

Policy Handbook



Tender Loving Care
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Mission Statement

At Tender Loving Care, we believe in the value and uniqueness of each child and family we serve. Our center experience is designed to promote each child's social, emotional, physical, and cognitive development. As caregivers and educators, our mission is to provide a safe and developmentally appropriate learning environment that fosters a child's instinct to explore, discover, create, and become a lifelong learner.

Center Philosophy

We believe that in the right environment, a child's natural curiosity and creativity lead to endless opportunities to grow in knowledge and develop a love of learning. We provide that environment at TLC by making it a safe and nurturing place where your child will be encouraged to build, splash, dash, pretend, and create their way to exciting discoveries about the world around them. We allow children to join the TLC Family as young as 6 weeks old and to stay with us throughout their 6 years.

Tender Loving Care does not allow weapons to be carried on persons (any person or employee entering the building), or on the premises. If a person is found to be non-compliant 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.

Table of Contents

Page # ___4___ ADMISSION

Page # ___8___ DISCHARGE OF ENROLLED CHILDREN

Page # ___9___ FEE PAYMENTS AND REFUNDS

Page # _10-11___ CHILD EDUCATION

Page # ___14___ CHILD GUIDANCE

Page # __15-18___ EMERGENCY PLANS

Page # __19-22___ HEALTH CARE

Page # ___23-24___ NUTRITION

Page # __24___ TRANSPORTATION

**Page # __25-27___ ORIENTATION OF NEW STAFF &
VOLUNTEERS**

Page # __27-29___ CONTINUING EDUCATION OF STAFF

Page # ___29-30___ PERSONNEL

ADMISSION

Terms of License

Tender Loving Care is licensed by the State of Wisconsin, Department of Children and Families (DCF, www.dcf.wisconsin.gov). We are licensed to care for no more than 50 children at any one time. We are inspected regularly to ensure that our center meets licensing rules.

Tender Loving Care will provide care for children ages 6 weeks through 6 Years old.

Childcare services will be provided between the hours of 6:30 am to 5:30 pm, Monday through Friday, 12 months a year.

If a child has not arrived within 1 hour of their scheduled drop-off time, Tender Loving Care will contact them within an hour of the scheduled drop-off time. All attempts made to contact parents will be recorded in the medical logbook.

Enrollment Limitations

There are no limitations for enrollment at Tender Loving Care. All children will be enrolled for a trial period of 30 days. During the trial period, either the provider or parent/guardian may terminate child care without advance notice, but will still need to pay out the week's tuition.

Days Closed

No service will be provided on:

- New Year's Day
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- Black Friday
- 2 Scheduled Teacher In Service Days

All regular fees will be charged for these holidays. If a holiday falls on a Saturday, we will be closed the previous Friday. If a holiday falls on a Sunday, we will be closed the Monday following.

Emergency Closing Procedure

There may be times when an emergency arises which requires the childcare center to close. If this occurs, we will send an email and/or text to the parents/guardians to let them know. If it is a small emergency everyone will be let know about the situation and will let you know if we are able to safely operate. All tuition is still paid for during emergency closings.

Licensing Information

Tender Loving Care will post the following items for the public's review on the parent/guardian bulletin board: • License certificate

- Results of most recent licensing inspection
- Notice of enforcement actions, stipulations, conditions, exceptions, or exemptions
- Center policies
- Parent/guardian notices

Note: Parents/Guardians can find the DCF Licensing rules located on the table outside of the office, along with the daily menu.

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 does not arrive by their scheduled time, the specified time on the written agreement signed by the parent/guardian, and we have not been informed of the child's absence, we will attempt to contact the parent/guardian at least twice to determine the child's whereabouts. All attempted contacts will be documented.

If parents/guardians wish to allow a school-age child to leave or arrive at the center unescorted, they must provide written authorization for this activity by completing DCF-104, *Alternate Arrival/Release Agreement*. School-age children who leave the center unescorted must be traveling to home, school, or another activity where adult supervision is present.

If a child is transported to the center and does not arrive and we have not been informed they will not be attending that day, we will attempt to contact the facility from which they were transported to determine their whereabouts. We will also attempt to contact the parent/guardian at least twice. All attempted contacts will be documented in the medical logbook.

Attendance

Children may be enrolled full-time or part-time. By licensing rule, no child can be in care for more than 14 hours per day. Our program limits children's enrollment to 10 hours per day.

Confidentiality

To protect each family's confidentiality, Tender Loving Care will not share information about a child or a child's family with anyone who is not authorized to receive this information. Only those persons or agencies that have been permitted in writing by a parent/guardian will be allowed to receive information on a child and/or their family. At the family's request, and with written consent from the family, we will transfer any child's record to a new setting. We will provide, and keep on file, the DCF-F-369-E Confidential Information Release Authorization form as needed.

Child Abuse and Neglect Reporting

All childcare providers are mandated reporters of suspected child abuse and neglect. If a childcare provider suspects a child has been abused or neglected, that provider is **required** to report the abuse or neglect to the county's Child Protective Services (CPS) office or law enforcement agency: St. Croix County-715 386-4600. Each childcare provider and substitute will receive training within one week of starting and 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 of child abuse or neglect 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. The incident must be reported to the Department of Children and Families within 24 hours of the occurrence.

Administrative Structure

The administrative structure at Tender Loving Care is as follows for all hours of operation:

- Owner
- Director
- Assistant Director
- Teachers
- Assistant Teachers

Enrollment Information

- The following forms must be completed and returned to the center by the first day of the child's attendance: •
Form DCF-62, *Child Care Enrollment*
- Form DCF-44, *Health History and Emergency Care Plan*
- Form DCF-104, *Alternate Arrival/Release Agreement* (if applicable)
- Form DCF-61, *Child Care Intake for Child Under 2 Years* (if applicable)

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- Form DPH-419, *Child Care Immunization Record* (or an electronic record of your child's immunizations) - due

within 15 days of the child's first day of attendance

- Form DCF-60, *Child Health Report* signed by a medical professional (or an electronic printout from a medical professional from the last well-child visit)
- Photo Release Form

We will provide copies of these documents to fill out.

The director will inform parents/guardians when updated forms are needed. This will occur at least 2 weeks in advance.

Method of Enrollment

Parents/guardians interested in enrolling their children at Tender Loving Care must meet with the director in person or virtually to discuss their child's specific needs and to review program policies before the child is enrolled. We understand family culture is important, and the more we can learn about yours, the better we can provide more in-tune care for your child. Tender Loving Care encourages you to provide as much information about your child as possible at enrollment. It is important that your child's transition to our center is as comfortable as possible.

Tender Loving Care encourages you and your child to visit the center before their first day of attendance.

Items Parents/Guardians Provide and Those Provided by Center

The chart below indicates which items parents/guardians are required to supply and which items Tender Loving Care will provide.

Tender Loving Care does not Allow cloth diapers or training pants. (Disposable pull-ups are okay)

ITEMS PROVIDED BY:

PARENT/ GUARDIAN	CENTER	ITEMS
	X	Disposable Diapers
	X	Baby Wipes
X		Baby Formula (Premade and labeled before arrival to daycare)
X		Lotions
X		Sheet and blanket. Labeled with First and Last name
X		Sleeping Bag
	X	Padded Sleep Mat
X		3 Bottles for Formula/Milk- Labeled with First and Last name
X	X	3 Full Changes of clothing including underwear, socks & shoes if potty training
X		Sunscreen
X		Insect Repellent
X		Clothing suitable for outdoor play during each season (Ex: Winter Gear)
	X	Crib or playpen
X		Sleep Sacks
X		Water Bottle - Labeled with First and Last name

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Parent/Guardian Access to Center

Tender Loving Care has an open-door policy. Parents/guardians are welcome to visit the childcare program at any time during the hours of operation unless parental access is prohibited or restricted by a court order.

If parental access is prohibited or restricted, we will need a copy of the order. Please understand that we cannot legally limit access to a parent/guardian if there is not a copy of a court order on file at the center.

If possible, please try to restrict visits during naptime at **12:00 pm – 2:00 pm**, this can be disruptive to children's day.

Pets

Tender Loving Care does not have pets on the premises. Before adding pets to the center, the director will notify parents/guardians in writing.

Children's Records

Each child will have a separate file kept in a secure location that only Owner, Director and Assistant Director, all staff and parents/guardians and department representatives (licensing) will have access to.

Medical Log Book Procedure

All medication administered, accidents or injuries occurring on-site, marked changes in a child's behavior or appearance, or any observation of injuries to a child's body received outside of center care will be entered in the center's medical logbook. The director will review the medical logbook with staff every six months and document this procedure.

Non-discrimination Statement

Tender Loving Care will never refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, disability, ancestry, sexual orientation, or any other state or Federal protected class.

Americans with Disabilities Act

Tender Loving Care will make a reasonable accommodation for a child with disabilities as specified under the Americans with Disabilities Act. For more information on the ADA go to: <https://www.ada.gov/chcinfo.pdf>.

Access to Children's Records

Parents/guardians have full access to review their child's records. If you would like to see your child's records, please call or email us in advance to make a request. All parents or guardians will have access to their child's records unless restricted by court order.

A Department of Children's and Families Licensing Representative may visit and inspect Tender Loving Care at any time during licensed hours of operation. A Licensing Representative shall have unrestricted access to the premises identified on the license, including access to children served and staff records and any other materials or other individuals having information concerning the Tender Loving Care compliance with the DCF 251 rules.

