



Policy Handbook

2547 N 53rd St.

Milwaukee, WI 53210

Center #: (262) 362-1794

Cell #: (414) 213-0976

Monday- Friday 6:00 am-10:00 pm

"A New Beginning Family Child Care's mission is to provide parents with a safe, loving, high-quality care that focuses on learning through play for each child."

Effective June 23rd, 2026

Welcome Letter

Dear Families,

Welcome to A New Beginning Family Child Care! I am honored that you are considering or have chosen our program to be a part of your child's early learning journey. At A New Beginning, we strive to provide a safe, loving, and nurturing environment where children feel valued, supported, and encouraged to grow through play, exploration, and meaningful experiences.

As a family childcare program, we believe strong relationships and open communication with families are essential. We understand that choosing childcare is one of the most important decisions a family can make, and we are committed to creating a partnership built on trust, respect, and collaboration. Our goal is to provide a home-like environment where children can build confidence, independence, friendships, and a lifelong love of learning.

We believe that every child is unique and deserves individualized care that supports their emotional, social, physical, and cognitive development at their own pace. Through hands-on learning, creativity, structure, and positive guidance, we aim to create meaningful experiences that help children thrive.

Thank you for allowing A New Beginning Family Child Care to be part of your village. I look forward to partnering with your family and creating a positive, supportive experience for your child.

Warmly,



Danielle Hendrix

Licensee / Lead Provider

A New Beginning Family Child Care

Philosophy Statement

A New Beginning Family Child Care believes that children learn best in a safe, nurturing environment where they feel valued and supported, fostering trust and peace of mind for

parents. Our play-based, child-centered approach encourages exploration, creativity, and independence, making families feel confident in our care.

Vision

Our vision is to create a community where every child and family feels welcomed, valued, and supported. We want families to feel a sense of belonging and trust, knowing their children are growing and exploring in a caring environment that feels like a village working together.

Core Values

Our values are the foundation of the village we build together:

Safety First – We prioritize the health, safety, and well-being of every child.

Learning Through Play – We believe children learn best through hands-on exploration, creativity, and play-based experiences.

Individualized Care – We recognize that every child is unique and support each child's development at their own pace.

Respect & Inclusion – We foster an environment that values diversity, kindness, and inclusion, and respects all children and families.

Strong Relationships – We believe open communication and trusting partnerships with families are essential to a child's success.

It Takes a Village – We work collaboratively with families and the community to support each child's growth, confidence, and lifelong learning journey.

General Information

A New Beginning Family Child Care is licensed by the State of Wisconsin, Department of Children and Families. The program is licensed to care for a maximum of 8 children at any given time and is inspected regularly to ensure compliance with all state licensing standards. The program maintains current liability insurance coverage for both the premises and business operations. A New Beginning Family Child Care provides care for children ages 4 weeks through 13 years and 11 months. Services are offered without discrimination based on sex, race, color, creed, disability, sexual orientation, national origin, or ancestry. Childcare services are available Monday through Friday, year-round, from 6:00 am to 10:00 pm. The program will be **closed** on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Easter
- Day After Easter
- Memorial Day
- Juneteenth

- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- Day After Christmas

The program will close early at **3:00** pm on:

- New Year's Eve
- Day Before Thanksgiving **Holiday Policy:**
- If a holiday falls on a Saturday, the program will be closed the preceding Friday. ▪ If a holiday falls on a Sunday, the program will be closed the following Monday.

Tuition is due in full for all holidays and scheduled closures.

Attendance Records

A New Beginning Family Child Care is required to maintain a current and accurate daily attendance record for all children in care. Parents/guardians are responsible for reviewing their child's attendance record for accuracy at the end of each week. To ensure the safety and accountability of all children, staff will conduct regular name-to-face attendance checks throughout the day using the daily attendance record. This ensures that the program is aware of each child's presence, location, and supervision at all times.

Membership

A New Beginning Family Child Care is a Satellite Accredited program. Satellite Family Child Care is a program of Reach Dane. Satellite provides support to family childcare providers and the families enrolled in their care. Services for providers include Satellite Accreditation, consultation, equipment and unit loans, training, and a referral system. Services for parents include referrals and information on child development. Each Satellite provider has a consultant who works closely with them to support the program's well-being and excellence in meeting the standards of Accreditation. Quarterly visits are conducted throughout the year, along with ongoing communication and observation. Satellite staff are professional and knowledgeable and assist providers with questions or concerns. This helps providers plan, support, and enhance the program for each child and family. Parents are encouraged to review the Satellite Accreditation Standards.

