

MILESTONES, PROGRAMS FOR CHILDREN
2019-2020 EARLY CHILDHOOD POLICIES AND PROCEDURES

Pertaining to Infant, Toddler and Preschool programs operating at Plymouth, Lydell and Indian Hill

- I. **Statement of Purpose:** To provide high quality group childcare and educational programming in a developmental setting which addresses itself to the young child's need for security, individuality, and freedom. Our programs and activities will be respectful of the diverse cultures and lifestyles of all people, particularly those of children and families enrolled in our programs.

II. **Locations and Hours of Operation**

- A. The Milestones Early Childhood program operates at three locations:

Plymouth Church: 3131 N Summit, Milwaukee, WI 53211
For children ages 2 months through 5 years.

Lydell Community Center: 5205 North Lydell, Whitefish Bay, WI 53217
For children ages 2 months through 5 years.

Indian Hill School (EC): 1101 West Brown Deer Road, River Hills, WI 53217
For children ages 2 months through 5 years.

- B. The program operates: Monday through Friday
 7:00 AM to 6:00 PM

III. **Admission and Registration Policies**

A. **ELIGIBILITY**

1. Applications will be accepted regardless of race, color, gender, sexual orientation, religion, disability, political persuasion, national origin or ancestry.
2. Children must be between the ages of 2 months and 5 years old to participate in a Milestones Early Childhood program
3. Only those children who are registered in the program are eligible to use program facilities.

B. **ADMISSION AND ENROLLMENT**

1. Registration is done online and accepted on a first-come, first-served basis.
2. A \$45.00 Registration fee (\$10 per each additional child in same family) is required. This fee covers the cost of application processing and is non-refundable.
3. **New families must register online at:**
https://www.schoolcareworks.com/reg_milestones/start_registration.jsp
Families will create a family portal account when registering and can register each child individually in the portal.
4. **WAITI LIST** If you have completed the online registration, your child will be placed on the Wait List and you will receive an email stating such.
5. **APPROVALS** If enrollment is approved, you will be notified by email. The following must be provided by the parent/s before the child's first day of attendance:
 - Health Record (to be completed by the parent)
 - Immunization Record
 - First two weeks of tuition must be paid in advance and is nonrefundable.

6. **PROGRAM AT CAPACITY** If a child's enrollment cannot be approved at that time, the child will remain on the Wait List.
 - a. Parents will be notified when an opening is available for their child.
 - b. A parent who chooses to refuse a spot when it becomes available will be placed at the end of the Wait List for consideration at a future date.
 7. **PRIORITY REGISTRATION** With each new program year (September through August), parents of children who will be continuing at the center will need to register on-line in their Family Portal. Priority Registration will include the payment of a processing fee.
- C. A health form is required for each child and must be kept on file at the program. A special form is provided and must be completed and signed by the child's pediatrician and returned to the program.
1. **PHYSICAL EXAMINATION:** Each child must have an initial examination not more than 12 months prior to, nor later than ninety days or three months after, admission. For children over two years of age, this examination must be updated every two years. For children under two years of age, this examination must be updated every six months.
 2. **IMMUNIZATION RECORD:** Each child must have an immunization history which states that the child has been immunized against diphtheria, pertussis, tetanus, poliomyelitis, measles and rubella, hepatitis B, PCV, and chicken pox. The history must include the month and year that each dose was given. This written history shall be on file at the program prior to the child's admission, or one of the following compliance alternatives must be met:
 - a. A signed permission of the parent to have the child immunized in a prompt and timely manner by either a physician specified by the parent or the local health agency;
 - b. A written and dated statement from a physician that a particular immunization required is or may be detrimental to the health of a particular child must be on file. If so, the requirement for that particular immunization shall be waived; or
 - c. A written, signed and dated statement from the parent that a particular child is an adherent of a religious belief which precludes immunizations.
- Immunization records must be kept current. Parents must update their child's immunization history on-line by returning to their Family Portal.
- Note: The required immunization schedule is based on the Advisory Committee on Immunization Practices of the U.S. Public Health Service and described in the compliance form issued by the Department of Health and Social Services.