A representative from the Bureau of Child Care Subsidy Administration may also access children's files, including any Provider/Parent Written Payment Agreement.

Use of Children's Photos

Tender Loving Care may take photos and/or videos of children from time to time. These images may be used in children's portfolios, hung on walls within the center, used in the center's newsletter, etc. The center may also use the photos and/or videos in our marketing materials. Photos of you or your child/children will never be used in this childcare program without a signed and dated photo permission form.

Communication About Child's Progress

Each child's progress is communicated daily between the center and parents/guardians in the following ways:

- ☐ A parent/guardian board that is in the Lobby
- ☐ Daily face-to-face conversations
- ☐ Text messages (if applicable)
- ☐ Phone calls
- ☐ App used: Kindertales

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Availability of Rules and Policies

Rules and policies are given to parents/guardians upon enrollment and are available to parents/guardians at any time at the front desk in the lobby.

Tender Loving Care, does have a designated space where staff and families can meet within the center for conferences, private conversations, etc. This space is in the office and does have to be scheduled to use.

DISCHARGE OF ENROLLED CHILDREN

Circumstances and Procedures for Termination of Enrollment

Parent/Guardian Initiated

A parent/guardian may decide to terminate child care enrollment at the center at any time. Parents/guardians must give two weeks' notice in writing to the center director. Fees will still be collected for the two weeks, even if the child is not present.

Mutually Initiated

There may be a time when both the center director and parent/guardian decide that termination of enrollment is best for the child and/or program. Two Weeks' notice is required in writing to the center director and all fees will be collected for the two weeks even if the child is no longer attending.

Center Initiated/Behavior Related

Tender Loving Care will regularly advise parents/guardians of their child's progress. If a child is having problems adjusting to the daily schedule, following classroom rules, and/or there are safety concerns, the following steps will be taken:

1. Teacher and parent/guardian communication in the form of an incident report, a short conversation at pick up/drop off, or a phone call (**verbal notice**).
2. If, after two weeks, the situation hasn't worked itself out, a formal meeting will be scheduled with the parents/guardians, center director, and teacher to discuss and develop a behavior plan to support the child. The plan will be documented and kept in the child's file (**written notice**).
3. If, after 30 days there is no change, another in-person conference will be set up to either revise the action plan, refer the child to other services, and/or **Termination of care** with a given two-week notice and must pay out the full two weeks.

Behavior-related discharges and procedures are listed above in *Center Initiated/Behavior Related*.

Steps Before Discharge and Documentation of the Process

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. If, after two weeks, the behaviors have not improved, another conference will be scheduled to either revise the action plan or terminate the care and refer the child to other services. All meetings, behavior plans, and outcomes will be documented and placed in the child's file.

Termination is not taken lightly. Tender Loving Care understands the impact of expulsion on young children. More information on expulsion can be found here:

<https://wisconsinwatch.org/2023/08/wisconsin-preschoolers-expelled-k12-students/>

Outside Agency Involvement

Before any child is terminated, efforts may be made to seek additional services from other service agencies to address the problem. Birth to 3, and speech and language screenings are some of the outside services that could be utilized. Should the child need additional services not available directly through Tender Loving Care an outside agency may be contacted to meet those needs. Before any referral is scheduled at Tender Loving Care, parents or guardians would need to complete and sign an authorization to have any agency screen their child while in care. The authorization form for this is DCF-F-CFS0057 Informed Consent for Observations or Testing by an Outside Agency Licensed Child Care Centers.

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Decision Making

All decisions regarding the discharge of enrolled children are summarized in the section above, *Circumstances and Procedures for Termination of Enrollment*.

Discrimination Issues

If you feel your child/family has been discharged due to discrimination, please bring these concerns to the director for a thorough review. It is our policy to never refuse to enroll a child based on race, sex, color, creed, political persuasion, national origin, disability, ancestry, sexual orientation, or any other state or Federal protected class.

Appeal Process

Should you disagree with the termination of your child for any reason, please discuss your concerns with Management and management will make the final decision.

Discharge of Child Care Reasons

Discharge of Child Care could result for any of the following reasons:

1. Non-payment of tuition and/or fees (Grounds for immediate termination, without notice)
2. Lack of parent/guardian cooperation
3. Inability for Tender Loving Care to meet the needs of the child. The center director will consult with the parent/guardian concerning how any problems might be solved before ending child care services (See center initiated/behavior related above with steps)
4. Repeated failure to pick up the child at the scheduled time
5. Failure to complete and return required forms by their due date
6. Any family member or representative treating center staff with disrespect, abusive language, violence, or threat of violence (Grounds for immediate termination, without notice)

FEE PAYMENTS AND REFUNDS

All policies regarding fee payments and refunds are included in the policy handbook, which is made available to parents/guardians on demand and is also located on kinder tales. For current fees, see the attached Rate Sheet at the end of this handbook.

All fees are due on Fridays every week for the same week of care and can be paid by any of the following methods:

- ☐ Debit Card
- ☐ Credit Card
- ☐ Check

If there is a third-party payment, such as from an employer or the County, a special payment schedule will be arranged and detailed in your contract. Parents/guardians will be responsible for any specified co-payments or amounts not covered in full by the third party.

Late Payments

If a payment is late, there will be an additional charge of \$35.00 This fee does not have to be paid before the child can return to care. A payment is considered late when it is received 2 days after the due date. Late payments will be on the following week's bill.

Late Pick Up

There is an extra fee assessed for late pick up of a child. That fee is \$7.00 per minute after the grace period of their scheduled pick up time. The grace period is 10 minutes. This fee is reflected on the current week's bill. If a child is still checked into the building after the grace period of their scheduled pick up time, that is considered a late pick up.

NSF Checks

If a check is returned as "non-sufficient funds," a fee of \$35.00 will be charged to cover the insufficient check. This fee, plus original bank fees the program is charged, does not have to be paid before the child can return to care.

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Absences Due to Illness

If a child is absent due to illness, fees are charged for these days.

Vacations

Each child will receive 5 days per calendar year for vacations. Fees will not be charged for this time. Any vacation days not used by December 31 of each year will carry on into the next year. Vacation days may not be used on a paid holiday. Please provide the Director with 2 weeks' notice when you wish to use vacation days. Requests to use vacation days must be provided in writing.

One-Time Enrollment/Registration Fee

Tender Loving Care does charge a deposit registration fee of \$150.00 per child before the child(ren) start date.

Annual Registration/Material Fees

Tender Loving Care does not charge an annual registration fee.

Refunds

All fees, including registration/material fees, are not refundable. Closing due to inclement weather will not be refunded to you in the form of a credit on future charges.

Additional Fees

- Field trips: If any field trips are scheduled, a permission slip along with the cost will be given to each parent/guardian to sign. All fees must be collected for each child and/or chaperone to attend.
- Lunches/Meals: Tender Loving Care does not charge any additional fees for lunches/meals.

Sliding Fee Scale

Tender Loving Care does not offer a sliding fee scale.

Discounts

There is a second-child discount for children from one family. That discount is 10 % off the second child when scheduled 3 or more days per week. Parents who work in Law enforcement do get a discount of 10%. Staff who work at Tender Loving Care will get discounted child care. **One discount per family.**

Referral Bonus

Tender Loving Care does not offer a bonus for referrals.

How Fees Are Calculated

Tender Loving Care charges fees based on a daily rate. These fees are outlined in the rate sheet. A written contract will be signed by parents/guardians with an agreement on the rate per day of the child's care. Additional fees will be assessed for additional days beyond those outlined in the parent/guardian contract.

CHILD EDUCATION

Religious Training

There is not a religious program. We do not offer mealtime prayers, songs, stories, or displays of religious aspects and we do not celebrate religious holidays.

Early AM and Late PM Care

Groups of children may be combined at the beginning and the end of any given day. Being that Tender Loving Care is open in the early morning and late afternoon we have a written plan for activities that meet the individual needs of the children during those periods. Activities at the beginning and the end of the day will be designed for a wide age range of children working and playing together. Children will have the opportunity to rest, eat, use materials, and engage in activities that do not duplicate activities planned for the other parts of our day. Rooms may be combined at the beginning/end of days and staff-to-child ratios based on the age of the youngest child in the group are always maintained.

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There is a childcare teacher assigned to each classroom in the center and staff-to-child ratios are always maintained. Depending on the number of children present on any given day, there may also be an assistant childcare teacher in the classroom. Each group/classroom of children is supervised by a teacher who is within sight and sound of the children to guide the children's behavior and activities, prevent harm, and ensure safety.

Outdoor Play

There is a clean and organized outdoor play space on the center's premises. Age-appropriate equipment will be provided for all ages to explore, play, and learn. Teachers will supervise and interact with the children while they are outdoors.

Children, including infants and toddlers, will go outdoors daily when the weather permits. Please dress your child appropriately for the weather, including sturdy shoes or boots. Tender Loving Care does allow open-toed shoes for children.

The children will be kept indoors during inclement weather, including any of the following:

- Heavy rain
- Temperatures above 90 degrees F
- Wind chills of 0 degrees F or below for children ages 2 and above
- Wind chills of 20 degrees F or below for children under age 2
- Poor air quality alert days

When weather does not permit outdoor play, children will be given the opportunity to engage in physical activity indoors.

