



Faithbridge Church
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Faithbridge Childcare Learning Center Parent Handbook

Updated June 2025

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Our Philosophy & Mission

At Faithbridge Childcare Learning Center, we believe that every child is a precious gift from God, uniquely created and full of potential. Our mission is to partner with families to meet the ever-changing needs of children—ages 8 weeks to 5 years—in a loving, safe, and Christ-centered environment.

We are dedicated to nurturing the whole child—spiritually, emotionally, socially, physically, and intellectually—by offering quality care and learning experiences tailored to each child's individual stage of development. Our diverse and welcoming community encourages children to grow in confidence, curiosity, and compassion.

We also stay closely connected to the needs of our families and community, constantly evolving to ensure our program remains strong, relevant, and rooted in faith.

Our Facility

Our brand-new, state-of-the-art facility is located within Faithbridge Church in Franksville and is thoughtfully designed to support the care and development of children from 8 weeks to 5 years old.

The main floor features four climate-controlled classrooms dedicated to our youngest children—ages 2 years and under—providing a cozy, secure, and nurturing environment. Our lower level includes two additional climate-controlled classrooms for children over 2.5 years old. Children enjoy two separate, fully fenced outdoor play areas, giving age-appropriate space for active play and exploration. We also offer two spacious indoor play areas for safe movement and fun, regardless of the weather.

Security is a top priority: the entire center is equipped with surveillance cameras, and all entry points are access-controlled for the safety and peace of mind of our families.

Administration

Faithbridge Childcare Learning Center (FCLC), originally founded as "Mother's Day Out" in September 1980, became a licensed childcare center through the State of Wisconsin in July 2023. FCLC operates as a licensed preschool and childcare center, serving children from 8 weeks to 5 years of age.

FCLC is an incorporated, non-profit organization governed by a Board of Directors, known as the FCLC Representatives Committee. This Committee is composed of Faithbridge Church members, FCLC teachers, and parents, ensuring a balanced representation of voices in the decision-making process.

The Program Director holds a salaried leadership role and is a member of the Representatives Committee. The Program Director reports directly to the Board of Directors. The Board of Directors, in turn, reports to the Board President, who reports to

the Ministry Board. The Ministry Board is ultimately accountable to the Staff-Parish Relations Committee (SPRC) of Faithbridge Church.

Non-Discrimination Policy

Faithbridge Childcare Learning Center (FCLC) is a non-profit organization dedicated to serving families in need of preschool and childcare services. In accordance with state licensing regulations and our commitment to Christian values, we provide care to all eligible children—regardless of race, sex, religion, or creed.

We are an inclusive community and welcome children with special needs and unique challenges. When additional support services are necessary to accommodate a child's individual needs, it is the responsibility of the parent or guardian to coordinate and provide those services. Our staff is happy to collaborate with outside professionals to help ensure each child's success.

However, we must also prioritize the safety and well-being of all children in our care. If a child's needs exceed what our trained staff can safely support, or if a child's behavior poses a consistent risk to the safety of others, we may be unable to continue providing care.

Terms of Our License

Faithbridge Childcare Learning Center (FCLC) is licensed by the State of Wisconsin to serve up to 59 children per day, ages 8 weeks to 5 years, provided space and appropriate programming are available.

Our center is open Monday through Friday, from 6:30 AM to 6:00 PM, year-round. We are closed on select holidays and holiday breaks as well as professional development days; these dates will be provided to families upon enrollment.

Center Operating Schedule

FCLC operates year-round and is structured into two main sessions:

Academic Year Program: September through June

Summer Program: June through August

This structure allows for continuous care and learning while supporting the evolving needs of families throughout the year. A student can choose to not attend during the summer and will not lose their space for the school year.

Enrollment at FCLC

Prior to enrollment, the Program Director will meet with parents or guardians to discuss their child's developmental and physical needs. All pertinent information will be shared with the caregiving staff to ensure a smooth transition.

- Enrollment is accepted on a space-available basis.
- If space is unavailable, your child may be placed on a waitlist.
- Priority is given to currently enrolled families and Faithbridge Church members
- Once enrollment in FCLC is accepted, enrollment papers can be completed electronically or via paper forms. Families may:
- Call or email the center
- Stop by in person to obtain enrollment materials

Enrollment Requirements

The following must be submitted **prior to your child's first day**:

- Completed enrollment forms (listed below)
- Annual registration fee
- First week's tuition

Required Enrollment Forms:

- Child Enrollment Form
- Health History Form
- Child Health Report (Signed by a physician; must be completed within 3 months of registration and not more than 6 months old)
- Immunization Record
- Emergency Contact Form (with a secondary contact)
- Enrollment Agreement Form
- Walking Field Trip Permission Form
- Photo Release Form
- Infant/Toddler Intake Form (for children under 2 years of age)

Forms must be complete and on file on or before a child's first day at our center. All children's records are kept confidential and are shared only with staff directly involved in the child's care.

Note: Children do not need to be potty trained to attend. However, once a child turns 3 years old, staff will strongly encourage active potty training. All children should be potty trained by the time they enter the Pre 3K class. Additional charges will apply for children age 3 and not potty trained.

Posted Information at FCLC

In the Main Office:

- Copy of State Licensing Rules & Regulations

- Current License Certificate
- Most Recent Licensing Inspection Report (including any corrections)
- Center Policies
- Parent Handbook
- Administrative Structure
- Monthly Board Meeting Minutes
- Annual Center Calendar

In Each Classroom:

- Health Notices
- Allergies
- Announcements & Monthly Calendars
- Classroom Newsletters
- Emergency Safety Procedures (Fire, Tornado, Intruder)

Drop-Off Procedures

Helping your child view school as a happy, safe place is an important part of creating a smooth transition each day.