Weapons Policy (Wisconsin Concealed Carry Law) Weapons are strictly prohibited on the premises of A New Beginning Family Child Care during licensed operating hours. In accordance with Wisconsin law, signs providing notice of the prohibition of weapons (minimum size 5" x 7") are posted at all primary entrances and access points where they are clearly visible to individuals entering the property.

Smoking Policy Smoking is strictly prohibited on the premises of A New Beginning Family Child Care. Smoking is also prohibited in any vehicle used to transport children while children are in care.

Pets & Animals Policy

Pets are present on the premises of A New Beginning Family Child Care. Pets are not permitted in areas accessible to children during operating hours. The program maintains liability insurance that includes coverage for pets. All pets that require a rabies vaccine are up to date on their vaccinations. Parents/guardians will be notified in writing before any new pets are added to the program. If a child has pet allergies, parents/guardians must inform the program verbally and document the allergy on the Health History and Emergency Care Plan under the non-food allergies section. Children's exposure to animals will be limited to approved activities, such as field trips. Parents/guardians will receive advance written notice of any field trip involving animals. All interactions between children and animals will be closely supervised by a provider, with constant visual and auditory supervision. Children will be immediately removed if an animal shows signs of distress or aggression, or if a child is not interacting with the animal appropriately. Animals are not permitted on the premises during operating hours, except for service animals accompanying a parent/guardian, in accordance with applicable laws.

Confidentiality

A New Beginning Family Child Care is committed to protecting the confidentiality of all enrolled children and their families. Personal information regarding a child or their family will not be disclosed to any unauthorized individual. All staff members, substitutes, and volunteers are required to maintain strict confidentiality regarding children, families, and program operations at all times. Parents/guardians have the right to access records and reports maintained on their child upon request, unless access is restricted by court order. A New Beginning Family Child Care, including all staff, substitutes, and volunteers, are mandated reporters and are required by law to report any suspected cases of child abuse or neglect to the appropriate authorities. As a Satellite provider, we will discuss programming for individual children and families with Satellite staff. Your acceptance of this contract authorizes us to do so. Our discussions with Satellite staff will follow strict confidentiality principles.

Parent Grievance

If a parent/guardian has a concern with the lead provider regarding compliance with the Satellite Accreditation Standards, the parent/guardian may contact Satellite to provide information or make a formal complaint. First, communicate the concern with the lead provider. This is the most important step in ensuring that two-way communication occurs. This may involve a series of conversations. If the concern regarding compliance with Accreditation Standards continues after attempts have been made to resolve it through dialogue with the lead provider, the parent/guardian may contact Satellite at (608) 275-6740 or info@reachdane.org to discuss the concern, provide information, or make a formal complaint. Satellite staff will respond to a formal complaint within 10 working days. If Step 2 does not satisfactorily resolve the concern, the parent/guardian may submit an appeal in writing to the Director of Satellite.

Communication

It is important to maintain daily communication regarding the needs and interests of each child. If some issues or concerns need to be discussed, parents/guardians are asked to work with the lead provider to arrange a convenient time to talk by phone during naptime or in the evening so the matter can receive the attention it deserves. To foster communication, A New Beginning Family Child Care provides scheduled conferences, written newsletters, a parent board, daily sheets for children under 2, a shared Google Calendar, and a digital childcare management system for updates, reminders, and important information. The following will be posted for your review:

- License certificate
- The current Compliance Statement, Noncompliance Statement, and Correction Plan
- Any notice from the Department related to rule violations, such as warning letters or enforcement actions. These items will remain posted until violations have been verified as corrected and the action is closed.
- Any stipulation, condition, temporary closures, exemptions, or exceptions that affect the license
- Center policies
- Daily schedule
- Menus
- Lesson plans

Parent Code of Conduct

A respectful environment is required for children, families, and staff. Threatening behavior, harassment, profanity, intimidation, confidentiality violations, or inappropriate social media behavior involving the program may result in termination of childcare services.

Enrollment and Discharge

Parents/guardians will receive a pamphlet, *"Your Guide to Regulated Child Care,"* which is a summary of childcare regulations, as part of the enrollment packet. Parents/guardians are welcome to visit the childcare program at any time during the program's hours of operation, unless parental access is prohibited or restricted by a court order. A copy of any court order must be provided and kept on file. The program cannot legally limit access to a parent/guardian without a court order on file.

All children will be enrolled in a 30-day trial period. During this trial period, either the lead provider or the parent/guardian may terminate childcare without advance notice.

