



PARENT HANDBOOK

2020-21





WELCOME TO MILESTONES SCHOOL AGE PROGRAM!

OUR MISSION

Milestones, Programs for Children, is a non-profit organization dedicated to providing the highest quality care and educational opportunities for children. Milestones, Programs for Children, strives to be:

- A leader in the childcare field
- A provider of age appropriate activities in a secure and stimulating environment
- A provider of creative and innovative programming
- A model of training and on-going professional development for staff members
- A mutually supportive community made up of staff, volunteers, and families
- A positive presence in the communities we serve

WHAT WILL YOU DISCOVER IN MILESTONES' SCHOOL-AGE PROGRAMS?

Programs that encourage social and emotional development through a child centered approach. Friendly staff that brings out the best in your child. Environments that encourage the development of life skills, teamwork, respect, independence, and responsibility. Your child will develop friendships and memories that will last a lifetime. Milestones also offers tutoring and homework support programs at select locations.

History

Milestones, Programs for Children, celebrates its 41st year of operation in 2020. Since 1979, we have been providing quality before and after school care for families in the North Shore area. We offer our services in Shorewood, Whitefish Bay, Glendale, and River Hills. Milestones also has three Early Childhood facilities for children ages two months to five years including a State licensed, full day kindergarten.

The Administrative offices are located at 2214 East Capitol Drive. The phone number is 414-964-5545. Our general e-mail address is info@milestonesprograms.org. For the safety of the children and staff, room phone numbers are not published in the telephone book but are included in this handbook. If you need to contact your child's room and don't have the number with you, please call the main office.

Whether you are new to Milestones or have been a part of our family for a number of years, we welcome you to the **2020-21** school year. Our goal is to provide a fun and secure program for the children in our care before and after school. In an on-going effort to improve our services, we encourage comments or suggestions from parents and children alike.

Administrative Support Staff

Cheryl Zagorski – School Age Director

Michelle Fisher – Site Coordinator Atwater, St Robert

Alexis Holmes – Site Coordinator Lake Bluff

Ani Cadiramen – Site Coordinator Holy Family, St. Monica, Parkway

Erica Short – Site Coordinator St. Robert

THE MILESTONES SCHOOL AGE PROGRAM STAFF

Milestones program staff offer a wide variety of talents, experience, qualifications, and abilities. Many of our teachers have five or more years of Milestones experience. Most of our full time teachers have college degrees our part-time staff are currently seeking degrees in education or related fields. Many have experience working in other child care centers, summer camps, or sports and recreation programs. All teachers have been carefully chosen in our interview process.

Once hired, all staff receives extensive training in such areas as:

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|----------------------------------|---------------------------------------|------------------------------------|
| Group Management | Accounting for Children | Shaken Baby Training |
| CPR and First Aid | Developmentally Appropriate Practices | Curriculum and Program Development |
| Child Abuse & Neglect Prevention | Summer Training 101, 102 and 103 | Group Games and Transitions |

Program teams meet at least monthly to brainstorm ideas, plan activities, problem-solve situations, and offer support and encouragement to one another. Finally, Milestones exceeds state continuing education requirements by providing numerous training opportunities internally and at the local, state, and national level. Please take the time to check out teacher’s Bios in your child’s room.

Following is a list of Milestones School Age locations, directions to the rooms, and room phone numbers:

<p style="text-align: center;"><u>ATWATER SCHOOL</u> 103 414-416-3769 EEC 414-333-7962 (NE corner of EEC building) Café 414-254-4751 (Door on north side of school)</p> <p style="text-align: center;"><u>HOLY FAMILY SCHOOL</u> Room 210 414-659-7974 (Second floor/north section/west side of the hall)</p>	<p style="text-align: center;"><u>LAKE BLUFF SCHOOL</u> EEC1 414-416-3066 (Early Education building Northwest side) EEC 2 414-531-5319 (Early Education building Northeast side) Café 414-416-4596 (Door on east side of school)</p> <p style="text-align: center;"><u>ST ROBERT SCHOOL</u> Parish Center 414-651-0184 (East door of Milestones main office building)</p>	<p style="text-align: center;"><u>PARKWAY SCHOOL</u> Multi-Purpose Room 414-531-9975 (Main hall/on the left across from the office) Library 414-587-2708 (Door 5 east side of school) Green Room 414-587-2708 (Door 6 east side of school)</p> <p style="text-align: center;"><u>ST MONICA SCHOOL</u> Donovan Hall 414-254-2698 (Door 6 from Parking Lot)</p>
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You can leave attendance information on the room’s voicemail 24/7!

WHAT YOU WILL FIND IN YOUR MILESTONES SCHOOL AGE PROGRAM:

STAFF THAT CONNECT WITH YOUR CHILD

The connection the staff will build with your child is paramount. You need to know that someone truly cares about your child's well-being; that someone is taking an interest in what they like and dislike, and what kind of a day they've had. Milestones staff are warm, nurturing, and knowledgeable of child development, but most of all committed to fostering the individual potential of each child.

A POSITIVE ENVIRONMENT

Our program rooms are enriched, child-centered environments arranged to accommodate the many needs and moods of their particular age group. Every room is well-equipped with several activity areas ranging from blocks and Legos to arts and crafts to books. More importantly, a Milestones program room is a place where your child will be physically and emotionally secure. It is a place with positive role models and clear-cut expectations. A place where a child knows they are safe and welcome.

FUN THINGS TO DO; WORTHWHILE THINGS TO DO!

A hands-on approach to learning that is focused on the interests of the children. Thematic units, dramatic play, cooperative games, outdoor play, sensory experiences, science discoveries, puppet play, story time, neighborhood exploration, block construction, painting, drawing, music, and more.

