

PLYMOUTH LOCATION

WEEKLY RATES 2021-22

Effective August 30, 2021

PROGRAM		5 DAYS	4 DAYS	3 DAYS	2 DAYS*
Tadpole and Minnow Rooms INFANT (2 months – 12 months)	Weekly	\$434	\$402	\$347	\$268
Tadpole and Minnow Rooms TODDLER (12 months until entering Dragonfly Rm.)	Weekly	\$425	\$389	\$344	\$259
Dragonfly Room EARLY CHILDHOOD	Weekly	\$374	\$344	\$301	\$226
Salamander Room PRE-SCHOOL 1	Weekly	\$314	\$291	\$254	\$190
Aviary Room PRE-SCHOOL 2	Weekly	\$297	\$277	\$243	\$183

Two-day schedules are available on a limited basis. Please inquire for further information.

Children's transition to the next room in the progression is based on age, development, and available space.
Rates do not change based on birthdate but on room placement.

Extra hours are available on an as needed basis.
The charge is \$16.00 per hour for infants and toddlers.
\$13.00 per hour for all other Early Childhood rooms.

Consult your child's Head Teacher for availability.

(over)

MILESTONES
PROGRAMS FOR CHILDREN
INFANT, TODDLER, EARLY CHILDHOOD & PRE-SCHOOL TUITION INFORMATION

BILLING

- Upon approval of enrollment, payment for the first two weeks of tuition is due. This non- refundable payment will hold your child's spot in the program.
- All charges are posted in your FAMILY PORTAL. Normal Tuition Periods are two weeks long. Two tuition periods (four weeks) are posted at one time. Families receive an email informing them of the posting.

DUE DATE

Payment is due on the first Monday of each two-week tuition period.

PAYMENT OPTIONS

- 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:
https://connect.schoolcareworks.com/milestones_login.jsp

- 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
c/o MANAGER OF ADMINISTRATIVE SERVICES
***Credit Card and Debit Card payments incur a 2.5% convenience fee**

LATE PAYMENT FEES: \$25.00

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.

FAMILY DISCOUNT

Families who have two or more children registered in Milestones receive a 10% discount for the child with the lowest tuition.

SCHEDULING CREDITS

There are no adjustments in fees for holidays (unless used as vacation credit), inclement weather or other building closings, illness, vacation, or other activities. Specific credit policies for vacation and illness are outlined in the Milestones Early Childhood Policies and Procedures.

MISCELLANEOUS CHARGES

<u>Late Payment Charge</u>	Late payment fees of \$25.00 are assessed 10 days after the due date and accrue every four weeks after that.
<u>Late Pickup Charge</u>	\$2.00 will be assessed for each minute that a child stays past program closing time of 6:00 PM.
<u>NSF Check Charge</u>	\$50.00 is assessed for each Non-Sufficient Fund (NSF) check and credit card denial.
<u>Schedule Change Charge</u>	\$7.00 is assessed per requested schedule change.
<u>Processing Fee</u>	A \$45.00 processing fee is required for the 1 st child and \$10.00 for each additional child in the same family. This fee covers the cost of application processing and is non-refundable. During Priority Registration periods, continuing and/or returning families may receive a discount.



WELCOME

We want to welcome you and your family to Milestones. Milestones has been in operation since 1979; we are proud of our program and the service we provide to children, families and our staff. We are looking forward to having you join our early childhood community.

Our program promotes the concept that children learn through play. Our classrooms are filled with open-ended, developmentally appropriate materials that offer children a variety of valuable experiences. Our teachers encourage and support play through observation, interaction, problem solving and ongoing reflection. Through play, children explore their world, find out how to get along with others, test their skills and muscles, try out new ideas, and feel competent enough to try different activities. Curiosity. Self-esteem. Language. Problem solving. Mathematics. Cooperation. Endurance. These are just a few of the many kinds of learning involved in play.

Please be sure that you read this handbook. The information in here will help you and your family with your transition to our early childhood community as well as be a good resource for you later on. Please let us know if there is anything that we can help with or if there are concerns that you have. We are here to serve you.