- Please enter our facility via **Northwestern Avenue or Morris Avenue**, and park at the **North End** of the building.
- Be cautious of moving vehicles while walking with your child.
- Each family will be provided with a secure access code for building entry. As a safety measure please do not let other families in the building- they have their own codes for entering
- Escort your child to their classroom or designated Before Care area. Please make sure your child is with you at all times.
- We kindly ask that goodbyes be made in the hallway outside the classroom to help minimize classroom disruptions.
- If you need to speak with your child's teacher regarding your child, please make the conversation brief or you can use our parent engagement app or send an email instead of having lengthy conversations during drop-off. This is greatly appreciated.

Pick-Up Procedures

- Please use the center parking lot and your family access code to enter the building.
- Collect all your child's belongings before leaving. Double check before leaving.
- Once you have picked up your child, they are officially in your care and no longer under the supervision of staff.
- Children must stay with their parents/guardians while inside the building.

Authorized Pick-Up

Children will only be released to individuals listed on the authorized pick-up list (provided on the enrollment form). All authorized individuals must be 18 years or older.

- If a different person will pick up your child, please notify the office with a written note, email, phone call, or verbal message (if the individual is already on the authorized list).
- In case of custody arrangements, please provide official court documentation.

Identification Policy:

Emergency contacts and newly authorized individuals will be required to show ID. This is a standard security measure to ensure your child's safety and is not meant to offend.

Substance Policy:

For the safety of all children, anyone under the influence of drugs or alcohol will not be allowed to pick up a child.

Visitor Policy

Faithbridge Childcare Learning Center is a secure facility with access controlled at all entry points.

- All visitors, including parents or guardians, should have an appointment if they are going to visit during the day. Please call the office to make arrangements to visit the facility
- Visitors without appointments will not be allowed beyond the secure entry areas.

Daily Supplies Checklist

Each child should arrive with the following labeled items:

- A small lightweight backpack containing:
 - A clean, weather-appropriate change of clothes
 - A healthy, age-appropriate lunch, or pre-filled bottles of formula for infants (for infants; bottles will be refrigerated upon arrival)-
 - A clean, refillable water bottle filled with fresh water only.
- PLEASE DO NOT SEND ANY GLASS ITEMS WITH YOUR CHILD
 - Any requested correspondence between FCLC and the parent/guardian

Sleeping items:

- A sleeping bag and small pillow (laundered weekly; must be returned in the provided labeled XL Ziploc bag)
- A comfort item/lovey for rest time (may be brought home daily if needed—please notify staff)

To maintain a safe, calm, and focused learning environment, please do not send the following:

- Large or delicate stuffed animals
- Toys that may be lost, broken, or cause distraction
- Any toy weapons (including toy guns or "destructive" toys)
- Electronic devices
- Drugs or dangerous materials of any kind

Monthly Snack Contribution

Each child (except those in the infant classroom) will be asked to contribute a two-part snack each month, enough to serve 16 children. This helps provide healthy snack options for the class and promotes a shared community environment. There are two snack times each day for all classes. This information will be communicated by the teacher

Pet Policy

At Faithbridge Childcare Learning Center (FCLC), we recognize that animals can provide valuable learning experiences and help teach children empathy, responsibility, and care. However, FCLC does not currently house any permanent pets at the center.

If a temporary or visiting pet is planned as part of a classroom activity or special event, parents will be notified in advance. All visiting animals will meet appropriate health and safety guidelines to ensure the well-being of the children and staff.

Discharge Policy

Voluntary Withdrawal

If a parent or guardian decides to discontinue their child's enrollment at Faithbridge Childcare Learning Center (FCLC), the following procedures apply:

- A two-week written notice is required.
- Tuition must be paid in full for the notice period, regardless of the child's attendance.
- All outstanding balances must be settled prior to the child's last day.
- If legal action is required to collect unpaid fees, the parent or legal guardian will be responsible for any associated legal costs.

Involuntary Discharge

FCLC reserves the right to discontinue a child's enrollment when it is determined that they are no longer able to meet the needs of the child or the expectations of the family.

- The Program Director will notify the parent or guardian via phone, email, or in person.
- The reason for discharge will be clearly communicated.
- Parents may request a meeting with the Program Director, Board President, or Faithbridge Church staff if they believe the discharge is not justified.
- A meeting will be scheduled prior to discharge to explore possible solutions that best support the child and family.
- If no resolution can be reached, FCLC will assist the family in the transition process.

Examples of Discharge Reasons- Discharge may occur for reasons including, but not limited to:

- Failure to pay tuition or fees in a timely manner
- Failure to provide required state or center documentation
- Inability of the child to adjust to the center after a reasonable trial period (typically up to 2 months)
- The center's inability to meet the child's needs without additional staffing or resources
- The inability to come to a reasonable resolution of a request between the center and the family or the family and the center
- Behavioral issues that pose a risk to the safety and well-being of other children or staff

Financial Information

Registration Fee

- A non-refundable annual registration fee of \$25.00 per student per session is required at the time of enrollment.
- This fee must be submitted along with all completed admission paperwork.

Tuition

- Tuition is billed weekly, based on your child's selected attendance schedule and rate category.
- Statements are issued every Friday, and payment is due the following Monday.