INCOMPARABLE EXPERIENCE

Milestones definition of quality is based on years of practical time tested methods that embrace credible theories and best practices in education and child development.

SCHOLARSHIP PROGRAM/FINANCIAL ASSISTANCE

We are happy to offer **The Milestones School Age Scholarship Financial Assistance Program**. This program offers a limited number of partial scholarships for our school year program. The scholarships are awarded on an as needed basis. To be eligible one must be enrolled in a Milestones School Age Program. Because we do not accept Wisconsin Works (W2) state child care assistance in our School Age programs, these scholarships can help families who may find it a hardship to afford care at Milestones. It is one way that Milestones can give back to our community.

For scholarship information and an application packet, please email: scholarships@milestonesprograms.org

BELOW ARE SOME SAMPLE ROUTINES OF MILESTONES SCHOOL AGE PROGRAMS:

Some activities overlap in order to provide choices/accommodate pickups, etc.

Before School Program

7:30 – 7:45 AM Greeting families. Child-focused activities/center time
 7:45 – 8:15 AM Group Time story/game
 7:45 – 8:15 AM Teacher-led featured activity
 8:15 – 8:45 AM Gym or outdoors
 8:45 – 9:00 AM Preparation for school departure

After School Program

3:15 – 3:30 PM Staff greet children
 3:30 – 4:00 PM Child-focused activities/homework
 4:00 – 4:15 PM Snack
 4:15 – 4:45 PM Teacher-led featured activity or child-focused activity
 4:45 – 5:30 PM Gym/outside – weather permitting- prepare to leave

Kindergarten Program

7:30 – 8:30 AM Greeting families. Child-focused activity choices.
 Example: play dough, art, theme-related learning center
 dramatic play, block play
 8:30 – 9:00 AM Teacher-lead activity (theme related)
 9:00 – 9:30 AM Snack
 9:30 – 10:00 AM Outside/gym
 10:00 – 10:15 AM Group time: story/game/introduce main activity
 10:15 – 10:45 AM Teacher-led featured activity (theme related)
 10:45 – 11:00 AM Quiet choice
 11:05 – 11:30 AM Pick up children from morning kindergarten
 11:05 – 11:30 AM Outside play
 11:30 – 12:00 PM Lunch
 12:00 – 12:30 PM Group time: story/game
 12:30 – 12:35 PM Preparation for school departure
 12:30 – 12:55 PM Child-focused activity choices
 12:55 – 1:25 PM Outside – weather permitting
 1:25 – 1:45 PM Group time: story/game/introduce featured activity
 1:45 – 2:15 PM Teacher-led featured activity (theme related)
 2:15 – 2:45 PM Quiet time
 2:45 – 3:15 PM Child-focused activity choices
 3:15 – 3:30 PM Pick up afternoon kindergartners
 3:30 – 4:00 PM Snack
 4:00 – 4:20 PM Group time
 4:20 – 5:00 PM Gym/Outside time – weather permitting
 5:00 – 5:30 PM Choice of featured activity or child-focused activity

ARRIVAL PROCEDURES IN THE MORNING BEFORE SCHOOL/BEFORE KINDERGARTEN

Parents, walk your child into the program room at drop off time. Walking your child in ensures that your child will arrive safely to the program room every day. This is a mandatory procedure! This will also allow you to make regular contact with the staff working with your child. Parent and program communication is very important to allow for a smooth transition between home and Milestones. Milestones' contracts with the school districts/parishes states that the program has access to the building beginning at 7:30 AM. Make sure you arrive at the program no earlier than 7:30 AM. In some settings, cafe rooms will be in the process of being set up.

ARRIVAL PROCEDURES IN THE AFTERNOON AFTER SCHOOL/AFTER KINDERGARTEN

Kindergartners are always escorted to/from their Milestones classroom generally coming from a few rooms, which are in proximity to each other. **1st through 6th graders are not escorted.** Check-in time starts as soon as the first child arrives and it is a very busy time. However, rest assured that during the first week of school staff will be extra sensitive to tracking down any children who may be confused and not show up in a timely way.

Always call if your child will not attend on a normally scheduled day! We reserve the right to terminate enrollment if chronic failure to call occurs. Each day the teachers are required to account for every child appearing on the attendance list. Consequently, if your child will not be attending Milestones on one of his/her regularly scheduled days, please call the program room to let the staff know. Each program has voice mail, but if for some reason you can't reach the program, you can leave a message at the Main Office (964-5545). Following this procedure makes the task of tracking down absent children by phone much easier and less time consuming for our teaching staff. Trying to track down even one child can take a teacher out of ratio for five to 30 minutes. This adversely affects the quality of attention children receive as they arrive, which is usually the time of day they most need an attentive adult.

It is your responsibility to let your child's school classroom teacher know if your child's Milestones' schedule changes. While we do provide school offices with a general list of Milestones participants for the first week of school, after that it is up to you as the parent to inform your child's classroom teacher.

Also, keep in mind if a child is sent home from school for health or behavioral reasons, the child may not attend Milestones on that day. If a child is suspended from school, they may not participate in Milestones on the day(s) suspended.

TAKE NOTE:

There is a **\$10.00 "No Call/No Show"** charge. You must call to inform Milestones if your child will be absent on a normally scheduled day. Call your child's classroom or the Main Office prior to school dismissal time.

DEPARTURE PROCEDURES

When picking up your child at the program, always remember to sign out and initial the Attendance Sheet. This assures the teachers that your child was picked up safely. Also, verbally let the teachers know you are taking your child home. Your child will only be released to authorized people, so please keep the information on your child's registration form up to date. Please make sure you and anyone authorized to pick up your child has a photo ID. Authorized people must be at least twelve years old to pick up children from a Milestones program.