Table of Contents

I.	Classroom Routines and Procedures	
	Preparing for the First Day	3
	Lunches and Snacks	3
	Food Allergies/Dietary Restrictions	4
	Diapering /Toileting	5
	Napping	5
	Clothing	6
	Media in the Classroom	6
	Behavior Guidance Techniques	6
	Transitioning to a new Classroom	8
II.	Attendance/Scheduling	
	Arrival/Departure	8
	Vacations/Illnesses	9
	Extra Hours	9
	Schedule Changes	10
	Adding a Sibling	10
	Snow/Severe Weather Policy	10
	Cancellation	10
III.	Program Description	
	Staffing	10
	Curriculum	11
	Approach to Traditions	11
IV.	Health and Safety	
	Health Policies	11
	Illness Policy	12
	Medications	12
V.	Parent Involvement and Communication	
	Parent Visits	13
	Conferences	13
	Home/School Communications	13
	Privacy and Confidentiality	13
	Private Care Arrangements	13
	Other Ways to be Involved	14
VI.	Policies and Procedures/Weekly Rates	
	Statement of Purpose	15
	Locations and Hours of Operation	15
	Admission and Registration	15
	Scheduling	17
	Fee Policies	17
	Early Childhood Program Procedures	18
	Insurance	20
	Discharge Policy	20

Classroom Routines and Procedures

Preparing For The First Day

Please set up a time to visit your child's classroom prior to their first day. During this visit you can get acquainted with the teachers, the other children, and the new surroundings. This is especially important if your child has never been in group care before. Your child's Head Teacher may call you for an intake meeting to get information from you about your child. These meetings generally take 20-30 minutes. We will also have an information packet available for you that lists classroom specific information.

Your child's transition depends on a variety of things. We will work with you on making this transition as smooth as possible. Here are some tips:

- Give yourself a little extra time those first few days. You'll want to say good bye to your child in a relaxed manner.
- Follow a goodbye ritual. Children find comfort in routine. Create a good bye ritual – read one book every morning, or a hug and a kiss at the classroom door.
- When you say goodbye, leave! We know that it's difficult to walk out if your child is upset. The initial separation is the most difficult. Once you are gone, the staff will help your child calm down but this process can't begin until you have gone.
- Never sneak away. It may be tempting to just slip quietly out the door, but don't. It may be upsetting if your child looks up and realizes you left without a word. Say goodbye – your child will learn that they can depend on you.
- Feel free to call the program during the day to find out how things are going!

Remember, the teachers are here to help make the transition an easy one. Do not hesitate to share your concerns and ask questions.

Lunches and Snacks

Our snack/lunch guidelines are based on state licensing regulation and USDA guidelines. We provide two snacks every day and you provide a lunch. Lunches are generally served between 11:30-12:00. If your child will be arriving after 12:30 please make sure that they have eaten prior to coming to school. When packing your child's lunch state licensing requires every lunch to have the following components:

- Protein source – such as meat, poultry, fish, eggs, cooked dried peas or beans, yogurt or cheese.
- Two servings of vegetables, or one vegetable and one fruit, or two servings of fruit. (total equal to about ½ cup)
- Cereal or whole-grain or enriched bread products
- Grade A vitamin D milk for children between 1-2 years who are not on formula or breast milk, 1% milk for children over 2 years of age. Milestones provides both types of milk. If your child is unable to drink cow's milk please bring in an alternative milk (please label the container with your child's name).

If a child's lunch does not meet the licensing requirements we are required to supplement that lunch. Please make sure that lunches brought from home are complete.

All lunch leftovers will be re-wrapped and saved to take home. This is done in order to help you determine what your child has eaten that day and whether or not the portions you are sending are appropriate.

Our food warming space in classrooms is limited. We will warm lunches and bottles as needed for children enrolled in our infant/toddler rooms only. Warming a large number of items creates delays for children and takes away from time that staff can be interacting with children. If you wish your child's lunch to stay warm, please send it in a labeled thermos. Lunches should also be sent "ready-to-serve" with meat, vegetables and fruit already cut to appropriate serving size.