Payment Methods

Tuition payments can be made via:

- Tuition Express
- MyProcure.com- 3% convenience

Accepted payment types include:

- Credit Card - 3% convenience will apply
- Debit Card- 3% convenience fee will apply
- ACH transfer (from a checking or savings account)

Cash payments are not accepted.

If you need to discuss alternative payment arrangements, please contact the Program Director directly

Overdue Tuition

Any outstanding balance may result in the **suspension of childcare services** until the account is brought current. Please communicate any payment difficulties directly with the **Program Director** as soon as possible.

Late Pick-Up Fee

Children must be picked up at their designated time, based on their tuition agreement. If a child is picked up **after their scheduled time**, families may be charged **\$1.00 per minute** for each minute they are late.

Additional Fees

Some special classroom activities may require a small additional fee. Parents will always be notified in advance of any such charges.

Discounts

FCLC proudly offers the following discounts:

- 10% discount for the second, third, etc., child enrolled in the same family
- 10% discount for military/police/firefighter families
- 15% discount for Faithbridge Church members
- Varied discounts for voting FCLC Board members
- Discount for FCLC staff with enrolled children

Refund Policy

Refunds will be considered only at the discretion of the Program Director, on a case-by-case basis. Refunds will not be issued for:

- Center closures due to inclement weather or emergencies
- Absences caused by COVID-related illnesses or other communicable diseases

Families may use their vacation credits for these absences.

Absent/Vacation Credits

Each child is eligible for two weeks' worth of absent vacation credits per school year, based on their weekly schedule.

- Example: A child attending 3 days/week receives 6 vacation days per year.
- These credits are not available during the summer months.
- The Director will apply these credits as absences occur, until they are used. Any credits remaining will be awarded to the family at the end of the school year.

Withdrawals

FCLC requires a two-week written notice for withdrawal from the program. Tuition is due for the two-week period, regardless of attendance. Any outstanding balances must be paid prior to the child's final day.

Tax Information

Annual tax statements will be emailed to all enrolled families by January 30th each year.

Faithbridge Childcare Learning Center

Weekly Rates

Effective 6/16/2025

Full Time

(8-10 hours of daily care)

| | 2 days a week | 3 days a week | 4 days a week | 5 days a week |
|-------------------------------|---------------|---------------|---------------|---------------|
| Infant/Toddler | \$149.00 | \$218.00 | \$249.00 | \$298.00 |
| Discovery 2-3yr | \$137.00 | \$200.00 | \$230.00 | \$275.00 |
| Pre 3-4-5 (Potty Trained*) | \$127.00 | \$187.00 | \$217.00 | \$258.00 |

Mid Time

(more than 5.5 hours and less than 8 hrs of daily care)

| | 2 days a week | 3 days a week | 4 days a week | 5 days a week |
|-------------------------------|---------------|---------------|---------------|---------------|
| Infant/Toddler | \$129.00 | \$193.00 | \$229.00 | \$269.00 |
| Discovery 2-3yr | \$118.00 | \$177.00 | \$213.00 | \$249.00 |
| Pre 3-4-5 (Potty Trained*) | \$111.00 | \$167.00 | \$201.00 | \$234.00 |

Part Time

(minimum 3 hrs and less than 5.5 hrs of daily care AND must be picked up by NOON)

| | 2 days a week | 3 days a week | 4 days a week | 5 days a week |
|-------------------------------|---------------|---------------|---------------|---------------|
| Infant/Toddler | \$107.00 | \$154.00 | \$182.00 | \$216.00 |
| Discovery 2-3yr | \$99.00 | \$142.00 | \$164.00 | \$187.00 |
| Pre 3-4-5 (Potty Trained*) | \$94.00 | \$135.00 | \$156.00 | \$176.00 |

* If your child is not potty trained by 3yrs old you will be charged the Discovery Rate

Child Education

At Faithbridge Childcare Learning Center (FCLC), our primary objective is to help children acquire foundational academic knowledge and prepare for their future educational journey. We strive to foster a love for learning while supporting each child's individual growth and development.

Educational Goals

FCLC uses Learning Beyond Paper for our academic curriculum. We gently guide each child to explore their capabilities, encouraging them to take pride in personal achievements. Our aim is to nurture:

- Self-confidence and a positive self-image
- Creative thinking and problem-solving skills
- Social interaction and emotional growth
- Effective communication and self-expression
- Curiosity, initiative, and organizational skills
- The ability to concentrate and work both independently and in groups

Developmental Activities

Our program supports intellectual, physical, social emotional, and spiritual growth through:

- Active and quiet play
- Group and individual activities
- Indoor and outdoor learning experiences
- Activities promoting both large and fine motor skill development
- Routine activities—such as toileting, meals, and transitions—are structured to minimize downtime and prevent fatigue or overstimulation. A predictable, nurturing routine helps children feel secure and comfortable.

Assessment and Parent Involvement

- Teachers conduct bi-annual parent-teacher conferences to discuss each child's progress.
- Individual assessments are completed on a regular basis through the daily lessons the children are engaged in.
- ASQ-3 (Ages and Stages Questionnaire), a doctor-recommended developmental screening tool used to aid in our assessment
- Parents are welcome to request additional meetings with teachers at any time to review their child's development.

Social and Emotional Development

We place strong emphasis on fostering positive social skills. Our curriculum and the environment we teach in supports children in building trusting relationships with both peers and adults. Each child receives individualized attention based on their unique needs.