Milestones' contracts with the school districts/parishes states that the program has access to the building until 5:30 PM. You must arrive to pick up your child no later than 5:30 PM, unless you have chosen the option to pick up your child at the school bell dismissal time. Refer to Milestones Policies and Procedures at the back of the handbook for detailed information on late fee charges. When picking up your child at the end of the day, we suggest you acknowledge the activity your child is involved in and give him/her the "clean up/finish up" message. This is a critical time of transition where you can help the teachers by taking charge of your child.

IMPORTANT ESCORT INFORMATION

Some Milestones children attend one school, but are a part of our program in another school. Following are the guidelines for those children who are walked from one school to another before and/or after school. A Milestones Teacher(s) will accompany ALL walkers. All groups of walkers use traffic light intersections if available and cross the street with a school crossing guard. Children should make sure they have all of their belongings before the group leaves to walk to the Milestones program. We cannot walk individual children back for forgotten items! Kindergarten children are always escorted to/from their Milestones classroom before and after kindergarten.

The Milestones teacher will always take attendance before leaving to walk to the Milestones program. However, please note that it is challenging to keep a large group of children waiting because of one child who is late. It is critical all children be on time to meet the group. The group will need to depart for the programming room 10 minutes after the school's dismissal time. There may also be a time delay before a teacher can call to contact you if your child is missing as they will want to escort the group and call from the room. If you know your child won't be in, call ahead to save staff and other children a lot of time and concern. Please refer to the No Call/No Show policy.

Cumberland ½ Day K4's to Holy Family – Cumberland teachers will hand off K4 students to Milestones staff outside Door 11.

Cumberland All Other Grades After School to Holy Family – All students should meet in the lobby outside the school's main office. Cumberland teachers will escort K4/K5 students to this spot. The group will depart for Holy Family School at 3:15 PM.

Richards ½ Day K4's to St. Monica – Milestones teachers will pick-up children outside of their classrooms.

Richards K5-5th Grade to St. Monica – Should meet in the doorway on the south end of the building near the music wing. The group will depart Richards at 3:15 PM.

Early AM Snacks

Before PM Kindergarten children are provided a mid-morning snack. Before AM Kindergarten and Before School snacks and/or breakfast are not served. However, feel free to send along a simple, portable, and supplementary snack if your child is not able to finish breakfast at home. Do Not send “breakfast” as this creates programming challenges.

LUNCH INFORMATION (Kindergartners and School Age Full Days) Milestones provides milk at lunch for every child

All children are expected to bring a cold lunch from home. Failure to provide a lunch necessitates Milestones providing a lunch for your child. **If this happens, you will be billed a fee for that lunch at the discretion of Milestones.**

To encourage your child to eat a nutritious lunch, involve him/her in the process of what s/he will eat for lunch. Guide the choices by having your child select foods from the four basic food groups.

1. Milk group (includes cottage cheese, cheese, yogurt)
2. Meat group (includes chicken, tuna, peanut butter, fish, beans)
3. Fruit/vegetable group
4. Grain group (includes bread, crackers, rice, bagels, pasta)

Some dessert suggestions are raisins or “granola bars.” Don't be misled by “fruit type” snacks, i.e. Fruit Wrinkles. These snacks do not meet the nutritional requirement of fruit. They are desserts.

Please note licensing does not permit teachers to use food as a threat, reward, punishment, or bribe. Therefore, although we can encourage children to eat “growing foods” first, we cannot mandate they save desserts for last. Thus sending nutritious desserts is the best bet.

Unfortunately, we do not have the facilities to warm up lunches; however, a thermos is successful in keeping food warm until lunch! We are also unable to refrigerate lunches. Generally, we have only

one or two refrigerators per location and these are needed to store milk and snack foods for all of the programs at that location.

Teachers work with the Kindergartners to introduce the concept of good eating habits by playing games at the lunch table (E.g. the food groups).

ESCORTING KINDERGARTNERS

- The kindergarten children are always escorted to and/or from their kindergarten classroom by Milestones staff.
- Although we send a “preliminary” list of all Milestones children to the school office, always inform the school’s kindergarten teacher that your child is enrolled in the Milestones program.
- Also inform the teacher that your child will be escorted to and from kindergarten by a Milestones staff person.

CLOTHING FOR KINDERGARTNERS

- Always have a complete change of clothing at the program for your child.
- All of the extra clothing should be labeled with your child’s name.
- Bathroom “accidents” may occur occasionally while attending Milestones and your child will be more comfortable if s/he can change into different clothing. Additionally, the staff won’t have to disturb you at work with a request to bring a change of clothing for your child.
- The children will play outside throughout the entire year. Be sure your child has the outerwear and footwear that is appropriate for the weather.

EXPECTED SKILLS FOR BATHROOM USE

- Milestones expects that all enrolled children have adequate skills regarding control of body waste elimination and using the toilet.
- If a child has an infrequent “bathroom accident” the teachers have specific procedures that they have been instructed to follow. Children are expected to clean and change themselves

with teacher guidance. If one child is requiring an unusual amount of attention, taking the teacher away from the rest of the group, quality care cannot be provided. The child may need to be withdrawn from Milestones.

- If you would like to read the policy regarding this topic, please request a copy from either your child’s Head Teacher or the Site Coordinator

REST TIME

The Wisconsin Day Care licensing rules state that four-year-olds should have the opportunity to nap every afternoon while attending Milestones.

Before Kindergarten

Before PM Kindergarten, children will rest in the morning during a designated quiet time. Children can relax and unwind by reading books, listening to tapes, doing puzzles, or playing a quiet game. We have found that children do not nap well in the AM because it is too early in the day for them to be tired.