Children are encouraged, but not forced to eat snacks or lunches. If a treat is sent in your child's lunch we encourage them to eat their growing food but don't demand that they do. Please do not send hard candy or suckers in your child's lunch.

We offer two snacks – these are served mid-morning and mid-afternoon. Snack will consist of two of the following components (milk and water is also always offered) fruit or vegetable, grain, protein. The majority of our snacks will consist of unprocessed foods and we will make every effort to reduce the amount of sugar, salt and fats. No artificial sweeteners will be used. Snack menus are posted for the week in your child's classroom.

We provide appropriately sized utensils and cups for snack and lunch. We also provide bibs for children in the infant/toddler rooms.

Milestones does not serve an early morning breakfast, however, if your child arrives before 8:30am and you wish to send breakfast, this is fine.

Infant/Toddler information:

Parents need to provide food and ready-made bottles or formula/breastmilk from home for their infant. Bottles must be labeled with your child's name and the date every day. Bottles will be heated in bottle warmers for children in the infant rooms. Please make sure to provide enough pre-made bottles for your child's scheduled time. It is also helpful to have an additional bottle to use as an emergency in case one of the bottles has a leak or your child is extra hungry. Please bring bottles in a labeled bag. After your child has been offered a bottle, it will be put back in their bag.

Infants/Toddlers who are not yet eating "table foods" must bring in snacks from home. Your child's teacher will talk to you when they think your child is ready to start eating snack at school. We will have a list of common snack items for you to check off on.

Food Allergies/Dietary Restrictions

Families are required to complete a Health History and Emergency Care Plan form so that we can be alerted to any allergies and steps to take if an allergic reaction were to occur.

Children with anaphylactic reactions to foods must have an unexpired Epi-pen with the prescription label attached at school at all times. We will also have an additional action plan form for you to fill out so that we have up to date information in case of an emergency. We will work with you on making sure that steps are in place to keep your child safe. All of the snack foods we serve on site are "peanut free". Because families pack lunches and they may contain products that trigger allergies, we will meet as a team to come up with strategies to keep your child safe. Please make sure to talk to your child's teacher if you have any concerns.

If a classroom has a child with a food allergy in it, foods that are brought from home to share with others (birthday treat, snack to share) must be fruits, vegetables or food that is commercially prepared and in factory-sealed containers with the ingredients listed on the container. Please talk with your child's teacher prior to bringing something in.

If there are foods you would prefer your child not eat, let us know. If your child requires an alternative snack due to special dietary needs, please speak with your child's teachers. We can avoid certain foods for children with special food needs or allergies but we may ask that you send snacks from home depending on the nature of the food allergy or diet.

Diapering/Toileting

Milestones provides diapers and wipes. If your child has a sensitivity to our brand, we ask that you bring in an adequate supply of the brand of your choice for us to keep on hand. If your child will need diapering ointment, please bring in a labeled container for us to keep on site. All children are changed as needed and checked every 2 – 2 ½ hours.

Toilet Learning is a process where consistency and communication are extremely important. There are many signs that children start showing when they are ready. Please make sure to talk to your child's teacher before you begin the process. Because of child care regulations and building limits, we do not teach children under the age of 24 months to use the toilet.

Children who are learning to use the toilet are taken to the bathroom frequently. Most children aren't developmentally ready to say that they need to go so consistency and patience are extremely important. When they experience more and more successes, they make connections as to how their body feels when they have to go.

Be prepared for accidents. Children need to have accidents. Make sure to have 4-5 complete changes of clothing on hand every day. When accidents happen, soiled clothing will be placed in a plastic bag for you to take home and launder. Please take these home on a daily basis. We cannot rinse out soiled underwear.

Independence and the development of self-help skills are encouraged – avoid clothing with snaps and buttons. Bib overalls, "onesie" type undershirts, and belted pants are very cumbersome during toilet learning. Elastic waist pants are preferred.

During this transition we still use diapers at nap.

Napping

We provide a crib or cot and a sheet for each child. Sheets are laundered weekly at school. Items from home should be taken home weekly to launder and brought back on a weekly basis.