IV. Scheduling

- A. **REGULAR SCHEDULE** Children must be enrolled for a minimum of three (3), four (4), or five (5) full days. Two day schedules may be available on a limited basis.
- B. **SCHEDULE CHANGES** Schedule changes must be approved by the Site Director before they take effect. There is a \$7.00 charge for each schedule change. Milestones will do its best to accommodate schedule changes, but cannot guarantee space once the original schedule is established.
- C. **EXTRA HOURS:** Extra hours may be scheduled on an occasional basis as the need arises. Extra hours must be requested on the form provided and approved by the Head Teacher. Approval of extra hours will be dependent upon available space and adequate staffing. There will be an additional charge for extra hours.
- D. **CANCELLATIONS:** Two weeks written notice prior to the child's last day of attendance must be received at: info@milestonesprograms.org
- E. **INCLEMENT WEATHER:** The Early Childhood programs will not operate when snow or extreme cold create conditions that are dangerous or may make our facility inaccessible for children, families, and staff

alike. When the program closes due to inclement weather, the announcement will be made on WTMJ radio, TMJ4 television, and TMJ4 website. There is no credit or fee reduction for these days.

- F. **UNEXPECTED CLOSINGS:** It is possible that the center may need to close due to an unexpected occurrence (i.e. water main breakage, power outage, health department sanction) There is no credit or fee reduction for these days.
- G. **NO DAY EXCHANGE** In the event a child does not attend on a regularly scheduled day for any reason, make-up or exchange of days is not allowed.
- H. **HOLIDAYS-**The program is not open on the following holidays: Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve Day and Christmas Day, New Year's Eve Day and New Year's Day, Good Friday, Memorial Day, and Independence Day. When a holiday falls on Saturday or Sunday, Milestones will be closed on an alternate day. Parents will be notified in advance. There is no credit or fee reduction for these days
- I. **PREP DAY** All Early Childhood programs will be closed the Friday before the start of the fall session so that teachers can prepare for the new session. There is no credit or fee reduction for these days

V. Fee Policies

- A. **BILLING-** A billing email will go out announcing the new items that are posted in your portal one week prior to the due date. The email will detail weeks of care and applicable due dates. Generally, it will cover four-week periods, and hence will be sent out every four weeks.
- B. **DUE DATE-** Unless otherwise noted, payments are due on the first day of the tuition period. These dates are also posted in your portal.
- C. **PORTAL-** A personal detailed financial ledger of all charges and payments is in your family portal.
https://connect.schoolcareworks.com/milestones_login.jsp
- D. **PAYMENTS-** Parents are responsible for payment of all scheduled hours whether the hours are used or not.
 - Credit*, Debit Card*, ACH or E-check payments are facilitated through your Family Portal either automatically or per your individual authorization. The Portal offers many variations on payment including setting up Auto Pay. Please be sure to keep all credit card information up to date in your portal. Log in to portal: https://connect.schoolcareworks.com/milestones_login.jsp
***Credit Card and Debit Card payments incur a 2.5% convenience fee**
 - Checks or money orders (*no cash please*) must be made payable and mailed to:
Milestones, Programs for Children
2214 East Capitol Drive Milwaukee, Wisconsin 53211
 - PAYMENT CANNOT BE ACCEPTED AT ANY PROGRAM LOCATION.
- E. **MAILED STATEMENT:** To receive mailed, paper billing statements, one must request in writing to:
Milestones, Programs for Children
2214 East Capitol Drive Milwaukee, Wisconsin 53211
- F. In the case where parents are divorced or separated, Milestones expectation is that parents cooperate to ensure that all charges owed to Milestones are paid in a timely manner.
- G. **LATE PAYMENT FEE** Tuition and fees not paid in full within 10 days of its due date are subject to **\$25.00** late payment charge. Late payment charges will be assessed will be assessed 10 days past the due date and then again 24 days past the due date if the balance remains due. Each item charged is subject to late payment fees. Any past due charges greater than 24 days overdue are subject to a child's enrollment being suspended or terminated
- H. **LATE PICK UP CHARGE** A \$2.00 per minute late pick up charge is assessed for each minute that a child stays past the program closing time of 6:00 PM.
- I. **NSF CHARGE** A \$50.00 charge is assessed for each Non-Sufficient Funds (NSF) check