After Kindergarten

Three & four-year-old children who attend the After AM Kindergarten component will nap/rest on cots. Milestones provide the cots.

- Parents are required to supply a labeled sheet to cover the cot.
- If your child rests more comfortably with a cover, please also supply a small, labeled blanket.
- The sheet and blanket are to be taken home on Friday to be laundered and brought back to the program each Monday.

Children who are five or older will rest during a designated quiet time looking at books or working on other quiet activities.

CLOTHING

Play is a vital part of our day and comfortable clothing will allow the children to play their hardest. Whether it's making goop, painting, or running on the playground, getting dirty is inevitable.

The children will play outdoors during all the seasons when weather permits. (We will be going outside with the children every day.

Inclement weather means wind chill is below 0 degrees/temperature is above 90 degrees.)

Always send your child in appropriate clothes or send play clothes along so they can participate in all aspects of our program.

Send warm coats, mittens, hats, boots, and snow pants in the winter so children can take advantage of all the fun to be had with snow!

In our take down/set up programs there is no storage space to accommodate a set of extra clothes for each child. However, we try to keep a tub of clothing items for the infrequent times a child may soil a shirt, pants, or socks. We would appreciate donations of clothes your child may have outgrown for group use.

TOYS FROM HOME

It is not uncommon for children to want to bring their favorite toy from home to the program; however, we ask that you follow these guidelines:

- There may be limitations on the times of day or length of time some toys from home may be used. Teachers may have additional limits suited to the circumstances of their program.
- Check with the teaching staff to find out suggestions and concerns about toys from home.
- Please, only bring one toy at a time. Make sure the toy is labeled with the child's name.
- Explain to your child that others may want to play with the toy and Milestones does encourage sharing.
- Also explain to your child that sometimes toys get broken when taken to a program and if it's a "precious" toy it will be safer at home.
- Toy weapons, knives, and any other toys that could encourage non-cooperative, aggressive, or violent play will not be allowed.
- We cannot be responsible for lost or broken toys.
- Trading of collector cards and other toys will not be allowed at Milestones.
- Electronic toys will not be shared but there will be designated times for their use. Check with your child's teacher.

HOMEWORK

We realize homework may become a priority for some children and families who use our program, especially our 3rd grade and older children. As part of the daily routine, Milestones will provide time, materials, and a place during before school and after school hours for homework opportunities. Since Milestones is a group care provider, it is not always possible to give individual attention to children and their homework. The Milestones teachers are responsible for meeting the needs of the group by providing varied choices and daily activities. Our teachers will remind and encourage a child to do homework. Be sure to share your goals for your child in this area so teachers can try to accommodate your child's homework needs. Ultimately, the children need to make the choice of how they spend their time while in Milestones. Generally, children will want to socialize for a little while after being in class all day and will be able to focus better if they do this and have a snack first. There is usually a good 30 minutes available for homework before children are offered an opportunity to go outdoors or to the gym. In late Fall this can get tricky as the weather may still be nice but it may get dark quite early so teachers may sometimes reverse this routine. Please call the Main Office for more information.

LEARNING LOUNGE

Homework Support Programs

Milestones offers homework support programs at several of its locations, The Learning Lounge is specifically designed to focus on academic support. Our teaching teams have direct communication with your child's school classroom teacher to provide a close supportive system to help your child achieve their personal academic best. The program will use a child centered, experiential learning approach focusing on organization, time management and strategy skills. Children will work individually on their homework with the support of qualified teaching staff. The child to teacher ratio will be no greater than an 8 to 1 ratio. The cost for the program will be 10 dollars per day for a period of 1 and ½ hours after school. Children that are currently enrolled in our afterschool programs will receive a 50% discount for the learning lounge program.

PERMISSION TO SIGN OUT OF THE PROGRAM

In the event you would like your child to walk home from the Milestones program, please sign the designated form available at your particular site. Be specific.

This will give the staff permission to excuse your child at a certain time each day.

The Milestones teachers need written permission on file when releasing a child to walk home/leave the program on their own.

For safety reasons, your child should only walk home while it is still daylight.

We do not allow children younger than 4th grade to walk home alone.

ABSENCES ON A REGULAR BASIS

If your child will be attending a special activity (such as soccer practice, etc.) we ask that you inform the program staff and complete an Absence on a Regular Basis form available at your program site.

In the event your child does leave Milestones to participate in another activity, the program staff are not responsible for the child during his/her absence.

We do not escort children to and from these activities.

If your child does not return to the program upon completion of the activity and at the return time you designate, staff members will contact you.

INCLEMENT WEATHER OR UNEXPECTED SCHOOL CLOSINGS PROCEDURES

In the event that your child's school closes due to inclement weather or another unexpected occurrence (i.e., water main breakage, power outage, health department sanction), the Milestones programs in that school will also be closed that day. There is no credit or fee reduction for these days. Keep in mind, when these closings occur the district has essentially determined that it is not safe to be in or at the school.

Check for broadcast announcements of school closings on WTMJ 620 AM, Channels 4 and 6, or check online at www.todaystmj4.com

There is also the possibility that a school may close early and request that Milestones vacate the building as soon as possible. We will call parents if such an event occurs. Please be considerate of the wishes of the school and pick your child up as soon as possible if this occurs.

Peanut and Tree Nut Free Classrooms

NOTE: Due to severe allergies, some programs may need to implement a "nut free policy." If this occurs at your child's program, we will provide all families with specific details and information on how the "nut free policy" will be implemented.

School Age Calendar

Please go to: <http://www.milestonesprograms.org/plans/plans.cgi>

This calendar is part of the Milestones website and important dates regarding no school days, early dismissals and special events and more will be posted here.