Developmentally Appropriate Programming

Infants and toddlers will have a flexible schedule that reflects the child's individual needs, including forming and following their pattern of sleeping and waking. Childcare workers will respond promptly to a crying child's needs. Each child will be given physical contact and individual attention, including lots of time for talking. The body position of non-mobile infants and their location in the center will be changed frequently. We will provide safe, open spaces for children who are creeping and crawling. Infants and toddlers will be encouraged to play with a wide variety of safe toys and objects. A digital report (Daily Sheet) will be maintained daily, documenting what and when each child ate, when they slept, and when they wet or soiled a diaper. We will use this report to share information with parents/guardians about the child's activities and disposition for each day the child is in attendance.

Preschool age children will have opportunities to play and explore their surroundings. They will be given many learning experiences in a variety of developmental areas that are age appropriate. Daily activities include math, science, large and small muscle movement, art, and literacy.

School age children will have a quiet place to study or relax, access to appropriate materials and activities, and ample time for large muscle activities.

Night Care

We are not licensed to provide care between 10 p.m. and 5 a.m.

Rest or Naptime

Rest or nap time will be provided for all children younger than five years of age who are in care for more than four consecutive hours. Children who do not sleep may get up after 30 minutes, and children who awaken early will be allowed to get up when they wake. A teacher will help awake children find appropriate activities.

Children under one year of age will sleep in a crib. Children over the age of one year will sleep in/on a sleeping bag and/or sleeping mat. The parent/guardian will launder the bedding/sleeping bag at least every five uses or as soon as possible if wet or soiled.

Center Schedule

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

SCHEDULE OF DAILY ACTIVITIES – SAMPLE

BEGIN TIME	END TIME	ACTIVITY
6:30	8:30	Drop Off/Morning Free Play
8:30	9:00	Breakfast
9:00	9:15	Morning Diapers/Bathroom
9:15	9:45	Circle Time
9:45	10:15	Arts & Crafts
10:15	10:30	Clean Up/Diaper/Bathroom Break/Get ready for Outside play
10:30	11:00	Outside Play
11:00	11:15	Bathroom/Diapers
11:15	11:30	Quiet small group/Reading
11:30	12:00	Lunch
12:00	2:00	Nap Time
2:00	2:30	Bathroom/Diapers/ Table Activities
2:30	3:00	Snack Time
3:00	4:00	Outside Time
4:00	4:30	Bathroom/Diapers
4:30	5:30	Pick Up Time/ Free Choice Play

Communication With Parents/Guardians

It is important that we communicate daily concerning the needs and interests of each child. However, if there are issues or concerns that need to be discussed, parents/guardians should arrange a convenient time to talk with the director.

To foster communication regularly, Tender Loving Care provides the following:

- ☐ Parent/guardian/staff conferences. These will be offered a minimum of two times per year and will be scheduled accordingly
- ☐ Written monthly newsletters to provide families with upcoming center and community events, reminders, and happenings around the center
- ☐ Parent/guardian bulletin board
- ☐ Face-to-face daily conversations
- ☐ Daily sheets (infants and toddlers) - Kindertales App

Coordination of home schedule with programming

Tender Loving Care believes that it is essential to develop a plan with families regarding the coordination of a child's home schedule with our center's programming to provide continuity of care. To enhance and scaffold the child's development, center staff will work with families to generate a plan that includes coordination with the following items:

- Meals/snacks
- Types of foods that have been introduced and timetable of new foods
- Nap/rest/sleep
- Diapering/toileting
- Family traditions
- Child preferences (comfort items, likes, dislikes, additional need-to-know information)
- Any additional information pertinent to the child's well-being and development

Tender Loving Care staff will use parent/guardian input to plan activities and provide children with a variety of experiences.

Cultural Diversity

Our curriculum will provide exposure to a variety of cultures through music, stories, games, and art. We will celebrate how we are the same and how we are different from one another.

Water Activities

Tender Loving Care does not have a swimming pool on the premises. Children will not have access to or be allowed to use the on-premises pool.

The center will not use wading pools for the children.

The center will not be using an off-premises pool, wading pool, water attraction, or beach for the children.

Transitions

Waiting can be hard for children during routines such as toileting, eating, handwashing, and intervals between activities. Staff will work to ensure an easy transition from one activity to another by singing songs, doing finger plays, playing small games, and many other means of positive guidance to move as a group from one activity or place to another.

Walking Field Trips

Tender Loving Care will be taking off-site walks around the building with parent consent.

Curriculum

Learning through play is the major component of our program. Enough time, materials, and space will be provided for children to actively explore the world around them.

Tender Loving Care uses the Brightwheel experience curriculum which is suitable for the developmental level of each child and each group of children. The program provides each child with experiences that will promote the following: self-esteem and positive self-image, social interaction, self-expression and communication skills, creative expression, large and small muscle development, intellectual growth, and literacy.

Staff Responsibility for Curriculum

As mentioned above, a schedule of daily activities is posted in each classroom and on the parent/guardian bulletin board. A program of activities is planned by staff members using various resources. We are aware we can also use the services of the Wisconsin Child Care Information Center, known as CCIC (800-362-7353), and access their resources to plan activities. The activities focus on learning based on the interests of the children and lesson plans are available for parents/guardians to review.

CHILD GUIDANCE

Distraught Children

When a child is crying, fussy, or distraught, staff will work to calm and comfort the child in ways that are appropriate for the child's age and personal disposition. This may include stroking their back, cuddling, rocking; offering a drink; acknowledging the child's fear, separation, sadness, or conflict; distracting or redirecting to another activity; and talking calmly with the child about how they are feeling or what has happened. If the unhappiness persists, we may contact a parent/guardian to share what is occurring and inquire if this might indicate the onset of an illness.

Positive Guidance

Children's behavior will be guided by setting clear limits or rules for children. We will talk with children about expected behaviors and model those behaviors consistently for them. We will state positively what children can do, using specific terms, e.g., "Let's talk quietly" rather than "Don't yell." Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age-appropriate activities to choose from and will be given the attention they need before they demand it. Behavior management will help children develop self-control, self-esteem, and respect for the rights of others. Opportunities for physical activity or food are not withheld as a behavior management strategy. Children are redirected to safe physical activities and are involved in discussions about safety concerns, when necessary.

Time-Out Procedures

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. This must be done in a non-humiliating, non-isolating manner.

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

We recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with parents/guardians to consider how to support the child. If the behavior continues, the next steps may include referrals to appropriate community resources, and/or discharge of the child from care.

Prohibited Actions

In accordance with Wisconsin child care rules, actions that are aversive, cruel, or humiliating, and actions that may be psychologically, emotionally, or physically painful, discomforting, dangerous, or potentially injurious are prohibited. These forms of punishment will never be used, even at a parent/guardian's request.

Prohibited actions include:

- Spanking, hitting, pinching, shaking, slapping, twisting, or inflicting any other form of corporal punishment on the child
- Verbal abuse, threats, or derogatory remarks about the child or the child's family
- Physical restraint, binding or tying the child to restrict the child's movement, or enclosing the child in a confined space such as a closet, locked room, box, or similar cubicle
- Withholding or forcing meals, snacks, or naps
- Punishing a child for lapses in toilet training

Transitions

What we know about child development reminds us that children do best when they are not expected to wait for several minutes before transitions and activities begin. Routines such as toileting, eating, and intervals between activities are planned to avoid keeping children waiting in lines or assembling in large groups.

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.

This handbook was last updated on 05/02/2025

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

We are happy to provide information on children's challenging behaviors, such as biting. For example, you can find information at: <https://www.naeyc.org/our-work/families/understanding-and-responding-children-who-bite>.

EMERGENCY PLANS

Fire Evacuation

If there is a fire or a fire drill goes off, the director or person in charge will contact the local fire authorities/911 and children will be evacuated by all available staff through the nearest exit. The attendance form and list of phone numbers for parents/guardians and emergency contacts will be taken out by the staff member designated in our Chain of Command to ensure all children are accounted for, and all families can be notified. Infants will be evacuated four to a crib with emergency provisions and all children will be taken outdoors to the farthest part of the parking lot. The director or person in charge will check classrooms, bathrooms, and staff areas to make sure all persons are evacuated.

The local fire authority will call all clear to re-enter the building once it is safe to do so. If we are unable to return to the building following an evacuation, the children will be taken to Bethel Lutheran Church 920 3rd St Hudson WI, until parents/guardians or another authorized adult will be contacted to arrange pick-up.

Fire evacuation drills are practiced once a month from January through December. All drills will be documented on form DCF F-CFS0543 *Safety and Emergency Response Documentation Group Child Care Center* or electronically.

Tornado Warning

In the event of a tornado warning, the children will be taken to the lowest level by all available staff members. Blankets, a portable radio, and a flashlight, with extra batteries for both, are kept in the tornado shelter area. Attendance and emergency contact information will be brought along by the staff member designated in our Chain of Command. The director or person in charge will check classrooms, bathrooms, and staff areas to make sure all persons are in the shelter area. Staff will engage the children in quiet activities until we are informed by the authorities that the danger has passed.

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.

Missing Child

Staff will immediately report a missing child to the director. Extra staff will check all areas of the center, indoors and outside. If the child cannot be found, the child's parents/guardians and/or emergency contact and the police will be notified immediately. The director will notify the Department of Children and Families within 24 hours after the occurrence. If a staff member is alone on the premises, they will contact the emergency backup person.