Sample Daily Schedule

This is a **general daily schedule** that provides structure for the day. Each classroom adapts its schedule to best meet the developmental needs and interests of the children. For a more detailed class-specific schedule, please consult your child's teacher.

| Time | Activity |
|---------------------|---|
| 6:30 AM – 8:00 AM | Before Care Arrival / Breakfast / Free Play |
| 8:00 AM – 8:20 AM | Tabletop Activities / Fine Motor |
| 8:45 AM – 9:00 AM | Clean-Up & Hand Washing |
| 9:00 AM – 9:30 AM | Free Play |
| 9:30 AM – 10:00 AM | Circle Time / Group Learning |
| 10:00 AM – 10:30 AM | Bathroom Break / Snack |
| 10:30 AM – 11:15 AM | Outdoor Play / Gym Time (Gross Motor Development) |
| 11:15 AM – 11:45 AM | Teacher-Guided Learning Activities |
| 11:45 AM – 12:00 PM | Clean-Up & Hand Washing |
| 12:00 PM – 12:30 PM | Lunch Time |
| 12:30 PM – 12:45 PM | Clean-Up & Hand Washing |
| 12:45 PM – 1:45 PM | Nap/Rest Time |
| 1:45 PM – 2:00 PM | Bathroom Break |
| 2:00 PM – 2:30 PM | Afternoon Snack |
| 2:30 PM – 3:15 PM | Outdoor Play / Gym Time |
| 3:15 PM – 3:30 PM | Bathroom Break |
| 3:30 PM – 5:30 PM | Teacher-Guided Activities / Free Play |
| 5:45 PM – 6:00 PM | Bathroom Break / Final Pick-Up |
| 6:00 PM | Center Closes |

Christian-Based Learning

As a Christian-centered program, we incorporate weekly Bible stories and lessons throughout the school year. Our goal is to share the love of Jesus with each child and family. We aim to meet every child's developmental needs while fostering spiritual growth in a nurturing, faith-based environment.

Child Location Tracking & Communication

Child locations and attendance are carefully tracked throughout the day to ensure the safety and accountability of every child.

- Procure App: Once a child is dropped off and placed in the care of our staff, their location is recorded through the Procure App. As children transition between activities and classrooms, their locations are updated in real-time. This system ensures that staff maintain an accurate count of all children in their care at all times.
- Daily Attendance: Center-wide attendance is taken each day by 10:00 AM. If a child is absent and the center has not been notified, we will contact the family via phone or email or Procure App to confirm the child's status.
- Preferred Communication: The Procure App is our center's primary method of communication for both staff and families. Parents are encouraged to check the app regularly for updates, messages, and important announcements. We may also communicate via telephone or email when necessary.

Developmental Levels

At FCLC, our program is tailored to meet the developmental needs of each age group, encouraging children to grow at their own pace in a nurturing, Christian environment. The following outlines our approach for each stage:

Infants (8 Weeks – 12 Months)

A personal schedule, identified through the Intake Form, is followed as closely as possible.

- Each child has a crib, access to high chairs, and age-appropriate developmental toys.
- Infants receive abundant one-on-one attention through language, singing, rocking, snuggling, feeding, and playtime.
- Non-mobile infants are provided daily tummy time.
- Staff support milestones like grasping, sitting, crawling, walking, and manipulating toys.

What to Bring: Pre-made plastic bottles (formula or breast milk), baby food, and disposable diapers only, we do not allow cloth diapers. Also several changes of clothing, and labeled comfort items such as sleeper sacks and pacifiers.

Toddlers (12 – 24 Months)

Each toddler also follows a personal schedule from the Intake Form.

- Children transition from cribs to mats/sleeping bags.
- Group activities are brief and developmentally appropriate, promoting discovery and language development.
- Teachers focus on meaningful language and one-on-one care.

What to Bring: Labeled formula in plastic bottles, food, disposable diapers only as we do not allow cloth diapers, a change of clothes, and comfort items.

Two's (2 – 3 Years)

This age group experiences both structured learning and free play.

- Focus areas include language development, creativity, early cognitive skills, self-identity, and social skills.
- Introduction to colors, shapes, numbers, and themed units.
- Art activities encourage fine motor skills like cutting, pasting, and painting.

What to Bring: Labeled lunch, sleeping bag, change of clothing, disposable diapers only as we do not allow cloth diapers (if not yet toilet trained), and comfort items.

Three's (3 – 4 Years)

In our preschool classrooms, children engage in hands-on learning and developing social skills.

- Longer group activities and more structured academic content.
- Emphasis on peer relationships, independent work, and self-expression.
- Development in early writing, cutting skills, letter recognition, and counting.

Potty Training: Children should be potty trained by the time they enter our 3K class. If they are not potty trained they must be actively potty training at the start of enrollment. Additional charges will apply for any 3 year old not potty trained at the rate of the Discovery 2-3yr pricing.

Summer 4's & 5's

Our summer curriculum provides hands-on learning that stimulates all learning styles. All children in this class must be completely potty trained.

- Continued focus on kindergarten readiness and positive socialization.
- Children learn through large groups, small groups, and individual instruction.