Conferences

Milestones teachers are happy to meet with you for a conference (about your child or the program) upon your request. They may also request a conference with you as it is sometimes challenging to have involved discussions while working with children. Do not hesitate to call your child's teacher if you have any questions or concerns.

If you have any concerns about your child or the program, be sure to share them with your child's Head Teacher as soon as possible. Your Site Coordinator or the Director are also available to answer your questions but if there are room-specific concerns, you will want to speak with your child's Head Teacher first.

ILLNESS PROCEDURES

To help maintain the health of all of the Milestones children and staff, we ask that your child be kept home if s/he has any of the following:

- Head Lice (return when nit free)
- Diarrhea
- Vomiting
- Fever (100 degrees or above)
- Measles or Rubella
- Chicken Pox
- Mumps
- Pink Eye
- Strep Throat (return after child has taken medication for at least 24 hours)
- Hepatitis
- Any other contagious disease
or is too ill to actively participate in the total program

★ In the event your child develops any of the above symptoms while in our care, you will be required to come and pick up your child.

★ It is required that parents notify the program teachers within 24 hours if their child has any of the above contagious illnesses. Milestones teachers are required to post a sign notifying other families in the event children have been exposed to a contagious illness.

★ If a child is sent home from school for health (or behavioral) reasons, the child may not attend Milestones on that day also.

MEDICATION ADMINISTRATION PROCEDURES

Medication will never be given to your child without your written permission. Therefore, if your child needs medication during the time s/he is attending the program, please note the following:

Prescription Medication:

Bring the medication in the original prescription container clearly labeled with your child's name, name of the drug, dosage, directions for administering, the date, and the physician's name.

- Obtain a medication authorization form from the Milestones Staff.
- On the medication authorization form, complete all information requested and return it to the teachers.

Non-Prescription Medication can also be administered following these procedures:

- The non-prescription medication must be in the original container and clearly labeled with your child's name.
- Obtain a medication authorization form from the Milestones teachers.
- On the medication authorization form, complete all information requested and return it to the teaching staff.
- Teachers may not exceed the dosage indicated without physician authorization.

PRINCIPLES OF BEHAVIOR – Milestones Behavior Policy

Below we have listed five principles that make it possible for Milestones to ensure the safety, security, and the well-being of your child:

1. **RESPECT FOR EACH OTHER** – All children must respect each other's feelings, bodies, and property.
2. **RESPECT FOR PROPERTY** – All participants must treat the buildings, equipment, property, and materials that Milestones uses with proper care and respect.
3. **RESPECT FOR AUTHORITY** – All children must listen to the teachers, address them in a respectful and kind manner, and follow the rules that they set forth. The teachers' number one priority is safety and they cannot maintain a safe environment without this cooperation.
4. **RESPECT FOR THE RULES OF THE FACILITIES WE ARE IN AND THE PLACES WE VISIT** – Milestones is a visitor in many places and each of these places may have additional rules we need to follow.
5. **CHILDREN NEED TO BE ABLE TO PARTICIPATE IN ALL THE ACTIVITIES** – Milestones groups are involved in many different activities throughout the week. Some of these activities require that a child be able to walk a considerable distance, play outside, participate with the entire group in a game, keep up with and stay with their group on a field trip, etc. While we strive to meet the individual needs of each child, this is a group setting and the needs of the group as a whole must take precedence.

PARTICIPATION IN MILESTONES IS CONTINGENT ON A CHILD BEING ABLE TO ADHERE TO THESE PRINCIPLES.

We will make every effort to work with children and their parents to eliminate unacceptable behaviors, but a child who cannot adhere to these rules may be asked to leave the program for the day, several days, or permanently.

EXTREME BEHAVIORS

Extreme behaviors are behaviors that seriously violate the **Principles of Behavior**. By doing so, these behaviors compromise the safety and security of all the children and staff. If Milestones deems a behavior extreme, we will take swift and serious action. Extreme behaviors would include but are not limited to:

- Aggressively striking or any type of physical attack of another child or staff person.
- Blatant and deliberate refusal to follow staff instructions.
- Any behavior Milestones deems not suitable for our programs including but not limited to inappropriate language and behaviors.
- Violent threats to another child or a staff person.
- Deliberately leaving the classroom and/or building without the teacher's permission.

If a child engages in extreme behaviors they will be suspended. The parents will be called and expected to:

1. Pick up the child and remove her/him from the program immediately.
2. Meet with staff to make an action plan that will include when the child may return to the program.

Failure to comply with the above will result in the child's enrollment being cancelled as of that day. If extreme behaviors re-occur after the action plan is made, the child's enrollment may be cancelled at the discretion of Milestones.

NOTE REGARDING SCHOOL SUSPENSIONS:

If a child is sent home or suspended from school for behavioral reasons, the child may not attend Milestones on that day(s). In the case of suspensions, children may not return to a Milestones program until the day after a suspension is completed.

Milestones, Programs for Children, does not discriminate in the implementation of its behavior policy on the basis of race, color, gender, sexual orientation, religion, creed, disability, political persuasion, national origin or ancestry.

COVID 19 PROTOCOLS

During this difficult and stressful time, we at Milestones want you to know that we value the safety and wellbeing of you, your children, and our staff. For this reason, we ask that you take time to read through the following protocols that we have put into place to keep everyone healthy and safe. Please know that some of these protocols supersede our regular **Policies and Procedures**. **As State restrictions and Government recommendations change, we will be continually monitoring our protocols. We will keep you updated on any changes.**

We thank you for your help in making sure we keep everyone as healthy as possible during this difficult time.