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>.

Loss of Building Services

If the center should lose heat, water, electricity, and/or telephone services before the center opens or during the hours of operation, utility services will be contacted to determine the length of the outage. Management will then determine if the center can safely operate. Parents/guardians will be notified if the center will be closing due to the outage, and the parent/guardian will be responsible for picking up their child/ren within one hour after the call. If the parent/guardian cannot be reached, we will call the emergency backup person to come and pick up the child/ren. Tender Loving Care will be using the methods of; sending out a center-wide message to all parents, calling parents personal phone numbers: if still no contact with parent(s), emergency contacts will be contacted and will be advised that the center is closed. The parent/guardian will be responsible for finding alternate care for their child until the situation is resolved.

Threat to the Building or Occupants

911/Law enforcement and parents/guardians will be immediately contacted to advise them of the threat. 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 if possible. Once law enforcement has arrived, they will make the call on the situation and Tender Loving Care will follow law enforcement directions. The teacher will keep children calm and in one area of the room, unless directed otherwise by law enforcement, until the threat has passed, or the police/fire department has arrived.

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 (such as an epinephrine auto-injector or “epi-pen”). 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, which are as follows:

- The staff will notify emergency medical personnel if epinephrine has been given and follow any additional guidelines given by medical personnel.
- 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 Hudson Hospital for care. The director will stay with the child until the parent/guardian arrives.
- The incident will be documented in the medical logbook.

All staff have training in infant and child CPR, AED, and first aid techniques. They will be reviewed with staff by the Director.

Vehicle Accidents

In the event of a vehicle accident while transporting children, the driver will focus on the safety of the children first and then call 911. The driver will then call the director of the center and share their location as well as other important information. The director will immediately call the children’s parents/guardians and ask them to pick their children up. The director will then go to the site of the accident to support the children.

Off-Site Walk or Field Trip

When children or staff are off-site for a walk or field trip, teachers will take along a cell phone, emergency contact information, attendance sheets, emergency medications, and emergency backpacks that contain wipes and tissues in case an injury occurs to a child or staff member.

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. 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. The injury will be recorded in the medical logbook.

Superficial Injuries

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice.

Parents/guardians will be told about minor injuries via the app, if applicable, or when they pick up their child. Superficial injuries will also be entered into the medical logbook.

Daily Attendance

Tender Loving Care has both a digital and physical tracking system for all classroom staff to know children's locations at any time. Staff are trained in this system. Parents/guardians or authorized adults are required to bring children into the building and teachers will sign the children in at the beginning of the day (documenting arrival time) and sign them out at the end of the day (documenting departure time). Comparison of the attendance record to the actual children in care will occur at each transition and hourly throughout the day.

Emergency Contact Person

There will always be two staff members or more on-site at the center, we will ensure that an emergency provider is available to arrive at the center within five minutes. This person will be trained on Shaken Baby Syndrome (SBS)/Abusive Head Trauma (AHT) Prevention and will sign a document agreeing to serve as an emergency backup.

Authorized Pick-Up

Children will only be released to persons listed on the enrollment form. If anyone other than the child's parent/guardian or someone listed on the enrollment form is to pick up a child, the director or teacher must be notified in writing (emails or texts are acceptable) or by telephone call in advance. The person picking up the child may need to show a driver's license or other picture ID if they are unknown to staff.

First Aid Equipment

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

Reports to DCF

The center will report any situation as it pertains to DCF 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 2 weeks
- Any known convictions, pending charges, or other offenses of the licensee, group child care center employees, or other person subject to a childcare background check that could potentially relate to the care of children at the center or activities of the center
- 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 that was reported, including any incident that results in a child being forcefully shaken or thrown against a surface, hard or soft, while in care.
- Any incident involving law enforcement within 24 hours after the occurrence that involves a licensee, a household resident or an employee of the center in an incident that causes, or threatens to cause, physical or serious emotional harm to an individual, including a child in the care of the center or involves any traffic-related incident where a person responsible for the violation transports children in the care of the center.

- Any confirmed case of a communicable disease reportable under Chapter DHS 145 in a child enrolled at the center or a person in contact with children at the center, within 24 hours after the center is notified of the diagnosis, noting that the licensee shall also notify the local health department within 24 hours after the center is notified of the diagnosis

Emergency Phone Numbers

Emergency phone numbers, the center's address, and the center's phone number will be posted in each room occupied by children, the center's office, and the kitchen.

Vehicle Availability

There is a public rescue or emergency vehicle available within ten minutes of the center.

Emergency Supplies

A radio and flashlight, with extra batteries for both, a first aid kit, water, non-perishable snacks, and blankets will be always kept in the tornado shelter area. A flashlight, with extra batteries, is also kept in each classroom.

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.

Safe Location for Children After Emergency Evacuations

If an evacuation off the premises of the center is needed, all people will go to Bethel Lutheran Church- 920 3rd St. Hudson WI.

Children's Records During Emergencies

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

Custody issue disputes

A child will not be denied release and/or restricted access to a parent/legal guardian unless a copy of the custody agreement or court-issued restraining order that surrenders such rights is in the child's file at the center. The court orders will be strictly followed. In the absence of a court order, both parents/legal guardians will have equal rights and access to their child. If a situation arises that results in a conflict of the above agreements and/or threats to the safety of the building and its occupants, the center staff will contact local law enforcement.

Impairment of Pick-Up Person Due to Drugs or Alcohol

If a parent/guardian or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While staff cannot legally withhold a child from the legal guardian, our status as mandated reporters requires us to call the local authorities if we feel the child is in danger.

Unauthorized Person at Pick Up

If an unauthorized person arrives to pick up a child, we will ask that person to leave. If they choose not to leave, we will call the local police department.

HEALTH CARE

Sudden Infant Death Syndrome (SIDS)

All employees and volunteers will be oriented with information regarding SIDS and procedures for risk reduction of SIDS.

- Infants up to 12 months of age will be placed on their back for every nap or sleep time unless the infant's primary care provider has completed a signed waiver indicating that the child requires an alternate sleep position.
- Infants will be placed for sleep in safe sleep environments, which include a crib or playpen with a firm, tight-fitting mattress covered by a tight-fitting sheet. The crib or playpen will meet the required safety standards.
- No other items will be in a crib occupied by an infant except for a pacifier.
- Blankets, stuffed animals, bumper pads, or pacifiers with attached soft objects are not allowed in cribs or playpens for infants younger than 12 months.
- Infants will not nap or sleep in a car seat, bean bag chair, bouncy seat, infant seat, swing, jumping chair, play yard, highchair, or any other type of furniture/equipment that is not a safety-approved crib or playpen.
- If an infant falls asleep in any place that is not a crib or playpen, staff will immediately move the infant and place them on their back in their crib or playpen.
- If an infant arrives at the program asleep in equipment not specifically designed for infant sleep (e.g., car seat or stroller) the infant will be removed and placed on their back in a crib or playpen.

III Child Definition, Care, Isolation, and Removal

The following procedures shall apply when a child with an illness or condition that has the potential to affect the health of other persons, such as vomiting, diarrhea, unusual lethargy, or uncontrolled coughing, is observed in the child care center.

- Teachers will check each child who comes into their classroom by looking at the child and noticing any signs of ill health or differences that are apparent. Throughout the day, the teachers will be aware of the development of signs of ill health or status changes.
- The ill child will be isolated or separated from the space used by other children by a partition, screen, or other means to keep other children away. The child shall be provided with an appropriate sleep surface with a sheet, blanket, or sleeping bag and isolated with supervision until they are picked up from the center.
- If a child is ill with a fever of 100.4 or higher, diarrhea, vomiting, or an unexplained rash, please do not bring your child to the center. If your child is observed to have these symptoms while at the center, a parent/guardian will be called to pick the child up. The parent/guardian has One Hour to pick up the child.
- Depending on the illness, a letter from a medical professional may be requested for the child to be readmitted to the center.
- No Tylenol was given
- Can't participate in daily activities
- Children may return to the center when:
 - They are free of fever, vomiting, and diarrhea for 24 hours
 - They have been treated with antibiotics for 24 hours
 - They can participate comfortably in all usual activities
 - They are free of open, oozing skin conditions and drooling (not related to teething) unless all the following relevant conditions are met:
 - The child's physician signs a note stating that the child's condition is not contagious
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage
 - If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required

Communicable Diseases: exclusion and notification to public health, licensing, and parents/guardians of exposure

If there is an exposure to 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. For more information on Wisconsin Childhood Communicable Diseases, please refer to the following chart on the DCF website.

This handbook was last updated on 05/02/2025

Medical Log Responsibilities, Entries, and Review

Tender Loving Care maintains a medical logbook that records information about the following:

- Any evidence of unusual injuries to the child's body (bruises, cuts, etc.)
- Any injuries a child received while at the center, entries need to include the child's name, date and time of injury, and a brief, objective description of the situation
- Any medication dispensed to a child and the date the medication is dispensed, with all entries including the child's name, date and time the medication was given, type of medication, dosage of medication, and the signature of the person administering the medication
- Any incident or accident that occurs when a child is in the care of the center and the child requires professional medical attention

Medical logbooks must have stitched bindings with lined and numbered pages. Pages may not be removed from the medical logbook. The logbook is kept in the office. The director reviews the logbook every 6 months to ensure proper health and safety measures are being taken. The Director signs and dates with staff the review in the medical logbook to demonstrate compliance.