Infants and young toddlers nap according to their own individual schedules. Please provide a labeled nap blanket, sleep sack – whatever your child will need for nap. All infants will be placed to sleep on their backs. Infants who are capable of rolling over may do so on their own, after the staff has physically placed the child down on their back. Items such as pillows, quilts, and stuffed animals are not allowed in the crib, if the infant is younger than 12 months old.

Our older children nap sometime between 1:00-3:00. We feel it is in the children's best interest that they be able to sleep as long as needed and, therefore, we do not wake sleeping children. Children who do not sleep will be offered alternate activities after a 30-45 minute rest. Please bring in a labeled blanket that can stay at the program during the week. If your child wishes they may also bring a small pillow, and/or stuffed animal. Please label all of these.

Clothing

Children should be dressed so they can play comfortably and without fear of staining clothing. Please be sure to have a complete change of clothing (including socks) in their locker. These will be used in case of a toileting accident or when wet or messy play requires a change of clothes. These things should all be labeled with your child's name.

Your child must have appropriate clothing for outdoor play in all seasons of the year. Children under the age of two can go outside if the weather with wind chill is 20 degrees or warmer. Children over the age of two can go outside if the weather with wind chill is 0 degrees or warmer. Be sure your child has a warm coat, hat, snow pants, mittens and boots. Please make sure these items are labeled, it makes it much easier to get a large group of children dressed. During the summer months, a towel and swim suit may also be needed.

Media in the Classroom

Children under two years of age do not have access to any media. For our older children, the use of media is limited to developmentally appropriate programming that has been previewed by teachers prior to use. If school-age classrooms want to view a PG film, parent permission will be required. Another option for activity is always available; no child is required to take part.

Behavior Guidance Techniques

The policy of the Milestones Early Childhood Programs provides for positive guidance, problem solving, redirection, and the setting of clear limits. It is designed to help children develop self-control, self-esteem, and respect for the rights of others. For many children, the child care experience may be their first encounter with other children in a group situation. Being a member of a group means sharing, waiting, problem solving, and controlling emotions. Social skills must be learned to get along well in this setting and to lay the foundation for future social/emotional development.

We feel that our most effective way to deal with inappropriate behavior is to prevent it. We can prevent most problems by providing a challenging, developmentally appropriate program for the children that takes into account each child's individual needs as well as those of the group.

We are able to prevent problems in the classroom by being aware of the children's moods. When a child or group of children is feeling aggressive, providing an appropriate outlet for their feelings can help. Running on the playground, pounding at a workbench, or a parade with instruments may help channel that energy. Water play or play dough can have a soothing effect on children. A child who is having problems getting along with others because s/he is tired may need help to become involved in quiet activities.

We prevent problems by being aware of the arrangement of the room. Is the block corner too small for the children to play cooperatively there? Are there too many activities for the children to choose from ... or not enough?

Problem behaviors are avoided by consistency in enforcing rules. Our teachers work closely in order to insure consistent classroom expectations and responses to behaviors that might be considered inappropriate as they occur. Communication between staff members regarding the classroom and individual children, and possible behavior patterns, is essential.

It is also essential that good communication with parents be maintained so that consistency between home and school is also insured. Be sure to talk with the teachers if you have any questions or concerns. Keep us informed of anything going on at home that might affect your child's behavior at school.

At times children may hurt each other, not out of maliciousness, but because they do not fully understand that other children are people, too, and have feelings. Learning to share and take turns can be difficult and frustrating especially for the youngest of our children who have limited verbal abilities for dealing with emotions and frustrations. Inappropriate behavior, such as hitting and biting, are approached in the following ways:

1. Patiently explaining to the child that it hurts the other child.
2. Helping the child to recognize the feelings that cause certain expressions, i.e., "He's crying because that hurts."
3. Giving praise for generous, kind, gentle actions.
4. Diverting the child's attention when we see that s/he is getting frustrated and may respond aggressively. The teacher might direct that child to an area where feelings of aggression can be appropriately acted out, i.e., pounding at the playdough table. The teacher might give a toddler a teether to bite on rather than a friend!
5. Helping children find the words they need to express their frustrations, i.e., "Tell him you are angry."
6. Helping guide the children through a process of problem solving.