PARENT AGREEMENT- This information was agreed to by all families when registering online:

1. I understand that if my child meets any of the following criteria they **SHOULD NOT** be brought to the program:
 - Symptoms of COVID-19 (cough, shortness of breath, fever over 100, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).
 - Has been in contact with someone with COVID-19 in the last 14 days, or
 - Has returned from travel to areas with community spread of COVID-19 **as defined by the CDC** in the last 14 days.
2. I understand that if my child develops any of the above symptoms, I will be required to pick them up WITHIN 30 MINUTES. If I am unable to do this, I understand that I must arrange for an emergency contact person to do so.
3. I understand that if my child has any of the symptoms mentioned above, they must remain home until symptoms are improving and they are fever free without medication for a minimum of 24 hours.
4. If there is a confirmed case of COVID-19, contact tracing and decisions regarding program closing will be under the direction of the Northshore Health Department.
5. I understand that if I meet any of the following criteria, I CANNOT drop-off/ pick-up a child at the program:
 - Have symptoms of COVID-19 (cough, shortness of breath, at least two of these symptoms; fever over 100, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).
 - Have been in contact with someone with COVID-19 in the last 14 days, or
 - Have returned from travel to areas with community spread of COVID-19 **as defined by the CDC** in the last 14 days.
6. I understand that for the safety and well-being of the children and staff at the program, I cannot visit the program at any point during the day.
7. I understand that if my child intentionally disregards social distancing standards (as is developmentally appropriate expected), I will be asked to pick up my child immediately. I also understand that before my child returns, a conference will need to be scheduled with the Site Director.
8. I understand that Milestones can and will update protocols as needed per recommendations or requirements from the CDC, Wisconsin DCF, Northshore Health Department, the School District and any other local, state or federal authority.

COVID 19 PROTOCOLS

Drop-off and Pick-up

- Parents will drop children off at the door, not entering the building.
- Please call the room cell phone number when you arrive and the teachers will bring your child to you at the door or meet you at the door in the morning to drop your child off at the program.
- Only one parent at the door at a time. Parents wait in their car until previous family has left the entrance area.
- We ask for your patience as there will be times when several families are waiting to drop off.
- Parents may be required to drop younger/older children off at two different doors.
- We will have individual storage for all personal belongings to avoid contact with other's belongings.
- Nap items will be limited to blankets and loveys only (no sleeping bags/pillows).
- Parents will have to call/text at pick up. We will meet them at the door with their child, and their child's personal belongings.
- Please see individual site information for more specifics.

Health

- Children's temperatures will be taken at drop off, and at the start of a shift for all staff.
- Staff will sign off on a Northshore Health Department's health screening checklist.
- Teachers will help children in hand washing throughout the day to ensure they are washing for at least 20 seconds
- Children who become ill while at program will be isolated until they can be picked up.
- A child who develops a fever of 100 or higher, or any other Covid type symptoms will be sent home. Parents should pick up within 30 minutes.
- If children have bodily secretions on clothing, they will need to change.
- Staff and parents will sign off on health guidelines before their first day at the program.
- Staff and children will be expected to socially distance from one another.
- Children and staff will be required to wear masks at all times except when eating or drinking.

Food Safety and Preparation:

- Children and staff will have completely disposable brown bag lunches, no lunch boxes. No food will be sent home, everything will be thrown away.
- Tables and counters will be washed and disinfected before and after each meal.
- One staff member will oversee the snack or meal from start to finish.
- Staff will wear gloves throughout this process, changing as needed.

- No family style meals, staff will serve all food, and pour milk.
- In older rooms, disposable cups and utensils will be used.

Cleaning and Disinfecting

- ALL toys/materials available that day will be sanitized every night.
- Bathrooms will be disinfected on a regular basis (multiple times per hour).
- Disinfecting of surfaces and shelves will happen throughout the day.
- End of day disinfecting of all surfaces; shelves, door handles, light switches, gates, railings, counters, tables, etc.
- Cots disinfected as children wake up.

Environments

- Reduced number of toys on the shelves.
- No sensory table play.
- Remove stuffed animals and puppets.
- No bed pillows
- Disinfect large muscle spaces between each group's use.

Social Distancing Strategies:

- Six foot distance expected by all children and staff throughout the day.
- Classroom will have scheduled large muscle time, to avoid overlapping of groups.
- Children will be encouraged to cough/sneeze into their elbow.
- Remind children to avoid touching their eyes, nose and mouth.
- Promote social distancing measures with staff and parents when in the community.

AS STATE RESTRICTIONS AND GOVERNMENT RECOMMENDATIONS CHANGE, WE WILL BE CONTINUALLY MONITORING OUR PROTOCOLS. WE WILL KEEP YOU UPDATED ON ANY CHANGES.