Medication Administration and Storage

Any prescription or over-the-counter medication brought to the center must be specific to the child who is to receive the medication and labeled with the following information:

- Prescription medication must be in its original container labeled with the child's first and last name, name of health care provider, name and expiration date of medication, prescription date, time of day, dosage, frequency, and, if applicable, special instructions.
- Over-the-counter medications must have the child's full name on the container, the manufacturer's original label with dosage, frequency, and any special instructions for administration and storage. The expiration date must also be visible.

All medications must be stored and inaccessible to children; medication requiring refrigeration shall be kept in a refrigerator in a separate container clearly labeled "medication."

Medication Authorizations

Over-the-counter medications and/or medications ordered by a child's health provider will be given when proper documentation is on file, including consent from the parent/guardian. An "Authorization to Administer Medication Form" must be completed for all prescription and over-the-counter medications. All information on the authorization form must be completed before the medication can be administered. Blanket authorizations that exceed the length of time specified on the label are prohibited. If a medication authorization from the parent/guardian contradicts the label instructions, the label instructions take precedence unless there is written authorization from the physician indicating a different dose time frame. An over-the-counter medication needs to be in its original container and will not be given for more than 2 days before a physician's order would be required.

Missed Medicine Dosage or Other Errors in Distribution

If the center staff fails to administer the medication or the medication correctly, whether in dose or timing, the child's parent/guardian will be contacted immediately and notified of the error. The center staff will document the conversation and error or missed dose in the medical logbook.

Cleanliness

Cleanliness will be maintained at all times. Tables will be washed and sanitized before and after meals and snacks. Floors and bathrooms will be cleaned and disinfected as needed, but at least daily.

Disposal of Soiled Diapers, Wet or Soiled Clothing, and Bedding

To reduce the risk of transmission of illness, staff are trained to use the following diapering procedure: place soiled wipes into the soiled diaper and fold everything together. Pull gloves over soiled diapers to contain the odor and its contents. The diapering surface is cleaned and disinfected between the diapering of children, immediately after each use, following manufacturer's directions if a commercial product is being used or a dwell time of two minutes if a bleach solution is being used. Wet or soiled clothing is changed and bagged for the parent/guardian to take home. Bedding is sent home every Friday.

Sanitation of Toys and Equipment

Toys in all classrooms will be cleaned and sanitized at least once a week, or more often if necessary. Any toy that has been in a child's mouth will be picked up as soon as the child lets go of it and placed into a basket to be washed, sanitized, and air-dried. Toys requiring laundering, such as stuffed dolls or animals, will be laundered weekly or sooner if needed.

Use of Universal or Standard Precautions

All staff will use disposable gloves when treating bleeding injuries. Surfaces touched by blood will be washed and disinfected. All materials used to treat the injury will be wrapped in a ziplock and disposed of immediately.

Handling Body Secretions

Staff and children will wash their hands before and after:

- Handling bodily fluids, including:
 - Blowing or wiping a nose,
 - Coughing,
 - Toileting or diapering, and
 - Touching any mucus or blood
- Handling any materials such as sand/dirt,
- Touching surfaces that might be contaminated by contact with animals,
- Cleaning up vomit, and
- Handling pets or other animals
- Before and after food prep

Handwashing Procedure for Staff and Children

Staff and children will wash their hands with soap and running water using a disposable towel to dry. Hands are washed before and after meals and after coming in from outside.

Glove Usage and Disposal

Disposable gloves are available and will be used when needed and then disposed of in a covered trash can.

First Aid

First aid procedures will be followed for all injuries.

Minor Injuries, Handling, and Parent/Guardian Notification

If a child should become injured while at the center, a parent/guardian will be contacted immediately.

Serious Injury and Accident Procedures

If a serious injury occurs, 911 will be called, and the injured child's parents/guardians will be called. If possible, the rest of the children will be moved to a safe area.

Off-Site Injury Procedures

If an injury occurs off-site, 911 will be called, the teacher in charge will call the director, and the director will call the injured child's parents/guardians. If possible, the rest of the children will be moved to a safe area.

Source of Emergency Medical Care

If there is a need for emergency medical treatment, 911 will be called and the child will be taken to Hudson Hospital. If possible, we will take the child to the emergency medical facility that is designated on the Child Enrollment Form. Should an ambulance be needed, parents/guardians will be responsible for any costs. Parents/guardians will be contacted as soon as possible after contacting 911.

Child's Special Health Needs – Information Sharing

If a child in care has a special health need, it will be shared discretely with staff members to ensure the safety of the child and maintain as much confidentiality as possible. All special health needs will be included in the child's physical or electronic file.

Health Related Forms

The following forms are required for each child enrolled:

- Immunization Form
- Child Health Report
- Health History and Emergency Care Plan
- Authorization for Medication (as needed following the medication policy on page 20)
- Additional requested medical forms based on the care needs of the child (allergies, regularly scheduled medications, differing abilities, etc.)

Immunizations

The following methods are acceptable for reporting a child's immunizations:

- *Child Care Immunization Form*
- An electronic printout from the Wisconsin Immunization Registry or other registry maintained by a health care provider or the Department of Health Services.

Physical Exams

Documentation of a child's most recent physical examination must be in accordance with the following schedule:

- Each child under 2 years of age shall have an initial health examination not more than 6 months before nor more than 3 months after being admitted to the center, and a follow-up examination at least once every 6 months thereafter.
- Each child who is at least 2 years of age but who is not 5 years of age or older shall have an initial health examination not more than one year before or later than 3 months after being admitted to a center, and a follow-up health examination at least once every 2 years thereafter.
- Children 5 years of age and older are not required to have a health exam.
- To document a health examination, use either an electronic printout from a medical professional or the department's form, Child Health Report — Child Care Centers that is signed and dated by a licensed physician, physician assistant, or other EPSDT provider (certified under DHS 105.37b (1) (a)).

Health History

If there are changes to your child's health or they develop new allergies, please update the *Health History and Emergency Care Plan* form.

Child Bite Health

Child bites health procedures will be as follows. The area of the bite wound will be washed with soap and water and a bandage applied. If necessary, an ice pack for comfort will be offered. The incident will be documented in the medical log and the parent/guardian will be informed upon pick up of the injured child. Due to confidentiality, the name of the child who bit your child will not be released. Tender Loving Care refers to the NAEYC information regarding child biting issues.

You can find more information at:

<https://www.naeyc.org/our-work/families/understanding-and-responding-children-who-bite>

Mildly Ill Children

Tender Loving Care does not care for Mildly Ill Children.

NUTRITION

Personnel Orientation and Training

Food service personnel will participate in the center's orientation and complete at least four hours of annual training in kitchen sanitation, a 4-hour food handling certificate, and 1 hour every year after, nutrition.

Mealtime Routines

Tender Loving Care will provide breakfast, lunch, and PM snacks to all children in attendance at the times identified in the daily schedule. Breakfast occurs at 8:30am, Lunch Occurs at 11:30 am, and PM Snack occurs at 2:30 pm, after school kids will receive a snack when they arrive. Children will eat family style and staff will help serve them. As caregivers, we make sure we provide nourishing meals and understand that it is a child's role to decide whether and how much to eat.

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.

Mealtime Socialization

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, eating the same foods as children and refraining from eating or drinking non-nutritious foods in front of children. Often, our staff spend time talking with children about nutritious foods and drinks. Children will be encouraged to clean up after themselves.

Menu Requirements, Preparation, and Changes, Age-Appropriate Menu, USDA Guidelines

Tender Loving Care does participate in the USDA Child and Adult Food Program (CACFP). All food is prepared on the premises. All meals are prepared following the USDA guidelines when preparing and planning our menus. Serving sizes will match age-appropriate amounts as outlined in the USDA guidelines. Any changes or substitutions in the menu will be posted with the original menu. Refer to Healthy Bites: A Wisconsin Guide to Promoting Childhood Nutrition for recommendations on specific nutrition policies related to fruits, vegetables, whole grains, meats, meat alternatives, and beverages.

Infant and Toddler Feeding

Children younger than 12 months must be served formula or breast milk unless written direction is on file from the child's health care professional. All bottles and commercial baby food must be labeled with your child's name and date. Babies will be held for bottle-feeding. Bottles will never be propped, and unused formula or breast milk will be disposed of 2 hours after the start of the feeding. Refer to Healthy Bites: A Wisconsin Guide to Improving Childhood Nutrition for more ideas on infant feeding policies.

Specialty Menus

Accommodations can, in most instances, be made when specialty menus such as vegetarian and kosher are requested by the parent/guardian. Please talk with the director about any dietary needs for your child.

Food Allergies

If your child has food allergies, the parent/guardian must notify the center in writing. Food allergies will be discreetly posted in the classroom and the kitchen. If the child has a milk allergy, a statement is required from a medical professional indicating an acceptable alternative.

Special Diets

If a child has special dietary needs, parents/guardians must notify the center in writing. Special dietary needs will be discreetly posted in the classroom and the kitchen. A special diet based on a medical condition, excluding food allergies, but including nutrient concentrates and supplements, may be served only upon written instruction of a child's physician and upon request of the parent.

Menu Posting

Weekly records of meals and snacks are available for parents/guardians to review. These menus are located in the classroom. If a menu must be changed for any reason, the food substituted will be noted on the posted menu.