Parents/guardians must meet with the lead provider to discuss their child's specific needs and to review program policies before enrollment. A New Beginning Family Child Care will make reasonable accommodations for children with disabilities as required under the Americans with Disabilities Act (ADA).

The following items must be completed and returned by the first day of attendance:

- Child Enrollment Form
- Health History and Emergency Care Plan
- Transportation Permission (if applicable)
- Intake Form for children under 2 years (if applicable)

- Alternate Arrival/Release Agreement (if applicable)
- First month's tuition (unless prior arrangements are made)
- Parent/Provider Agreement
- Photo/Social Media Release Form

The program will notify parents/guardians of any required updates and allow 15 days for submission of updated forms.

The following items must be completed and returned within 20 days of the first day of enrollment:

- Child Health Report
- Child's Immunization Record

The following items must be supplied by parents/guardians for their child:

- Extra change of clothes
- Formula (for children under 1 year old)
- Special bottles and sippy cups (for children under 2 years old) *All items must be*

clearly labeled with the child's name.

Children may be enrolled on a **full-time basis** (21–50 hours per week) or a **part-time basis** (under 20 hours per week). Drop-in care is accepted if prior enrollment arrangements have been made and space is available.

A New Beginning Family Child Care will provide a two-week written notice of intent to discharge a child. It will make reasonable efforts to inform parents/guardians of local resources that may assist them, except in cases where discharge is due to failure to pay fees. If a parent/guardian removes the child during the program-initiated notice period, fees will still be charged for the remaining days.

Parents/guardians must provide a two-week written notice of their intent to withdraw a child and are responsible for payment of all outstanding fees.

Children will only be released to individuals listed on the enrollment form. If someone other than the child's parent/guardian or an authorized individual is picking up the child, that person must present a valid photo ID.

If parents/guardians wish to allow a school-age child to arrive or leave unescorted, written authorization must be provided. School-age children leaving unescorted must be traveling to home, school, or another activity where adult supervision is present. The Alternate Arrival/Release Form must be completed to provide this authorization.

If a parent/guardian arrives for pick-up while under the influence or intoxicated, steps will be taken to prevent the individual from leaving with the child, including offering to contact a cab or another authorized person. While the program cannot legally withhold a child from a legal guardian, local authorities will be contacted if there is concern that the child may be in danger.

Parent & Family Partnership Expectations

At A New Beginning Family Child Care, we believe it takes a village to support each child's growth and success. Families and the program work together through respectful communication,

trust, and teamwork. Parents/guardians are expected to keep information up to date, read communications, follow policies, and address concerns respectfully.

Technology, Photos & Social Media Privacy Photos/videos of children will be used only in accordance with the permission forms on file. Families may not share photos or information involving other enrolled children without permission.

Child Absence

If a child will not attend on a regularly scheduled day, parents/guardians must notify the program at least 24 hours before the child's scheduled arrival time. Fees will still apply. After a child has been enrolled for 90 days, each family will receive 10 unpaid vacation days per year.

If a child has not arrived within 1 hour of their scheduled time, the provider will contact the parent/guardian to determine the child's whereabouts—all attempts, whether successful or unsuccessful, will be documented.

If a child is expected to arrive at the center from a location other than home (e.g., school, sports events) and does not arrive as scheduled, the provider will immediately attempt to contact the facility and the parent/guardian, if necessary, to determine the child's whereabouts.

Provider Absence

A New Beginning Family Child Care will take 10 paid vacation days each year. Parents/guardians will be notified in writing at least 30 days in advance so families can make alternate arrangements.

If someone in the household becomes ill, parents/guardians will be notified no later than 10:00 pm the day before the scheduled day of care. Fees will not be charged for that day.

In the case of an emergency requiring immediate attention, an emergency back-up provider will be contacted to remain with the children during the provider's absence. Fees will not be charged when the center is closed due to an emergency. Parents/guardians will be contacted and required to pick up their child within 1 hour of notification. The emergency back-up provider will receive orientation before being left alone with the children.

Emergency back-up orientation The

orientation will include:

- Names and ages of all children in care
- Current arrival and departure information for each child, including the names of individuals authorized to pick up the child
- Location of children's files, including emergency contact information, consent for emergency medical treatment, and any special health care needs.
- Procedures to reduce Sudden Infant Death Syndrome (SIDS)

If the lead provider is scheduled to be absent and the center remains open, a qualified substitute will be present. Before any substitute or additional provider required to meet staff-to-child ratios begins working with children, they will receive an orientation.