Preschool Program Core Focus Areas

Throughout our preschool program, we emphasize socialization, exploration, and whole-child development:

Reading Readiness

- Oral language development
- Letter and sound discrimination
- Name recognition
- Pattern and rhyme repetition

Math Readiness

- Counting (1–20)
- Basic concepts: big/small, more/less, few/many
- Introduction to time, calendars, phone numbers, and simple addition/subtraction

Art

- Use of various media and textures
- Activities include painting, pasting, paper maché, weaving, and seasonal crafts

Science

- Hands-on activities and simple experiments
- Encouraging curiosity, observation, questioning, and discovery

Self-Help Skills

- Life skills: folding, buttoning, pouring, setting the table, washing hands

Fine Motor Skills

- Painting, puzzles, gluing, using scissors, and manipulating small objects

Large Motor Skills

- Indoor and outdoor play to develop coordination through hopping, running, balancing, and throwing

Field Trips

We believe that learning can extend beyond the classroom walls:

- Short walking field trips are planned regularly to enhance real-world learning
- All-day field trips may be scheduled for 3K classes throughout the school year.

Important Notes:

- Parents will receive advance notice of all field trips, with reminders sent home the day prior.
- We often request family chaperones to join and support our trips.
- A reasonable surcharge may apply for certain field trips to cover costs.
- Parents are responsible for transporting their child to and from field trip locations.

Religious Practices

As a Christian-based program, Faithbridge Childcare Learning Center integrates faith into the daily lives of our students in age-appropriate and meaningful ways.

- **Bible Lessons:** Children participate in weekly Bible stories that teach important values and lessons rooted in Christian faith.
- **Bible Songs:** Music is a joyful part of worship. Children are introduced to engaging Bible songs that celebrate faith and encourage participation.
- **Prayer:** Children practice saying prayers during mealtimes as part of their daily routine, promoting gratitude and mindfulness.

These practices are gently woven into our curriculum to reflect the values of our center while honoring each child's spiritual development

Cultural Diversity

At Faithbridge Childcare Learning Center, we embrace the richness that cultural diversity brings to our community. Our center provides a unique opportunity to instill the values of respect, acceptance, and inclusion in our students from an early age.

We are committed to promoting the principles of cultural safety in childcare. This means creating an environment where children can interact with peers from a variety of racial, ethnic, and cultural backgrounds in a manner that is both respectful and secure.

Through these interactions, children learn to appreciate differences and develop a strong sense of belonging and empathy.

Young children are naturally curious about the world around them and the people they encounter each day. As they begin to compare themselves with others, they are also beginning to form their own sense of identity. This exploration often leads to questions that may seem direct or uninformed, but are rarely intended to offend. At Faithbridge, we see these moments as valuable learning opportunities.

We foster an atmosphere where such questions are welcomed and addressed with sensitivity and openness. Our goal is to nurture understanding and acceptance in a way that supports all children and families, helping every child feel seen, respected, and valued.

Child Guidance Policy

At Faithbridge Childcare Learning Center, we are committed to fostering a nurturing and respectful environment that supports the healthy development of every child. In alignment with the Wisconsin Rules for Licensing Family Day Care, we adhere strictly to the following policy:

“Punishment that is humiliating or frightening to a child and other forms of physical punishment are prohibited. They will never be used, even at the request of a parent.”

Positive Behavior Support

We believe that active, engaging classrooms minimize behavior challenges. Our teachers develop stimulating learning environments designed to keep children constructively occupied and positively challenged throughout the day.

The foundation of our guidance philosophy is mutual respect—respect for people, property, and the learning environment. Children are expected to treat others kindly and to use classroom materials appropriately. Physical aggression (e.g., hitting, shoving) or verbal abuse is not permitted.

When behavioral issues arise, our goal is to guide children in understanding their actions and learning from their experiences. Teachers choose the most appropriate method for each situation, based on the child's age and individual needs.

Guidance Strategies

1. Redirection (used for all ages, required for children under age 3): The teacher calmly discusses the issue with the child, reinforces the expected behavior, and redirects the child to a more appropriate activity.

2. Thinking Time (ages 3 and up only): If a child needs space to calm down or reflect, they may be removed from the group for a short time (2–5 minutes, based on age). The teacher provides a brief explanation and supports the child in rejoining the group once they are ready.

3. Calming Support: If a child is overwhelmed or unable to remain seated or standing safely, a teacher will assist them in calming down. After the child regains control, the teacher will revisit the situation and guide them through understanding their behavior.

4. Removal of Privileges (ages 3 and up): Logical consequences may be used to help children understand the impact of their actions. For example, a child may be temporarily excluded from a specific activity following inappropriate behavior. Privileges will be restored once the child demonstrates readiness to participate appropriately.

5. Additional Support: If a child's behavior becomes disruptive to the classroom environment, additional staff may be called to assist. This ensures the continuity of learning for all children while providing the individual child with focused support.

Family Communication

Parents will be informed if a child is consistently spoken to about behavior or if more structured guidance strategies have been used. We value open, respectful communication and strive to collaborate with families to create consistent expectations between home and school. Together, we can support each child in developing positive behavior skills and building a successful foundation for learning.

Managing Crying, Distraught, or Fussing Children

At Faithbridge Childcare Learning Center, we understand that crying is a normal and healthy part of child development. It is often a child's way of expressing needs, discomfort, or strong emotions—especially when they are too young to communicate verbally. Our staff is trained to respond to crying children with empathy, patience, and appropriate care.

Infants

When a baby cries, they may be trying to communicate a basic need. Staff will calmly assess and address common causes, including:

- Is the baby wet or soiled?
- Is the baby hungry?
- Is the baby gassy or uncomfortable?
- Is the baby tired or overstimulated?

