when withdrawing a child for any reason. If the proper notification is given, any unused tuition will be refunded within 30 days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and the parent or guardian will be responsible for the tuition.

## Discharge Policy

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Certain situations may arise that would result in the Administrator having to make the difficult decision of requesting a family to leave our center. The Administrator or her designee reserves the right to terminate the enrollment of a child at any time for one or more of the following reasons:

1. The child has special needs which the staff is unable to handle effectively. This includes but is not limited to severe emotional or physical challenges which endanger the health or safety of the child, other children in the class and / or staff; continual or excessive physical or emotional abuse of fellow students or staff by a child; debilitating or terminal illness which staff is unequipped to accommodate.
2. Non-payment or regular delinquent payment of fees. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30-day period will be referred to the agency's legal counsel for collections.
3. A parent fails to observe the policies set forth by Mynski Corporation.
4. Failure to submit the forms required by DCF and Wishing Well.
5. Physical or verbal abuse of children or staff by a parent.
6. Personality conflicts, including though not limited to condescending and / or sexist behavior directed at staff by a parent.
7. The child is absent for two consecutive weeks without notice and without contact from the parent(s) indicating the reason for the absence and expected date of return. The child will be dis-enrolled, and a notice of termination will be sent to the address on record.

Obviously, it is impossible to anticipate every situation which may arise at Wishing Well. When possible, a two-week notice will be given to families in writing. However, certain situations may result in immediate termination. All terminations will be documented.

Ultimate authority for interpretation, application and enforcement of the policies set forth in this handbook rests with the Administrator of Wishing Well or her designee.