**MILESTONES PROGRAMS FOR CHILDREN
SCHOOL AGE POLICIES AND PROCEDURES
2020-21**

TAKE NOTE: COVID 19 PROTOCOLS(ABOVE) CURRENTLY SUPERCEDE SOME OF THE POLICIES LISTED BELOW

- I. **Statement of Purpose:** To provide a high quality child care activities program in a group setting for school age children and their families.
- II. **Admission and Registration Policies:**
- A. Milestones Programs for Children does not discriminate in its enrollment policy based on race, color, gender, sexual orientation, religion, creed, disability, political persuasion, national origin, or ancestry.
- B. **Online Registration:** Registration must be completed individually for each child in the family applying to the program at least one week in advance of proposed start date. This process including payment is completed online
- For existing families with a portal log in at: https://connect.schoolcareworks.com/milestones_login.jsp
 - For NEW families without a family portal go to: https://www.schoolcareworks.com/reg_milestones/start_registration.jsp
- C. **Processing Fee:** A **\$45.00** processing fee is required for the 1st 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.
- D. **Short Notice Registration:** Although new child registration requires at least one week for processing, if space permits, and resources are available there is the possibility of a Short Notice Registration. Requests must be made to the Milestones administrative offices and is at the discretion of the School Age Director. **These registrations have an additional \$20.00 per day Short Notice Registration fee.**
- E. **Wait List:** If a child cannot be placed in a program due to full enrollment; s/he will be put on a waiting list if so desired. A completed registration accompanied by the non-refundable processing fee is required for placement on the waiting list for the current school year.
- F. **Electronic Signature:** The registration process must be completed online and electronically signed by the parent(s), legal guardian(s), or custodian(s) of the child. Failure to have a proper electronic signature could result in enrollment being suspended.
- III. **Scheduling:**
- A. **Days Closed:** The School Age Program will not be open on the following holidays: Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Eve Day, New Year's Day, Good Friday, Memorial Day, and Independence Day. There is no fee reduction for these days.

When a holiday falls on Saturday or Sunday, Milestones will be closed on an alternate day. Parents will be notified in advance.

- B. **Schedule Options:** Parents may schedule their children for a minimum of two days per week through five days per week. Note that there are no registration options for less than two days for any components. If interested in this consider our Drop-In care option. Contact us at info@milestonesprograms.org for more information related to this.
- C. **Schedule Changes:** There is a \$7.00 charge for each schedule change. Schedule changes must be received in writing at least one week in advance. Schedule Changes must be approved by Milestones and only when there is available space in the program. Milestones cannot guarantee space is available for schedule.
- D. **Cancellations:** Two weeks written notice must be received by the Milestones Office prior to the child's last day of attendance.
- E. **No School Days / School Vacation:** Milestones will provide special all-day programs (from 7:30 AM to 5:30 PM). The offering will be contingent on available programming space. It will be provided at each location, or in combination with or at another program. These programs will be provided on school vacation days, teacher in-service days, conference days etc. These days will require special registration. Registrations are accepted on a first-come, first-served basis, space permitting. The per day charge will be billed in advance and is non-refundable. For No School Days your charge is adjusted according to the child's schedule. For Example: if someone has a five-day schedule, and there is one No School Day in that week, their schedule goes from five days to four days, the tuition for that week changes to the Four Day Rate. **Pre-Registration for these days is required at least 10 days in advance in your portal- https://connect.schoolcareworks.com/milestones_login.jsp**
- F. **Late Start and Early Dismissal Days:** There is an extra charge for the extended care that results when school starts late or dismisses early. These require a special registration and carry an additional fee. Parents will be notified in advance with all information regarding these days, space permitting. Registration for these days is required, no walk ins are accepted. The per day charge will be billed in advance and is non-refundable **Pre-Registration for these days is required at least 10 days in advance in your portal- https://connect.schoolcareworks.com/milestones_login.jsp**
- G. **Short Notice Registration:** Although advance registration of at 10 days is required. if space permits, registrations for No School Days, Late Start and Early Dismissals **may** be accepted with less than 10 days' notice provided there is ample space and at the discretion of the School Age Director. **These registrations have an additional \$20.00 per day Short Notice Registration fee.**
- H. **Half-Day Kindergartners:** If late start or early dismissal of school results in the cancellation of AM or PM Kindergarten for that day, an all-day charge will be assessed for those children who remain in our program during the time they would normally attend Kindergarten.
- H. **Inclement Weather Closings:** When your child's school is closed because of snow or extreme cold weather conditions, the School Age Program at that school will also be closed. There is no credit or fee reduction for these days. Please refer to your Parent Handbook for additional information.
- I. **Unexpected School Closings:** When your child's school is closed due to an unexpected occurrence (i.e. water main breakage, power outage, health department sanction) the School Age Program at that school will also be closed. There is no credit or fee reduction for these days. Please refer to your Parent Handbook for additional information.
- I. **Additional Hours:** The School Age Program may provide additional hours of childcare on an individual basis. This may not be always available or at all locations. The request must be made at least one day in advance.
- K. In the event a child does not attend a regularly scheduled day for any reason, make-up or exchange of days is not allowed.

IV. Fee Policies (Rates and Billing):

- A. **Portal:** A personal detailed financial ledger of all charges and payments is in your family portal.
https://connect.schoolcareworks.com/milestones_login.jsp
- B. **Billing Email:** 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 of time, and hence will be sent out every four weeks.
- C. **Due Date:** Unless otherwise noted, payments are due on the first day of the tuition period. These dates are also posted in your portal.
- D. **Payments:**
1. 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
 2. Checks or money orders (*no cash please*) must be made payable and mailed to:
Milestones, Programs for Children
2214 E. Capitol Drive Milwaukee, Wisconsin 53211
c/o MANAGER OF ADMINISTRATIVE SERVICES
***Credit Card and Debit Card payments incur a 2.5% convenience fee**
- E. **Requesting Mailed Statement:** To receive mailed, paper billing statements, one must request in writing to:
Milestones, Programs for Children
2214 E. Capitol Drive Milwaukee, Wisconsin 53211
c/o MANAGER OF ADMINISTRATIVE SERVICES
- D. In the cases 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.
- F. Payment cannot be accepted at any program location.
- G. **Other Fees:**
- **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 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
 - **Late Pick-up Fee:** A \$2.00 late pick up charge is assessed for **each minute** that a child stays past program closing time of 5:30 PM **OR** the child's scheduled time of departure. Chronic lateness will result in my child's enrollment being terminated.