Time-outs are not used as a discipline technique. It is our feeling that children benefit from being involved in problem solving and communication when difficulties occur rather than being sent away or isolated from the group.

We do not routinely force children to apologize. Saying "I'm sorry" is a nice gesture but it does not make everything all right. Instead we ask the child to help remedy the situation. Example: If a child throws a box of puzzle pieces, the teacher will ask him/her to pick them up. If a child hurts a friend, the teacher may ask him/her to think of a way to help comfort that child. Saying "I'm sorry" or giving a hug might be a solution the child suggests on his/her own.

When dealing with misbehavior we are always aware of the child as an individual. Every child is different; therefore, our discipline must vary accordingly. If a child starts to exhibit behavior that is outside the range of age appropriate behavior, the teachers will make sure to inform parents and communicate with them on a regular basis. Your child's classroom team will meet to discuss concerns and support that may be needed. A parent-teacher conference may be requested by either the teacher or the family to discuss behavior concerns.

The goal of a meeting would be to set a plan in place to help support the child, the classroom and the family. After a plan is implemented, the teachers will make sure to keep the parents informed on how things are progressing. A second meeting might be required if the behavior issue isn't improving.

In certain situations a reduction in child hours may be discussed. When a child exhibits a behavior that is dangerous to themselves or to others or it disrupts the learning environment to such a degree that the other children in the room are affected, the child may be sent home.

Our goal is to care for and keep all children enrolled in our program safe. If after reasonable efforts by parents and teachers, no improvement has been made and a child's behavior continues to be disruptive to the classroom, parents will be asked to find alternative care that may be better able to meet their child's needs.

If you have any questions or concerns about your child's behavior at Milestones, please talk with the teaching staff. We want to be sure that we have a strong partnership with home as we approach difficult situations at school.

Transitioning to a New Classroom

Transitions from classroom to classroom happen mainly at the beginning of our fall and/or summer session. However, there are times when mid -year moves happen. These are based on availability in the next classroom as well as developmental readiness of the child.

While moving to a new classroom can be exciting, this transition also takes time. It can be hard for children and parents to move from a familiar, comfortable setting into a new environment. In order to help ease this transition, we do the following:

- Classroom's are notified at least three months in advance that the transition will happen so that they can work on goals in the child's current classroom to prepare them for the upcoming transition.
- Children visit their new classrooms the week prior to the move.
- Teachers from your child's current classroom will meet with the teachers of the classroom they are moving to, to talk about the transition.
- Parents are encouraged to visit their child's new classroom at drop off/pick up time as well.
- In our younger rooms we will set up intake meetings where we can sit down and explain the routine/expectation of the new classroom.

Keep in mind:

- For some children talking too much about a classroom move can create anxiety.
- Children need consistency in their lives. Keep your family's set rituals and routines during this time so that along with change there is consistency.
- Children can sense how you are feeling about the change. If you are feeling comfortable, it will help your child feel at ease.

Attendance/Scheduling

Arrival/Departure

If your child will not be in attendance or will be arriving later than usual you MUST notify their classroom. Licensing requires that child care programs contact families when children do not arrive if they have not been notified of an absence or late arrival.

Please make sure, when arriving and leaving, that your child(ren) stay with you at all times – this includes older siblings.

Each day when you arrive at the program, you are required to sign your child in on the attendance forms provided. Our legal responsibility for your child begins at this point. At departure, you are required to sign your child out. Our legal responsibility for your child ends at this point. Our sign in sheets give us accurate attendance information, which is used for record keeping, billing, and in the case of an emergency. If someone other than a guardian is picking up, you must designate him or her as an authorized pick up. Authorized persons must be at least 12 years old. You can add them online through your parent portal. Only those people you designate as authorized pick-ups will be allowed to sign your child out. If we do not have authorization from you, we cannot release your child. Any unfamiliar person picking up will be required to show a photo ID.