If basic needs are met and the baby continues to cry, staff may use gentle techniques to comfort the child, such as:

- Trying different holding positions
- Using rhythmic motions (rocking, bouncing)
- Providing warmth and secure swaddling
- Using soothing sounds (soft talking, white noise)
- Offering gentle touch and cuddling

Each infant is comforted based on their individual temperament and needs.

Toddlers and Preschoolers

When a toddler or preschool-aged child is crying inconsolably, it is often due to strong emotions or frustration. Our staff will:

- Check for physical causes (illness or injury)
- Provide comfort and reassurance
- Help the child calm down using techniques such as:
 - Breathing exercises
 - Gentle conversation and active listening
 - Helping the child identify and express their emotions
 - Offering quiet time or a comforting object

We aim to help each child feel safe, heard, and supported as they learn to regulate their emotions.

Managing Biting

At Faithbridge Childcare Learning Center, we recognize that biting is a common behavior among young children, particularly during the toddler years (typically between 16–24 months). Children often use their mouths as a way to explore their environment and express themselves when verbal skills are still developing.

Some children never bite, while others may engage in biting for a short period. Though we actively supervise all play, biting can happen quickly and unexpectedly. We ask that parents/guardians understand that occasional biting is developmentally typical and not necessarily a sign of behavioral problems.

When biting does occur, our staff address the behavior immediately and calmly, using it as an opportunity to teach conflict resolution and redirection. Children are guided to use words or other appropriate methods to express their feelings or needs.

For students who engage in repeated biting, situations will be handled individually. This may involve creating a behavior plan, additional communication with families, or — in rare cases — temporary removal from the program if safety becomes a concern. Dismissal is considered only as a last resort after all other strategies have been exhausted.

Indoor Play

We are committed to providing a clean, safe, and stimulating indoor learning environment. Toys and materials are cleaned and disinfected daily and rotated regularly to maintain interest and enhance learning across our curriculum.

Outdoor Play

Outdoor play is a vital part of our daily schedule and supports physical development, social skills, and emotional well-being. Children participate in outdoor activities daily, weather permitting, as required by state regulations.

Please dress your child appropriately for current weather conditions in play clothes and **closed-toe shoes** (such as tennis shoes- crocs and flip flops are not favorable as they are easy to come off or easy to get toe stubbed). We go outdoors unless temperatures fall below 20°F or rise above 90°F.

- School year outdoor time: Approximately 30–45 minutes per day
- Summer outdoor time: Extended play periods encouraged daily

Naps

All children under five are required by state law to have a minimum of 30 minutes of rest time each day. We strive to make rest time peaceful and comfortable for every child.

- Children age 1 and older should bring a sleeping bag, comfort item, and pillow from home for rest time.
- If a child does not fall asleep after 30 minutes, they will be offered quiet activities prepared by staff.

Toilet Training Policy

Faithbridge Childcare Learning Center supports toilet training as a collaborative process between home and school.

- Children under 18 months will not begin potty training.
- Children up to age 3 are not required to be potty trained.

- While we do not have a specific policy for children entering the 3-year-old class, we strongly encourage and support toilet training efforts. They must be actively potty training prior to starting our 3K program. Discovery 2-3yr old charges will apply for tuition
- Children entering the 4–5-year-old summer program must be fully toilet trained, meaning they are out of diapers and pull-ups, unless a documented medical condition prevents this. Please provide documentation from your child's physician if applicable.

Digital Resources

We believe that digital media, when used purposefully, can be an effective supplement to learning. FCLC occasionally uses television and internet-connected computers to support educational themes or for special programming.

- Digital content is age-appropriate and educational in nature.
- Children are never required to watch television or use digital devices.

Our use of technology is limited to no more than 15 minutes per day of exposure and monitored to ensure it enhances — rather than replaces — hands-on learning experiences.

Drop-In Policy

FCLC offers drop-in care to children who are already enrolled in the center, based on availability. Please contact the center to check availability and confirm arrangements.

- Drop-in care must be scheduled in advance and is subject to space in the classroom.
- The rate for drop-in care is the same as the standard daily preschool rate.

Emergency Plans

At Faithbridge Childcare Learning Center (FCLC), the safety of children and staff is our top priority. In the event of a natural or man-made disaster, FCLC will take immediate and appropriate action to protect everyone in our care. Each classroom has clearly posted evacuation plans for emergencies such as fires and tornadoes.

Staff Responsibilities

- Staff are required to be familiar with evacuation routes and emergency protocols.
- Teachers will bring attendance forms and emergency contact information (accessible through the Procure App) during any emergency or evacuation.

- The Director is responsible for checking classrooms and giving the "all clear" signal.
- An Emergency Contact List with key phone numbers (police, fire, ambulance, poison control, licensing, CPS, health department, etc.) is posted near every center phone.
- Emergency supplies — including flashlights, batteries, and blankets — are located in both FCLC offices and are checked regularly by the Director.
- ADA-approved lower-level entrances will be used for all evacuations when applicable.

Fire Emergency

- Monthly fire drills are conducted and documented.
- The local fire department is invited to monitor drills and provide safety feedback.
- Fire extinguishers are checked annually, and all staff are trained in their use.

Fire Procedure:

- Remain calm and lead children outdoors via the designated exit route posted in each classroom.
- Line up at a safe distance and take attendance immediately.
- Bring attendance records and emergency contact information.
- Do not use elevators.
- Parents will be notified if an actual fire has occurred and may be asked to pick up their child from a designated safe location.