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 will be washed and sanitized in accordance with licensing regulations.

Food storage

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

Special Treats, Holidays, etc.

Birthday and Holiday treats brought in by families are allowed, but they must be store purchased and factory sealed. We cannot accept anything homemade, unless approved by management. Please try to provide nutritious choices. We encourage nutritious alternatives for special treats, as well as replacing food-based treats with creative activities. Please keep in mind we may have children with food allergies, and they must be nut-free.

Detailed kitchen instructions

- Tender Loving Care does have a kitchen with a stove, refrigerator, and microwave. The kitchen has been inspected and meets all building code requirements.
- Refrigerator (40 degrees F or colder) and freezer temperatures (0 degrees F or colder) will be properly maintained.
- Proper hand washing procedures will be followed to prevent the spread of disease.
- Hand washing procedures will be posted at all sinks.
- All cleaning products will be kept in a separate, locked cabinet apart from all food and food items.

TRANSPORTATION POLICY

Tender Loving Care does not provide transportation.

PERSONNEL POLICY

ORIENTATION OF NEW STAFF AND VOLUNTEERS

Orientation must be documented for each new employee, substitute, and regular volunteer within their first week at the center. Upon completion of orientation, trainers, and staff shall initial and date the spaces that correspond to each completed policy or procedure and place the form in the staff record for review by the licensing representative.

- A review of DCF 251, Licensing Rules for Group Child Care Centers 251.05(4)(a)1.
 - Orientation includes all requirements by DCF and is completed before the employee works directly with children.
- A review of center policies and procedures required under s. DCF 251.04(2)(h) [251.05(4)(a)2.]
 - Center policies will be reviewed before the employee works directly with children.
- A review of the center emergency plans required under s. DCF 251.04(2)(h)9., including fire and tornado evacuation plans and the operation of fire extinguishers 251.05(4)(a)3.; 251.06(3); 251.06(4)
 - To ensure the health and safety of children in care. Staff should practice drills and be prepared to take necessary steps in the event of an emergency
 - In the event of a fire, inclement weather, facility emergency, bomb threat, or any other situation that results in the facility needing to be evacuated, all staff will adhere to the following:
 - The center director or designee will call 911 and indicate the need for assistance.
 - All staff and children will evacuate to a designated area depending on the threat.
 - The classroom teacher is responsible for the classroom clipboard with ratio sheets and emergency cards for each child. Name-to-face attendance should be conducted to account for all children in the group.
 - During the evacuation, staff will guide children to safe areas utilizing the designated evacuation routes. All primary exit route plans are posted in all classrooms.

- Prevention and response to emergencies due to food and allergic reactions DCF 251.05(4)(a)4.
 - The Health History Form needs to state the specifics of food allergies, including symptoms of exposure and steps to follow in case of exposure.
- Review of child abuse and neglect laws and center reporting procedures
- First aid procedures DCF 251.05(4)(a)5.
 - Nonmajor injuries are to be washed with soap and water and covered with a band-aid.
 - If an accident requires medical attention by a professional medical provider, details of the accident/injury will be described in the INCIDENT FORM REGULATED CHILD CARE and the completed report to the licensing office within 48 hours of becoming aware of the medical treatment.
 - Inform the child's parents about the incident immediately.
 - The incident must be documented in the medical log.
- Administration of medications DCF 251.05(4)(a)6.
 - Prescription medication must be in its original container labeled with the child's first and last name, name of health care provider, name and expiration date of medication, prescription date, time of day, dosage, frequency, and special instructions if applicable.
 - Over-the-counter (OTC) medications must have the child's full name on the original container, and the manufacturer's original label with dosage, frequency, and any special instructions for administration and storage. The expiration date should also be visible.
 - All medications must be stored and locked and medication requiring refrigeration shall be kept in a refrigerator in a separate, locked container clearly labeled "medication".
 - The medication will then be logged in a bound, numbered logbook immediately following administration and must include the date, time, child's first and last name, dosage, and type of medication, and signed by the person making the entry.
- Job responsibilities in relation to the job description 251.05(4)(a)7.
 - Job descriptions are listed in the Personnel Section
- Training in the recognition of childhood illnesses and infectious disease control, including hand washing procedures and universal precautions for handling body fluids 251.05(4)(a)8.
 - Staff working with children shall wash their hands with soap and warm running water to promote and protect children's health and control infectious disease
 - Gloves should always be within reach or carried on the person and used at the first sign of blood or other bodily fluids.
- A schedule of activities of the center 251.05(4)(a)9.; 251.07(1)
 - The procedure for ensuring that all childcare workers know the children always assigned to their care and their whereabouts, Center staff are responsible for the health and safety of all children in the center and specifically for all the children in your care. Children are never to be left unsupervised.
 - Classroom ratio sheets, along with the child tracking form, will be completed to ensure accountabilities for all the children.
 - Transition head counts, along with name-to-face attendance, must be taken to ensure children's safety (e.g., while on the playground, during transitions, on center vehicles/ vans, and while on field trips etc.)
 - Name-to-face attendance must always be taken upon leaving and returning to the classroom.
- Child management techniques 251.05(4)(a)12.; 251.07(2)
 - The intent for best practice of quality early education discipline is to encourage self-control, self-esteem, and respect for the rights of others. We do this by providing positive guidance, redirection, and setting clear limits.
- The procedure for sharing information related to a child's special health care needs, including any physical, emotional, social, or cognitive disabilities with any child care worker who may be assigned to care for that child throughout the day 251.05(4)(a)13.
 - All staff that work with a child with identified special needs, as with all children in the center, should review each child's file at initial enrollment, review, if available, the child's IFSP or IEP, and as the child transitions to a new group. Staff members who are new to a group will review the children's special health care plans, IEP or IFSP if available.

- A review of procedures to reduce the risk of sudden infant death syndrome (SIDS) **before an employee's or volunteer's first day of work**, if licensed to care for children under 1 year of age 251.05(4)(a)14.
 - To fulfill the DCF requirements about SIDS Risk Reduction in group child care centers, appropriate training will take place for staff and volunteers before the first day with children.
- The procedure to contact a parent if a child is absent from the center without prior notification from the parent 251.05(4)(a)15.; 251.055(1)(h)
 - Each parent is responsible for informing the center if their child will arrive as scheduled. However, if the child does not arrive the Center will take the following steps: Procedure:
 - The classroom teacher will notify the center's office that the child has not arrived by their scheduled time. If there is a range of arrival times, the latest time will be used as the "expected time" of arrival.
 - The classroom teacher or the center office will attempt to notify the parent of the child's absence by making a phone call to the parent. The phone numbers to the local bus garage and bus driver and a physical person at the bus garage will be furnished by the parent to the center.
- Information on any special needs that a child enrolled in the center may have and the plan for how those needs will be met 251.05(4)(a)16.
 - All staff that work with a child with identified special needs, as with all children in the center, should review each child's file at initial enrollment, and review, if available, the child's IFSP or IEP, as the child transitions to a new group. Staff members who are new to a group will review the children's special health care plans, IEP, or IFSP if available
- Building and physical premises safety, including identification of and protection from hazards, bodies of water, and vehicular traffic. 251.05(4)(a)17.
- The handling and storage of hazardous materials and the appropriate disposal of contaminants. 251.05(4)(a)18.
- Training in abusive head trauma (AHT) prevention and impacted babies and appropriate ways to manage crying, fussing, or distraught children 251.05(3)(b).
 - All employees who may be included in staff/child ratios and provide care and supervision of children are required to receive AHT training before working with children under age 5.
- Training in techniques of evacuating sleeping children in an emergency, if the center is licensed to operate between 10:00 p.m. and 5:00 a.m. 251.10(4)(a).

The owner is responsible for the director's orientation and the director will be responsible for all other employees' orientation.

Confidentiality

Confidentiality is maintained for families, children, and employees. It is important to work with parents on all issues concerning their children, and confidentiality is to be strictly observed.

Emergency Training, Including First Aid, CPR, and AED

All staff members are required to take Adult/Child CPR and AED within the first three months and every 2 years after working at the center. First aid techniques will be reviewed by the director during staff orientation.

STAFF CONTINUING EDUCATION

Tender Loving Care supports and encourages all employees to continue their development as professionals. Opportunities to do so are offered on an ongoing basis. In addition, to comply with state licensing requirements, the director(s) and staff working directly with children, including substitute teachers, must complete 15 hours of continuing education in a calendar year.

Documentation of Continuing Education

All continuing education hours will be documented on the form provided by the Department. Employees will maintain their record of continuing education. These records will be kept in the employee file and reviewed by the director regularly.

Regularly Scheduled Staff Meetings

According to state licensing, centers are required to hold nine documented staff meetings each calendar year. Attendance at these meetings is documented by meeting sign-in sheets, and agendas will be filed for DCF review. Staff meetings are mandatory.

Requirements for Continuing Education for All Staff

Child and Infant CPR and AED Training

All staff must maintain a current certificate in child and infant CPR and AED Training. Copies of certificates will be kept in employee files.

SIDS Training

To fulfill the DCF requirements about SIDS risk reduction in group child care centers, appropriate training will take place for staff and volunteers before the first day with children. Procedures related to the intake of infants and procedures related to the care of infants under the age of one year will follow the DCF-suggested protocol.

Abusive Head Trauma (AHT) Training

All staff must take Abusive Head Trauma training before working with children. A free one-hour training is available from DCF. A certificate from the course is required to be staff files.