In order to help reduce the transmission of germs, children over the age of one and staff, wash their hands upon arrival. We ask that you assist your child with handwashing as part of their regular drop off routine.

During the warmer months, we require parents to apply sunscreen to their child before they come to school. If you prefer to do it at school, there is a bottle of sunscreen in each classroom. Please make sure to cover their entire body since we may be changing into swimsuits during large muscle play.

Vacations/Illnesses

Vacation requests can be done through your parent portal online. Credits will not be issued unless a vacation request is made two weeks prior to the requested time off. At the beginning of each school year session, families that are enrolled full time are limited to a total of 5 days of vacation credit per year, children enrolled 4 days receive 4 vacation credits, children enrolled 3 days receive 3 vacation credits, children enrolled 2 days receive 2 vacation credits. Credit is not given for holiday closings unless you request it in advance as a vacation credit. If you don't want vacation credit but are sure you are going to be taking days off, please let your child's teacher know this as well. This will just ensure that you don't get a phone call from us wondering where you are. If you have any questions about how many days you have or are just looking for some guidance you can contact the office at info@milestonesprograms.org.

Steps for requesting in parent portal:

1. After you log into your account select "Personal".
2. Select your child's name and "Update Information".
3. Select "Vacations" on top of your child's information.
4. Enter your "Vacation Date" and "Number of Days" and then press "Save".
5. Once received, you will receive a confirmation email from the Main Office along with any other information pertaining to your vacation request.

Extra Hours

Extra hours can be coordinated with your child's teacher. We recommend that these requests be made at least a few days in advance so that you can make other arrangements if we cannot grant your request. Extra hours are dependent upon available space and adequate staffing. Extra hour forms are located in each of our classrooms. Once you have talked to your child's teacher please fill out a form for them to keep on hand. There is an additional charge for extra hours.

Schedule Changes

To request a schedule change, please contact the Assistant Director at your location. She can review registration and let you know if space allows a change.

Adding a New Sibling

If you find that you will need to add a new family member to the program, here are the steps you will need to take:

1. Log into your account and select “Personal”.
2. In the top left corner under Information Summary select “Add New Student”.
3. Fill out all the information to the best of your knowledge and save it.
4. Go back to Registration and click “View Offerings”. This is where you will request a start date and a schedule.

If you have any problems or questions, you can email info@milestonesprograms.org for help. Families who are enrolled in the program do have priority when adding a sibling but you should contact your Site Director for information and availability.

Snow/Severe Weather Policy

The Milestones EC Programs will close when snow or extreme cold creates conditions that are dangerous for young children, parents, and teachers. If a decision is made to close the programs, an announcement will be made on WTMJ Channel 4 or their website. Our Indian Hill program will always close if the Maple Dale/Indian Hill School District closes. Our Lydell location will always close if the Whitefish Bay School District closes. For Plymouth we typically follow the advice of the school districts in MPS, Shorewood and Whitefish Bay. There will be no credit given for days when the program is closed for due to inclement weather.

Cancellation

We require a minimum of two weeks written notice of cancellation. This can be done by e-mail to info@milestonesprograms.org.

Program Description

Staffing

Each classroom has a team of teachers who collaborate on program planning and implementation. Part time Assistants are hired to work early morning and late afternoon shifts and maintain adequate teacher:child ratios throughout our 11 hour day. The program is licensed by the State of Wisconsin and voluntarily participates in YoungStar, the Wisconsin Child Care Rating Program. All members of our teaching staff meet or exceed the minimum State of Wisconsin requirements for child care staff. Head Teachers have University degrees in Education or a related field or Associate Degrees in Child Growth and Development. Assistants, at minimum, have taken vocational training in child development and child care. All members of our teaching staff are provided with on-going in-service training and opportunities to take part in community based continuing education.

Curriculum

Milestones' curriculum reflects the philosophy that children learn best by being able to make their own choices and follow individual interests; by being able to move freely from choice to choice and interact in a hands-on way. The teachers encourage and support this by creating a rich learning environment in the classroom with many and varied opportunities. Structure is placed on the environment and on the teachers rather than on the child's style of learning. We attempt to provide a rich and stimulating environment which will encourage and enhance play and, therefore, learning.