Missing Child Procedure

If a child is discovered missing:

- All available staff not directly supervising other children will search the building and surrounding areas (including the church).
- If the child is not found promptly, police and the child's parent/guardian will be contacted.
- A broader search will begin under police guidance.

Tornado Emergency

- Tornado drills are held periodically.
- A NOAA radio in the office will be used to monitor alerts.

Tornado Procedure:

- Staff escort children calmly to lower-level interior hallways.
- Children sit along walls with heads covered by arms.

- Staff take attendance and bring emergency contact information.

Flood Emergency

In the event of a flood:

- Children will be moved to the upper level of the building.
- Parents will be contacted immediately to pick up their children.

Terrorist Threat

Depending on the type of threat:

- If inside the building, children will be evacuated to the playground and authorities will be contacted.
- If outside the building, the center will go into lockdown, and authorities will be notified.
- Staff will act according to the nature of the threat to ensure safety.

Threatening Person(s)

If an individual poses a threat to children or staff:

- The person will be asked to leave the premises.
- If the threat continues, staff will relocate children to a secure area, and police will be called.
- Additional action will be taken as recommended by authorities.

Other Emergencies and Closures

In the event of a state emergency or mandated closure:

- FCLC will follow the State of Wisconsin guidelines, under the direction of the Director and FCLC Board.
- Tuition adjustments may be considered depending on the length and nature of the closure.

In case of facility issues (e.g., no heat, power, water, plumbing, or telephone), FCLC will:

- Evaluate the severity.
- Notify families via phone and email if early pick-up or closure is necessary.
- Note: Missed days due to such closures will not be reimbursed.

Emergent Care Procedures

- All teaching staff are trained in infant/child CPR and First Aid.
- Minor injuries will be:
 - Washed with soap and water.
 - Properly bandaged.
 - Logged in the medical log.
 - Reported to parents.
- Injuries observed upon arrival will also be recorded per licensing requirements.
- First aid kits are available in each classroom and are taken on off-site trips.

If a medical emergency occurs:

- Parents will be contacted before treatment, unless delay would jeopardize the child's safety.
- Emergency services (911, poison control, etc.) will be contacted if needed.
- If the parent cannot be reached, the center will contact authorized emergency contacts.
- If transport is necessary, the child will be taken to the nearest hospital.

Snow Day Policy

- Snow closures align with the Unified School District and the Director's discretion.
- If the school district calls for a late start, FCLC will be closed for the day.
- Closure notices will be shared on:
 - Procare Parent App
 - FCLC website
 - FCLC Facebook page

Please note- Snow days will not be rescheduled or reimbursed. Families may use vacation/absent days to offset costs.

Health Care Policy

Health Examination Requirements

- Children ages 2 to 5 must have:
 - An initial health examination no more than one year prior to or within three months after admission to FCLC.
 - A follow-up health exam at least once every two years after admission.
- Children ages 6 weeks to 2 years must have:

- An initial health exam no more than six months prior to or within three months after admission.
- Follow-up exams every six months thereafter.

All health examination reports must:

- Be completed on the Department of Health and Family Services form.
- Be signed and dated by a licensed physician, physician assistant, or HealthCheck provider.

Health History and Intake Information

- A health history form, completed by a parent, must be on file by the first day of attendance.
- For children under age 2, parents must complete an **"Intake for Children Under 2" form**, which includes details on:
 - Eating habits
 - Sleeping patterns
 - Toileting routines
 - Communication behaviors

Immunization Records

- FCLC maintains a current immunization record for each child to document compliance with Wisconsin State Statutes s. 252.04 and ch. HSS 144.
- This form is completed by the parent and must be submitted upon enrollment.

Religious Exemption

- Health examination requirements may be waived if a parent submits a written exemption request based on adherence to religious beliefs involving exclusive use of prayer or spiritual healing through a bona fide religious denomination.

Confidentiality

- All health-related information is kept confidential in accordance with state and federal privacy laws.

Child Illness Policy

To protect the health and safety of all children and staff, FCLC strictly follows illness exclusion guidelines recommended by the Centers for Disease Control and Prevention (CDC), Department of Children and Families (DCF), and Department of Health Services (DHS).

Children Should Stay Home If They Have:

- A fever of 100.4°F or higher within the past 24 hours
- Cold or flu symptoms such as runny nose, watery eyes, sneezing
- Vomiting or diarrhea
- Sore throat or persistent cough
- Any unexplained rash
- Skin infections such as:
 - Boils
 - Ringworm
 - Impetigo
 - Fifth disease
 - Pink eye or any eye infection
- Symptoms of communicable diseases including:
 - Scarlet fever
 - German measles
 - Mumps
 - Chicken pox
 - Whooping cough
 - Hand, foot, and mouth disease
 - COVID-19
- Any other contagious disease

Antibiotics and Return Policy

- Children taking antibiotics must be on medication for at least 24 hours before returning to school.
- A child must be fever-free without medication for at least 24 hours, or be cleared with a signed doctor's note, before returning.
- If your child was ill without a fever, they should still remain at home until they are symptom-free for at least 24 hours

If Illness Occurs at FCLC

- If your child becomes ill during the day or shows signs of any listed symptoms, you will be contacted immediately to pick up your child.
- If your child was ill without a fever, they should still remain at home until they are symptom-free for at least 24 hours. Children sent home with a fever may not return for 24 hours unless cleared by a physician.

Important Reminders

- Please notify FCLC and your child's teacher if your child is diagnosed with or exposed to any contagious illness.
- FCLC does **not provide care for mildly ill children** and is not equipped with separate sick rooms.