- **No Call/No Show Fee:** Parents must call their child's Milestones classroom **prior** to school dismissal time if for any reason the child will not be attending on a regularly scheduled day. There is a **\$10.00 "No Call/No Show"** charge if the child is absent and the parent fails to properly inform Milestones of this absence. Chronic failure to report absences will result in the termination of the child's enrollment.
- **NSF Fee:** **\$50.00** charge is assessed for each Non-Sufficient Funds (NSF) check received.
- **Payment Rejection Fee:** **\$15.00** charge is assessed for each Auto Pay Rejection, or Unsuccessful Credit or Debit Card payment made through the portal.
- **Short Notice Registration Fee:** \$20.00 charge for rushing the processing of any registration less than days required.

V. **Health Policies:**

- A. All children must have Health Records and Immunization Records. Prior to entrance into the program, these forms must be completed by the parent/guardian and returned to the Milestones Main Office.
- B. Written permission from a parent to call the family physician or to refer the child for medical care in case of accident or emergency must be on file at the Milestones Main Office. This permission shall be used only when the parent or guardian cannot be reached and with this permission the nearest hospital to the program will administer medical care in a life-threatening situation.
- C. Prescriptive or over-the-counter medication may be given to a child **ONLY** under the following conditions:
 1. A written, signed and dated authorization from the parent is received by the Head Teacher.
 2. Prescriptive medication is in the original container and is labeled with the child's name, name of the drug, dosage, directions for administering, the date, and the physician's name.
 3. Over-the-counter medication is in its original container and is labeled with the child's name, and the request, signed by the parents, includes dosage and directions for administration.
- D. Children who become ill while at the program will be isolated from the group within sight and hearing of an adult. Parents will be notified to come and take the child home as soon as possible or make arrangements with the emergency contact person to do so. The emergency contact must live or work within twenty minutes of the program site.
- E. If a child is sent home or suspended from school for health (or behavioral reasons), the child may not attend Milestones on that day(s) also.
- G. First aid supplies are on hand at each program site at all times. First aid kits are brought along on every field trip.

VI. Program Accountability/Parent Accountability:

- A. Milestones Programs for Children will assume responsibility for a child from the time s/he arrives and signs in at the program site until the time when s/he signs out (if written permission to walk home has been received by the program staff) or is signed out by a parent or authorized person.
1. All people listed in your portal under Parent/Guardian, Contacts will be allowed to pick up the child unless designated otherwise.
 2. Any person not listed on the child's registration 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 School Age Director.
 3. New authorized contacts must be added in your portal **at least 24 hours in advance:**
https://connect.schoolcareworks.com/milestones_login.jsp
 4. In families where the parents are separated or divorced, Milestones must recognize and defer to the parental rights of both parents. A court order must be on file at our administrative office and the program if the need arises to prohibit release to a parent or guardian. Unless there is a court order on file stating otherwise, the following applies:
 - If a parent is listed on a child's form, then that parent has a legal right to sign their child out of the program. Milestones must release the child to the parent.
 - If a parent is not listed on a child's form, but is able to show legal evidence of their paternity/maternity, then that parent has a legal right to sign their child out of the program. Milestones must release the child to the parent.
 5. Milestones staff members will not be involved in custody related litigation.
- B. Parents whose children are escorted between neighboring schools by Milestones teachers must provide permission for this walk on the child's registration.
- C. If a child is given written permission by the parent to leave the School Age Program to participate in another activity and return upon the activity's completion, the program staff are not responsible for the child during his/her absence. If the child does not return to the program upon completion of the activity, staff members will contact the parents.
- D. Child care employees are legally mandated to report known or suspected cases of child abuse or neglect.
- E. When necessary, Milestones will make appropriate professional referrals, assisting and guiding parents through the steps involved in obtaining community services (i.e.: vision, speech, hearing, and other developmental screening) and child guidance programs.
- F. Milestones does not endorse or recommend staff to parents or parents to staff for private care arrangements and is not liable for the conduct of the parent or the staff who enter into such a private care arrangement.

VII. **Insurance:**

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

VIII. **Enrollment Cancellation and/or Termination:**

Milestones reserves the right to cancel or terminate a child's enrollment for any reason. Once enrollment has been terminated, there will be no re-admittance into any Milestones program. Reasons for enrollment termination include but are not limited to the following:

- A. Non-payment or late payment of any tuition and fees.
- B. Consistent early arrival (before 7:30 AM) or late pick up (after 5:30 PM). Milestones licenses and contracts with the schools and churches are not earlier than 7:30 AM and do not exceed 5:30 PM.
- C. Physical or verbal abuse of children or staff by a parent
- D. Failure of the parent to observe any of the rules and policies of the program.
- E. Failure of the parent to complete and return all required forms.
- F. Failure of the parent to work with Milestones staff in a respectful and positive manner.
- G. Upon the discretion of the School Age Director and after reasonable effort on the part of the program staff to integrate a child/family into the program, a child's participation in the program may be terminated if that child requires a disproportionate amount of one-to-one attention. The teaching staff, in consultation with the School Age Administrative staff, will confer with the parent(s) and give notification of termination. Once a child has been terminated, they may not be readmitted to the program.

IX. **Procedures:**

- A. The records of children enrolled in Milestones are confidential and available to the child's parents upon written request.
- B. Nutritious snacks, including milk, will be provided at the programs daily.
- C. Lunches must be brought from home on any day children are in the program during the lunch hour. If your failure to provide a lunch necessitates Milestones providing a lunch for your child, you will be billed a **\$10.00 "No Lunch" fee**. A chronic failure to provide lunch will result in a child's enrollment being terminated. The program provides milk.
- D. Although staff members will do their best to keep track of personal belongings, Milestones is not responsible for lost articles. All clothing and personal belongings should be labeled including boots, mittens, coats, etc.