In our infant rooms our main objective is to build a strong and nurturing relationship with your baby. We do this by creating a safe and loving environment where we work to meet a child's emotional and physical needs. The care provided is tailored to the individual child. Every baby has a unique way of letting us know what s/he needs. Our teachers learn to read those cues and respond appropriately. The infant room environment is set up to encourage each child's physical, social, and emotional development. Our teachers spend the majority of their time interacting with the infants on the floor. They sing to, talk with, read to and engage them with toys and other children. Teachers vary the activities and toys in the room as children develop and grow, making sure to include sensory and art experiences when it is appropriate.

Emphasis is always placed on the child as an individual. There is a big difference in the developmental levels, interests, and needs of young children. The teachers attempt to match activities and scheduling to each child as an individual. We use the information and knowledge we have of each child to make the program relevant to that child, not just the group.

At all age levels, developmentally appropriate activities are planned for the following interest areas: dramatic play, music and movement, art, books and language, table games and puzzles, and block building. There is also time for cooking and baking, neighborhood walks, and gym and outdoor play.

Approach to Traditions

Families and staff at Milestones represent many cultures and religions and thus celebrate many different holidays at home. We want to be sensitive and respectful of the variety of traditions that families bring with them so out of respect for this diversity we try to avoid an overemphasis on celebrations. We try instead to focus on the spirit of these celebrations- family, friendship, goodwill and the passing of seasons, cycles of weather, and milestones in growth and development. We also grow as a community when we learn about diversity directly from our families and staff. We do welcome you to share your specific ethnic or family traditions with us as we celebrate each child, family and staff member and the richness and diversity you bring to Milestones every day. If you have a family tradition, holiday or something else that you would like to share in your child's classroom, please talk with your child's teacher.

Health and Safety

Health Policies

Each child needs to have a documented Child Health Report on file that is signed and dated by a physician or physician's assistant. Licensing requires that we have this form on file within 90 days of your child's first day at our program. For children under 2 years of age this health examination should not be more than 6 months prior to nor later than 6 weeks after being admitted. Children under 2 years of age need an updated form

every 6 months. For children over 2 years of age the health examination should not be more than one year prior to nor 3 months after being admitted. Children over the age of 2 need an updated form every 2 years.

All children also need an up to date immunization record. Updates can be entered in your family portal. Licensing requires that these forms be on file upon your child's first day at our program.

Illness Policy

When deciding whether or not a child needs to be excluded from school due to illness, two questions should be considered: Is the child contagious? Is the child able to join in the activities of the group or does s/he require special care and rest?

Please do not send your child to school if s/he is ill. We do not have the space and staffing to adequately care for sick children. Keeping a sick child home will also help us keep the illness from spreading. Being in a group setting can be very taxing when you aren't feeling well.

If your child becomes ill while at school you will be contacted and asked to take him/her home. We will do our best to keep them isolated from the rest of the group but sometimes that isn't always possible. We ask that you come and pick them up within 45 minutes of us contacting you.

Children may not attend with a fever over 101. A child with a lower temperature in combination with other symptoms may also need to be sent home. Children must be capable of participating fully in the program. This includes active as well as quiet play, outdoor as well as indoor play.

Children may not attend with diarrhea. (You will be called if your child has three or more bouts of diarrhea at school.) If your child has a skin condition you know is not contagious, (e.g. eczema, prickly heat, hives, insect bites, etc.) please let your child's teachers know. Children with undiagnosed rashes may not attend. Children may not attend with running or pink eyes. It is important that we enforce this policy for the safety and health of all the children in our care.

Medications

If a child needs to take medication while at school, parents will need to fill out a Medication Form which is available in each classroom. This form gives us their permission and instructions for administering the medication.

The following conditions need to be met in order for teachers to administer medication:

- Prescription medications must be in their original containers with their label intact. Please do not leave medications in your child's locker, lunchbox, backpack, etc. We have a designated spot in each of our classrooms.