SIDS Risk Reduction Policy

Health Care 251.04(2)(h)5

Faithbridge Childcare Learning Center follows current recommendations from the National SIDS & Infant Death Program Support Center (NSIDPSC) to reduce the risk of Sudden Infant Death Syndrome (SIDS). These guidelines include:

- Infants under 12 months will be placed on their backs in a crib with a firm, tight-fitting mattress for all sleep times.
- Infants will never sleep on sofas, soft mattresses, pillows, or other soft surfaces.
- Cribs will be free of pillows, quilts, comforters, sheepskins, stuffed animals, and similar items.
- If a blanket is used, the infant will be placed at the foot of the crib with a thin blanket tucked securely around the mattress and no higher than chest level.
- Infants' heads will remain uncovered during sleep.
- Unless otherwise directed by a physician, infants will always be placed on their backs to sleep.
- Once infants can roll over independently, they may assume their preferred sleep position after being placed on their backs.
- Positioning devices that restrict movement in a crib are not permitted unless prescribed by a physician.

Health and Safety Regulations

- Illness and Exclusion Policy
- Children and staff will be excluded from the center when they exhibit signs of illness. Refer to our Well Child Policy for detailed criteria. Key procedures include:
- Handwashing is required for staff and children upon entering the classroom, after toileting, and before meals. Hand sanitizer may be used if soap and water are unavailable.
- A daily health check is performed for each child before admission.
- Staff are mandated reporters of child abuse and neglect (CAN). Any suspicions will be reported to the Director, documented in the medical log, and referred to the appropriate authorities.

- Children with communicable diseases must remain home until symptom-free and cleared by a physician. Parents will be notified of any communicable diseases within the center, and appropriate public health authorities will be contacted as required.

Medication Policy

- Medication is administered only with parental and director authorization. An “Authorization to Administer Medication” form must be completed and filed.
- Medication is stored individually in the classroom and only for the prescribed period. Renewals require updated authorization.
- Teachers carry first aid kits and necessary emergency medication (e.g., EpiPen, inhaler) during off-site activities.

Medical Log and First Aid

- Each classroom maintains a medical log and first aid kit. Logs are reviewed by the Director each semester and available to parents upon request.
- Emergency contact and medical information for all children is readily available and accompanies staff on outings.

Confidentiality

Children’s records are confidential and accessible only to authorized individuals. Teachers are informed of relevant information to support individual needs.

Isolation Policy

If a child becomes ill during the day, they will be isolated in the main office using their own crib or cot and bedding. Parents will be contacted immediately. If unreachable within 30 minutes, an alternate emergency contact will be called. Our center is not able to care for sick children.

Cleanliness Policy

- Staff follow universal precautions, including wearing gloves for diapering or handling bodily fluids.
- Soiled diapers and gloves are disposed of in covered bins.
- Soiled clothing is bagged and returned home or laundered at the center.
- Handwashing is practiced frequently, and toys are sanitized daily using a bleach solution.

Nutrition Policy

- Parents must provide a nutritious lunch including a **grain, protein, vegetable, and fruit**. Candy and excessive sweets are not allowed. Milk (2%) is provided at lunch. Please make sure it is a well balanced lunch
- Children under age 2 follow individual feeding schedules and receive breast milk or formula provided by parents. Leftover milk/formula is discarded after each feeding. All bottles must be pre-made and brought in plastic labeled bottles.
- Drinking water is available throughout the day. Please send a labeled clean refillable water bottle with fresh water daily. We refill water bottles throughout the day
- Monthly snack contributions are requested from families. Snacks should consist of two of the following: dairy, fruit, vegetable, protein, whole grain. Snacks must be stored in food-grade, sealed containers.
- No food is heated or prepared on site. If a warm lunch is desired, it must be sent in a thermos.
- A prayer is said before meals. Staff sit with children to model healthy behavior.
- Allergies are documented and posted discreetly in classrooms per HIPAA regulations.
- Snacks are recorded daily and shared with families via the Procare app or similar communication.
- Birthday treats are welcome but must be store-bought. Please include a healthy option (e.g., cupcakes and fruit). It is encouraged to check with the teacher for any food allergies or birthday treat ideas.

Transportation Policy

FCLC does not provide transportation. Parents are responsible for transporting their children to and from the center

Center Closures

The center is closed on scheduled holidays and breaks. A calendar will be provided annually. Closures include but are not limited to:

- Week of July 4th
- Friday before and on Labor Day
- Wednesday through Friday of Thanksgiving week
- Christmas through New Year (aligned with RUSD closings)
- Good Friday and the week of Easter
- Memorial Day

Families are not billed for scheduled closures.

Parent Involvement

Parents are encouraged to participate in the FCLC Board of Directors, which includes parent/classroom representatives and officers. Some board positions may qualify for a tuition discount. Meetings are held bi-monthly, typically via Zoom, with occasional in-person gatherings. Contact the Director if interested.

Welcome to the Faithbridge Community

We warmly invite you and your family to participate in the broader life of Faithbridge Church. If you do not currently have a church home and would like to learn more about Faithbridge, please feel free to reach out to the FCLC Director, one of our church pastors, or contact the church office directly at **(262) 632-8381**.

We are excited to have you as part of the Faithbridge Childcare Learning Center family. If you have any questions or concerns about this Parent Handbook or anything related to your child's care, please don't hesitate to contact the FCLC Director. We are here to support you and your child every step of the way.