- J. **PAYMENT REJECTION FEE:** \$15.00 charge is assessed for each Auto Pay Rejection, or Unsuccessful Credit or Debit Card payment made through the portal.
- K. **DIAPER FEES** Diaper charges are posted with tuition charges every four weeks for those children who use diapers provided by Milestones.
- L. **VACATIONS CREDITS** Vacation Credit Requests must be made in your portal at least two weeks prior to the requested time off. Each family enrolling full time (five days per week) at the beginning of the **School Year Session** will be limited to a total of five (5) days of vacation credits per year (from September through August).
 - Families attending four (4) days per week will receive four (4) days of vacation credit per year.
 - Families attending three (3) days per week will receive three (3) days of vacation credit per year.
 - Families attending two (2) days per week will receive three (2) days of vacation credit per year.

VI. **Early Childhood Program Procedures**

- A. Milestones responsibility for the child begins when he/she is signed in by the parent or other authorized adult. Therefore, the parent must sign in upon arrival and out at departure on the daily attendance forms provided in the classrooms.
- B. Responsibilities/Expectations Regarding Custody.
 - 1. All people listed on the registration form under parent/guardian, emergency contact, and authorized pick up will be allowed to pick up a child.
 - 2. In families where the parents are separated or divorced, the custodial parent must have a copy of the legal documents stipulating custody on file at the Main Office. Only the parent who is listed on the application form as having legal custody is authorized to pick up the child, unless that parent lists the other parent on the form as authorized to pick up the child.
 - 3. Any person who is not listed on the child's most recent application form as being authorized to pick up the child may not visit the program unless s/he has made prior written arrangements with the custodial parent and the Program Director.
 - 4. A court order must be on file at the administrative office and the program if the need arises to prohibit pick up by a previously authorized parent or guardian.
 - 5. Milestones staff members will not be involved in custody related litigation.
- C. Milestones does not endorse or recommend staff to parents or parents to staff for child care outside of Center hours (babysitting) and is not liable for the conduct of the parent or the staff who enter into a private care arrangement.
- D. Milestones asks that parents do not engage or employ Milestones staff for other than weekend or evening babysitting while their child is enrolled in the program. When parents hire our teachers away for in-home daytime child care there is a significant financial cost to our programs as well as major disruption to the consistency and quality of care we are providing to all other families.
- E. Food
 - 1. Snacks will be provided by the program at approximately 10:00 AM and 3:30 PM. Snacks will include milk or juice, vegetable or fruit, and a bread or cereal.
 - a. All snacks provided by Milestones will meet or exceed the nutritional requirements set forth by the Department of Social Services Day Care Licensing Regulations.
 - b. Menus will be posted for review.
 - c. No artificial sweeteners will be used.

- d. Infants and toddlers who are not yet eating table foods must bring snacks from home.
2. Parents are required to send a bag lunch for their children. A refrigerator will be available for storing lunches and Milestones will provide milk.

We will heat meals and formula for infants and toddlers ONLY. If you wish to provide a hot lunch for your older child, please use a thermos.

3. Milestones provides milk for all snacks and lunches. As a participant in the U.S.D.A. Special Milk Program, we provide 1% homogenized vitamin A and D milk for all preschool groups and whole milk for toddlers.

Formula or breast milk must be provided by parents for infants and toddlers who do not drink whole milk. Formula and breast milk must be labeled with the child's name and the date.