Child Abuse and Neglect Mandated Reporters

Certain individuals, including child care workers, are identified as mandated reporters and are required by law to report suspected abuse, molestation, and/or neglect, regardless of whether the abuse is suspected of occurring outside or inside of Tender Loving Care will make a report to Child Protective Services. All staff will receive training every two years in child abuse and neglect recognition and reporting procedures and documents will be placed in the staff's file.

Fire extinguishers

All staff will receive training in the use of a fire extinguisher as well as the locations of fire extinguishers in the building.

Reimbursement, Work Release Time, Compensatory Time

Any courses taken for credit through an institution of higher education may be used to meet the continuing education requirement during the year the credits were earned and up to two years after.

Continuing education can be obtained through reading pertinent information or viewing appropriate informational videos. DCF provides a form to document this.

With prior approval, staff may be reimbursed for any continuing education that relates to the improvement of their skills and knowledge for the classroom. If a staff member wants to take a class or workshop, they should speak with the director.

Carryover professional development class hours

Non-credit and credit-based continuing education requirements exceeding the year's annual requirement may be used to meet continuing education requirements in the two years after completion.

Sources of Continuing Education

Tender Loving Care will utilize a variety of community resources to obtain the required continuing education.

Study Areas

- Study areas for continuing education may include, but are not limited to the following:
- Prevention and control of infectious disease
- Medication Administration
- Prevention of and response to emergencies due to food and allergic reactions
- Identification of and protection from hazards
- Building and physical premises safety
- Emergency preparedness and response planning
- Handling and storage of hazardous materials
- Handling and disposal of bio-contaminants
- Child growth and development
- Caring for children with disabilities
- Guiding children's behavior
- Nutrition
- Physical activity
- Transportation Safety
- Identification and reporting of suspected child abuse and neglect
- Cardiopulmonary resuscitation
- First aid
- Business operations
- Any other topic that promotes child development or protects children's health and safety

If there is a continuing education opportunity you want to take and the content area is not listed above, contact your direct supervisor to ensure the course meets the requirements. If needed, the child care licenser may be contacted to ensure the content area meets the licensing requirements.

PERSONNEL

Administrator

Qualifications:

- At least 21 years of age
- High school diploma or GED
- One year's experience as a manager **or** satisfactorily completed 1 DCF approved noncredit department-approved course **or** 2 credits in business or program administration
- One year's experience as a center director, a child teacher in a licensed group center or kindergarten, **or** have satisfactorily completed a non-credit department-approved course or 2 credits on early childhood education or its equivalent.
- Possess a certificate from The Registry, verifying training requirements have been met.
- Typically, but not always: The licensee will act as the Administrator.

Duties:

- Implement all state rules and center policies
- Report to DCF all necessary information required for licensing
- Day to day operations
- Center finances
- Maintain staff and children's files
- Hire/orient/evaluate staff
- Submit childcare background check requests

Center Director**Qualifications:**

- At least 21 years of age
- High school diploma or GED
- Meet training and experience requirements in one of the DCF-approved combinations as stated in the rule book
- Possess a certificate from the Wisconsin Registry within 6 months after the hire date, verifying training requirements have been met

Duties:

- Supervision of the planning and implementation of the center's programming for the children
- Supervision of staff at the center
- Conduct staff meetings
- Plan continuing education training for staff
- Assist the Administrator in orienting new classroom staff

Supervised by: Administrator

Child Care Teacher**Qualifications:**

- At least 17 years of age
- High school diploma or GED
- Meet training and experience requirements in one of the combinations approved by DCF as stated in the rule book
- If working with infants and toddlers, must also have completed a course in the care of infants and toddlers
- Possess a certificate from the Wisconsin Registry, verifying training requirements have been met

Duties:

- Lesson plans, implementing the plans
- Supervising daily activities for the classroom
- Interacting with children and parents/guardians
- Maintaining the classroom in an orderly and clean fashion

Supervised by: Center Director

Assistant Childcare Teacher**Qualifications:**

- At least 17 years of age
- Satisfactorily completed 1 DCF-approved course or be enrolled in training within 6 months after assuming the position.

Duties:

- Assist the childcare teacher
- After fully meeting training requirements, can be the staff person in charge for the first two or last two hours of the day

Supervised by: Lead Teacher and Management

Cook

Qualifications:

- Must be at least 17 years of age
- Must receive four hours of orientation and then 1 year annually on proper food handling, kitchen sanitation, and nutrition.

Duties:

- Preparing menus
- Preparing meals and snacks
- Maintaining sanitary conditions in the kitchen
- Washing and storing dishes

Supervised by: Management

Hours of Work/Lunch/Break Time

Hours of work are determined by enrollment. One Hour Unpaid Break time. Staff can leave the premises for breaks.

Paid Vacation

Employees can earn paid vacation after 30 days of employment for full-time employees. Vacation time is based on paycheck.

Vacation time can be taken in 8-hour increments.

To request vacation, staff members need to turn in a vacation/pto request at least two weeks before the day(s) requested and submit the request to their direct supervisor. Vacation requests will be granted on a first-come, first-serve basis, and will be granted or denied based on the center's needs, considering enrollment and staff-to-child ratios. A staff member's vacation approval or denial will be communicated to the staff member within 1 day after the request has been made.

Paid Holidays

After 90 days of employment, staff are granted paid holidays. Paid holidays include:

- New Year's Day
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving, and
- Christmas Day
- Black Friday
- 2 Scheduled Teacher Inservice Days

If the holiday lands on a Saturday, the center will be closed the Friday before. If the holiday lands on a Sunday, the center will be closed the Monday after.

To be eligible to receive holiday pay, all employees must work the last scheduled day before the holiday and the first scheduled day after the holiday. Eligible employees will also be granted one floating holiday each year for holidays that may not be recognized by the center. These holidays need to be pre-arranged with the supervisor/director.

Probationary Period

There will be a 30 –30-day probationary period for all new employees with weekly check-ins.

Performance Evaluations

The Owner will conduct annual performance evaluations with the director. The owner/director will conduct annual performance evaluations with all the staff at Tender Loving Care. Results of the performance evaluation may assist the Owner in determining any wage increase.

This handbook was last updated on 05/02/2025

Grievance Procedures

In the event an employee has a grievance regarding an employment issue, they need to discuss it with their immediate supervisor. If still unsatisfied with the decision, an employee may discuss and/or negotiate the issue with Tender Loving Care/Owner. Management will make the final decision.

Disciplinary Process

If an employee's behavior is inappropriate or against an established policy, they will be issued a verbal warning for the first offense. If the behavior continues or if an additional infraction occurs, a written warning will be placed in the employee's personnel file after being reviewed with the employee. The third infraction will result in suspension or termination.

Procedure for Notifying Licensee and the Department

Licensee must notify DCF when any of the following occurs, as soon as possible but no later than the next business day.

- The employee has been convicted of a crime.
- The employee has been or is being investigated by any governmental agency for any other act, offense, or omission, including an investigation related to the abuse or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
- The employee has a substantiated governmental finding against them for abuse or neglect of a child or adult or misappropriation of a client's property.
- When a professional license held by an employee has been denied, revoked, restricted, or otherwise limited.

Child Care Background Checks

Tender Loving Care must submit a request for a background check for each potential caregiver and non-caregiver employee before the date on which an individual begins working, and at least once every 5 years for each staff member. In addition, each staff member out of state will have a background check run annually.

The Wisconsin Registry

Employees are responsible for completing the Wisconsin Registry application online with their director unless they are already members. Upon receiving a Registry certificate, copies are placed in the employee's file at their center and in their personnel file. Information on the Wisconsin Registry can be found here: <https://wiregistry.org/individuals/>

Abusive Head Trauma (AHT) Prevention Training

Abusive Head Trauma Prevention (AHT) Training is completed before working with children if Shaken Baby Syndrome (SBS) Prevention has not been previously taken.

Staff Files

Staff files will be maintained on all the staff at Tender Loving Care. The staff record checklist will be maintained to document completion of the required forms for all staff.

Staff Health Report/Physical

A health report/physical is required. The report on a physical examination that was completed not more than 12 months before nor more than 30 days after the person was hired is required. The physical examination report may be a printout of an electronic record from a medical professional.

Required Staff Records

The licensee shall maintain a file on each employee or contracted employee. The file shall be available for examination by the licensing representative at the center and shall include all the following:

- The employee's name, address, date of birth, education, position, previous work experience in child care, including the reason for leaving previous positions, and the name, address, and telephone numbers of persons to be notified in an emergency.
- Documentation from the Department, either paper or electronic, indicates a child care background check was completed in compliance with the timelines and requirements specified.
- A report on a physical examination that was completed not more than 12 months before nor more than 30 days after the person was hired. The physical examination report may be a printout of an electronic record from a medical professional or on a form provided by the department. The report shall be signed and dated by a licensed

physician, physician's assistant, or other EPSDT provider. The report shall indicate that the person is free from illnesses detrimental to children, including tuberculosis, and that the person is physically able to work with young children.

- A certificate from the Wisconsin Registry documenting that the person has met the educational qualifications for the position.
- For persons required to have a high school diploma or its equivalent, documentation of a high school diploma or its equivalent as determined by the Wisconsin Department of Public Instruction.
- Documentation of days and hours worked, and in which classroom, when the person was included in the staff-to-child ratio shall be maintained by the center.
- Documentation of compliance with continuing education requirements.
- Documentation of compliance with orientation requirements.