- Over the counter medication must be in their original containers. The medication must list the expiration date as well as the manufacturer's instructions.

Parent Involvement and Communication

Parent Visits

Parent visits are enjoyed by teachers and children. You may want to read a story, play a game with a group of children or just hang out and observe the classroom. Just let your child's Head Teacher know in advance so they can plan for it. The staff may be too busy for a relaxed conversation with you during this time but you will get to know some of the children and adults with whom your child spends their time. Sometimes children have a hard time transitioning back to their regular routine after a parent visit, the staff will help both you and your child with this transition if needed. If you will be volunteering in the classroom on a regular basis or joining a room on a field trip, you will be asked to fill out a background check.

Conferences

Please feel free to talk with us and ask questions at any time. Twice each year you will be given the opportunity for a formal conference. A signup sheet of times will be posted in the classroom so that you can set up a time for you and your child's teacher to meet. However, a request can be made at any time for a conference with our child's Head Teachers.

Home/School Communications

Each of our Early Childhood Centers uses email as a way to help communicate classroom and site information. You are automatically signed up to receive this type of communication when you provide your email address on your child's application.

Parent specific communication generally happens during drop off/pick up time. Information meant for the classroom may be posted on the rooms sign in sheet. Please take the time to read this information so that you are up to date on all the events and happenings of the program.

Privacy and Confidentiality

We love to take pictures of all the wonderful things we do during school. At times, photos may be used for local program publications and on our social media and web pages. You can opt out of this by checking "no" on your child's registration form.

Private Care Arrangements

Some of our teachers do evening and weekend child care for Milestones families. Milestones does not take responsibility for the actions of the individual teacher during those times. Arrangements should not be made while the staff is at work – they are in ratio during this time and shouldn't be taken away from their classroom responsibilities. Teachers will not discuss situations or share information about other children, parents, or staff with families they are babysitting for. If you make arrangements for a teacher to pick up your child at the end of the day, you must add them as an authorized pick up on your parent portal. Milestones asks that parents agree not to solicit Milestones staff for anything 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 program as well as a major disruption to the consistency and quality of care being provided to all our other families.

Other Ways to Be Involved

We believe that a positive, supportive partnership between home and school is vital to the quality of your child's experience at Milestones. We understand that as working parents your time is precious and your ability to become involved in activities will depend on your time and interests. Your involvement is welcomed and important to us!

Board of Directors

Milestones is governed by a Board of Directors, which plans an important role in planning for and guiding our non-profit agency. Our Board lends its support to our administrative team by providing expertise in fundraising, finance and accounting, marketing, human resources management, legal expertise, and advocacy for the communities we serve.

Our Board has four regularly scheduled meetings each year as well as committee meetings on an as needed basis. If you are interested in serving on the Board of Directors, please contact our Executive Director, David Montemurri, for more information. He can be reached at dmontemurri@milestonesprograms.org.

Fundraising for Milestones

You may not realize that the tuition you pay does not fully fund all of our instructional programs and activities. Milestones' Early Childhood programs rely on fundraising and donations to fill the gap between expenses and revenue. To do this, we offer a number of friendly events and social gatherings that help to raise funds while also providing worthwhile family fun. We hope you'll get involved. If you'd like to help with fundraising, please contact us at info@milestonesprograms.org.

United Way – Milestones is an Unaffiliated Agency of Donor Choice Program of the United Way. If your employer takes part in the annual United Way Campaign, please consider directing your contribution to Milestones. To do so, just fill in our organization name and write #23000 as our Designation Number. You may not find our name on the list of unaffiliated agencies but we are eligible to receive your donation as long as you use our assigned number.

AmazonSmile – AmazonSmile is a simple and automatic way for you to support Milestones Programs for Children, a not-for-profit agency, every time you shop on-line and there is no cost to you! When you shop at smile.amazon.com, you'll find the exact same low prices, selection, and convenience as on Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to Milestones. For more information and setting up an AmazonSmile account, ask us at info@milestonesprograms.org.

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.

Revised 4/08/2019