4. Staff members eat with the children.

Note: For additional information, see our "Nutritional Guidelines".

F. Clothing

1. Children will be involved in many types of activities while at the program and should be dressed accordingly.
2. Children should be adequately dressed for outdoor play all seasons of the year.
3. For children who are not toilet trained, disposable diapers and "wipes" are provided by Milestones. A "diaper charge" will be added to your tuition statement. Parents must provide any ointment they would like used on their child.
4. All children must have a labeled change of clothes to be kept at the program for emergencies. This should include underwear, pants, shirt, and socks.
5. All clothing should be labeled, including boots, mittens, coats, etc. Although staff members will do their best to keep track of clothing, Milestones is not responsible for lost articles of clothing.
6. Each parent must supply a blanket for nap time and be responsible for its weekly laundering.

- G. All equipment and supplies will be provided by the program, including cots and sheets, toys, games, art supplies, etc. The Milestones staff asks that parents not send toys from home unless they are special "show and tell" items or soft, quiet dolls or stuffed toys for nap.

H. Health

1. Children are to be kept home if they have shown symptoms of illness such as sore throat, inflammation of the eyes, fever, lice, rash, vomiting, diarrhea or other illness.
2. If a child will not be present, parents must notify the program.
3. Staff will be alert to symptoms of illness throughout the day. Children with symptoms will be placed in temporary isolation within sight and hearing of an adult and parents will be contacted to call for the child.
4. Written permission from a parent to call the family physician or to refer the child for medical care in case of accident or emergency shall be on file at the program. This permission shall be used only when the parent or guardian cannot be reached, and with this permission, Columbia Hospital or St. Mary's Hospital will administer medical care in a life-threatening situation.

- I. Medication will not be dispensed at the program unless the following conditions are met:

1. A "Medication Form" supplied by Milestones must be completed and signed by the parent. This form gives authorization and instructions for dispensing medication.
 2. All medications must be in their original containers. All medications must be labeled with the child's name.
 3. All medication should be given directly to a staff member so it can be stored in a safe place.
- J. First aid equipment will be on hand at all times.
- K. Rest and nap periods will be provided for all children.
- L. Orientation and in-service training will be provided for all staff members.
- M. Once children are enrolled in the program, parents are welcome to visit the program anytime during hours of operation. Parents are welcome to participate in program activities and field trips.
- N. The records of children enrolled in Milestones, Programs for Children, are confidential and available to the child's parents upon request.
- O. In cases of special educational or behavioral needs, Milestones' staff may suggest a referral to a medical or mental health professional. By consulting with an outside professional, staff will make efforts to continue to provide high quality care and programming for each individual child. It is expected that any referral costs will be the responsibility of the parent and that the process will involve a strong, interactive partnership between home and school.
- P. Child care employees are legally mandated to report known or suspected cases of child abuse or neglect.
- Q. Milestones Programs for Children is licensed by the State of Wisconsin Department of Health and Family Services. Our licenses are posted at each location as well as any non-compliances we may have received during annual reviews. A copy of the Licensing Rules for Group Child Care Centers is available for your review.

VII. **Insurance**

Milestones, Programs for Children, Inc. carries Liability and Property Damage insurance and Non-Owned and Owned Vehicle insurance. We do not provide student medical or accident insurance.

VIII. **Discharge Policy**

Milestones reserves the right to cancel the enrollment of a child for any of the following reasons:

- A. Physical or verbal abuse of children or staff by a parent;
- B. Non-payment or regular late payment of tuition;
- C. Failure of the parent to observe the rules of the program relating to the arrival and departure of the child;
- D. Failure of the parent to complete and return all required forms; and
- E. Upon the discretion of the Site Director and after reasonable effort on the part of the program staff to integrate a child into the program, a child's participation may be terminated if that child requires a disproportionate amount of one-to-one attention. The Site Director, in consultation with the Executive Director, Site Facilitator and Head Teacher(s), will confer with the parent(s) and give notification of termination.