In addition to maintaining staff files on each employee, the program is responsible for creating and maintaining the Child Care Provider Portal (CCPP). New, prospective employees need to be added to the CCPP to determine if they are eligible for employment. Tender Loving Care will provide accurate, up to date information on the individuals employed at the center, including removing them from the portal if they are no longer employed.

Whistle Blowing

Employees who have knowledge or concern about illegal or dishonest activity are strongly encouraged to notify their supervisor. Tender Loving Care will conduct a thorough investigation of the reported activity and will maintain the employee's confidentiality to the extent possible. The organization will not retaliate against a whistleblower.

Employment Procedures/Job Opening Notification

Tender Loving Care is an equal-opportunity employer. We will provide equal opportunities without regard to race or ethnicity, color, religion, creed, national origin, age, disability, marital status, military/veteran status, pregnancy, sexual orientation, gender identity or expression, gender stereotypes, genetic information, or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce, termination, rate of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities.

When a position becomes available, we will advertise locally. Qualified applicants need to complete an application form and provide documentation of their training and experience in child care. Job descriptions are available for all positions. The owner or administrator will interview director candidates and the director will interview for all other positions.

Contracts

Employment with Tender Loving Care is based on mutual consent, and Wisconsin is an "At Will" state. Both parties have the right to terminate employment at will, with or without cause, at any time. The hiring of an employee does not constitute a contract between Tender Loving Care and the hired employee.

Other Possible Required Forms and Paperwork

- Staff record form information 251.42(1)(a)1.
- High school diploma or equivalent 251.05(2)(a)4.
- SBS / AHT prevention training 251.05(3)(b)
- Preliminary Eligibility / Determination from CBU
- Final Eligibility / Determination from CBU
- Infant and Child / Adult CPR w / AED certificate 251.03(3)(c)

Wage/Salary and Payroll Information

Tender Loving Care employees are paid weekly. *Payroll time Frame is Wednesday to Wednesday when you complete this item).* Staff will be paid every Wednesday. Time documented by the use of childcare management software will be maintained by each employee and reviewed by the director. Falsification will result in disciplinary action and possible termination.

This handbook was last updated on 05/02/2025

Benefits

Paid Personal Time Off (PTO)

Tender Loving Care does provide for personal time off (PTO) in addition to vacation.

To request a PTO, staff members need to enter a PTO request at least two weeks before the day(s) requested and submit the request to their direct supervisor. Requests for PTO will be granted on a first-come, first-serve basis, and will be granted or denied based on the center's needs, considering enrollment and staff-to-child ratios. A staff member's PTO approval or denial will be communicated to the staff member within 1 day after the request has been made.

Overtime Pay

Overtime in Wisconsin is given to all covered workers who work more than 40 hours per week. If exceeding 40 hours per week, these employees must be paid time and one-half times their regular rate of pay.

Inclement Weather Closing

There may be times when an emergency arises or there is inclement weather that requires the child care center to close. Families and staff members will be notified by email. When the center is officially closed due to an emergency or inclement weather, the time off from scheduled work will not be paid.

Unemployment Compensation

Employer payroll taxes collected under the Wisconsin Unemployment Insurance law and all other state unemployment insurance laws are used only to pay benefits to unemployed workers. All employers covered by Wisconsin's Unemployment Insurance law are required to prominently display a poster in each workplace.

Worker's Compensation Insurance

Wisconsin law requires a subject employer with employees working in Wisconsin to have a worker's compensation insurance policy with an insurance company licensed to write worker's compensation insurance in Wisconsin. The Hartford.

Insurance Offered/Coverage

Tender Loving Care will allow benefits if needed

Supplemental Security Income (SSI)

SSI is a tax on wages that provides most of the funding for Social Security. The tax cost is split between the employee and the employer.

Other Leaves

Tender Loving Care does offer leaves of absence as soon as you become aware of a need for any form of leave of absence (paid or unpaid), you should provide documentation that supports your request. Employees should exhaust their vacation time/sick leave, as permitted under state and federal law before an unpaid leave of absence will be approved. Holiday benefits will be suspended and vacation time/sick leave and seniority benefits will not continue to accrue during any leave of absence unless otherwise required by law.

Staff Development Reimbursement

Tender Loving Care will pay for continuing education for all staff members, therefore if staff choose to take any outside courses not paid by Tender Loving Care to continue education a certificate of completion must be provided to Management to receive full reimbursement.

Employee Child Care Arrangements

Tender Loving Care employees will receive discounted childcare tuition rates.

Alcohol/Drug Use Policy

No person on the center's premises, vehicles, or center field trips shall be under the influence of or consume alcohol or any other controlled substances. Anyone engaging in such activity is subject to disciplinary action up to, and including, termination of employment.

Smoking, Vaping, and/or Tobacco

Smoking, vaping, and/or tobacco products are not permitted anywhere on the center's premises, indoors or out, in center vehicles, or on field trips.

Dress Code

Employees are expected to dress in a professional manner that will allow them to appropriately perform their duties. Shoes should be sturdy CLOSED TOE and the employee should be able to run in them in case of emergency.

Clothing that can be worn are polo shirts, plain shirts, plain sweatshirts, jeans without rips, skirts below the knee, dress pants, dresses below the knee.

Clothing not permitted: tank tops/halter tops, or sleeveless shirts, tops that show the midriff, back, or low cut, no visible undergarments, no dirty or ripped clothing, no sweat pants, no clothing that has drugs, alcohol, political and or weapons. Please remember that exposure to bleach and other cleaning, sanitizing, and disinfecting materials is possible.

Tender Loving Care is not responsible for replacement costs of clothing damaged in this way.

Time Off Notification

Time off notifications are described in the Vacation Other Leaves, and PTO sections on page(s) __33__.

Parent/Guardian Communication Procedures

Tender Loving Care strives to keep parents/guardians regularly informed on their child's progress. Teachers will do this by providing daily conversations with parents/guardians, use of an app, via kindertales, and through parent/guardian teacher conferences.

Reasons for Termination

Tender Loving Care will work with employees on a performance improvement plan where applicable. Termination can happen with or without a reason at any time.

Staff Parking

Staff will be able to park in the back corner of the parking lot closest to the playground.

Meals with Children

Staff and children will eat family style and children will be allowed to serve themselves. Mealtimes will include meaningful conversation and will promote social interaction, encourage good table manners, and develop sound nutritional habits. Children will be encouraged to clean up after themselves. Children will not be forced to eat and will be encouraged to try new foods as introduced. Meals will never be withheld as a form of punishment.

Because staff are required to eat with the children, staff meals will be offered at no cost.

Other Personnel Issues

Voluntary Termination of Employment

When the employee chooses to terminate their employment with Tender Loving Care, a written two-week notice is appreciated as a professional courtesy.

This handbook was last updated on 05/02/2025

Non-discrimination Statement

Tender Loving Care complies with federal civil rights laws and does not discriminate based on race or ethnicity, color, religion, creed, national origin, age, disability, marital status, military/veteran status, pregnancy, sexual orientation, gender identity or expression, gender stereotypes, genetic information, or any other protected characteristic under applicable law. Tender Loving Care does not exclude or treat people differently because of the aforementioned items. This relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce, termination, rate of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities.

Delegation of Authority

Chain of Command will be the same as the center administrative structure along with two teachers selected by the management staff, to be present if management cannot.

Grievances

Occasionally concerns arise that need to be addressed in a complete, equitable, and timely way. An open and respectful discussion with the staff member involved is usually the most effective way to deal with a concern. However, if the concern is not resolved at that level, the following steps may be taken.

1. When areas of concern arise, the issue should be brought to the attention of the person you are having the grievance with and attempt to work through the issue.
2. If additional communication is necessary, the issue should be brought to the center director. Center director or owner will have final say.

Sexual/Other Harassment

Tender Loving Care is committed to providing a work environment that is free of harassment. Harassment consists of unwelcome conduct (verbal or physical), actions, words, jokes, or comments based on an individual's protected status such as sex, color, race, sexual orientation, ethnicity, age, religion, disability, marital status, or any other legally protected characteristic. We will not tolerate harassing conduct, including gossip that affects job benefits, that interferes unreasonably with an employee's work performance, or that creates an intimidating, hostile, or offensive work environment.

Any employee who wants to make a harassment report should immediately, after the incident, make the report to the director. Anyone engaging in any type of harassment is subject to disciplinary action and possible termination of employment.

Violence in workplace

Threats, threatening behavior, or acts of violence by or against employees, visitors, guests, or other individuals on center property will not be tolerated. Violations of this policy by an employee will lead to disciplinary action which may include dismissal, arrest, and prosecution. Violations of this policy by a non-employee will be dealt with in a legally appropriate manner. This policy includes any acts or threats of domestic violence while on Tender Loving Care property or while conducting **Tender Loving Care** business. Tender Loving Care is committed to providing information, resources, and support for employees and management responding to their domestic violence concerns to create a safe, productive workplace. Our center treats all employees fairly and will not discriminate against an employee in any employment actions because the employee is, or is perceived to be, a victim of domestic violence.

OSHA standards

OSHA requires employers to perform an exposure determination concerning which employees may expect to incur occupational exposure to blood or other potentially infectious materials.