Delegation of Administrative Authority

A New Beginning Family Child Care maintains the following chain of administrative authority to ensure proper supervision and program operation during all hours of care:

Licensee / Lead Provider Ms. Danielle is responsible for the overall operation of the childcare program, including supervision of children, program administration, staff oversight, parent communication, and compliance with Wisconsin DCF 250 licensing regulations.

Qualified Teacher Assistant(s) support daily program operations and child supervision under the direction of the Licensee/Lead Provider. In the temporary absence of the Licensee/Lead Provider, Qualified Teacher Assistant(s) who meet DCF requirements may assume responsibility for supervision and operation of the childcare program.

The Licensee/Lead Provider remains the primary person in charge of the program. However, during approved absences, a qualified Teacher Assistant may be designated to oversee the program to ensure continued compliance with all licensing regulations, health and safety requirements, and supervision standards.

Staff Orientation

Each provider, employee, volunteer, and substitute will receive orientation from the Licensee (Ms. Danielle) before beginning work with children in care.

The following will be reviewed:

- Names and ages of all children in care
- Current arrival and departure information for each child, including the names of individuals authorized to pick up the child
- Review of children's records, including emergency contact information, specific information related to each child's health, including medications, disabilities, or special health conditions
- Procedures to reduce Sudden Infant Death Syndrome (SIDS)
- Overview of the daily schedule, including meals, snacks, nap time, and any information related to the eating and sleep schedules of infants and toddlers
- Review of the program's procedures for dealing with emergencies, including natural disasters, human-caused events, food emergencies, and allergic reactions
- Plan for evacuating sleeping children
- Procedure for reporting suspected child abuse and neglect
- Procedure to contact a parent/guardian if a child is absent without notification
- Administration of medication
- Prevention and control of infectious diseases, including immunizations
- Handling and storage of hazardous materials and disposal of bio-contaminants, including blood, body fluids, or excretions that may spread infectious disease
- Review of center policies and procedures required under DCF 250.04(2)(e)
- The provisions of Chapter DCF 250 Family Child Care Centers
- Reporting requirements for the childcare background check under DCF 13.07(3)

Health

A New Beginning Family Child Care is not authorized to care for mildly ill children. Children who are ill are not to be brought to the daycare. Examples of illness include:

- Temperature of 100.1°F or higher
- Vomiting or diarrhea occurring more than once in the last 24 hours
- A contagious disease, such as chicken pox, strep throat, or pink eye
- An unidentified rash
- Has not been taking prescribed medication for a contagious illness for at least 24 hours, or continues to have symptoms of illness
- Consistent thick, colored nasal discharge

If a child becomes sick at daycare, the parent/guardian will be called immediately. Sick children will be isolated under sight-and-sound supervision and made as comfortable as possible. Children must be picked up within 1 hour. If the child is not picked up within 1 hour, the emergency contact person will be called.

Children may return to the center after being symptom-free for 24 hours and/or with medical approval to return to childcare. The program will follow procedures for personal cleanliness and communicable diseases in accordance with licensing rules and the guidelines for excluding children from childcare, as adopted by the Division of Public Health.

All communicable diseases will be reported, when required, to the regional licensing office of the Department of Children and Families, the local health department, and the parents/guardians of all enrolled children.

All staff maintain current certification in infant and child cardiopulmonary resuscitation (CPR), including training in the use of an automated external defibrillator (AED), and are trained in pediatric first aid procedures. Staff follow standard emergency medical procedures when responding to injuries or medical emergencies. Parents/guardians will be notified immediately of any head injury or emergency involving their child.

Superficial injuries will be washed with soap and water, covered with a bandage, and/or treated with ice. Parents/guardians will be informed of minor injuries at pick-up or upon release to an authorized individual.

If emergency medical treatment is needed, 911 will be called, and the child will be transported to the Children's Hospital. If an ambulance is required, parents/guardians are responsible for the cost. Parents/guardians will be contacted as soon as possible after emergency services are contacted.

Medications

The program may administer medications. Prescription and non-prescription medications will be provided only if a parent/guardian has completed the required authorization form. All medications must be in the original container, labeled with the child's name, dosage, and administration directions. Medications may not be administered at the provider's discretion without proper authorization.

Before applying sunscreen or insect repellent, written authorization must be obtained from the parent/guardian. The authorization must include the brand and ingredient strength.

All medications administered, accidents or injuries occurring while the child is in care, marked changes in the child's behavior or appearance, and any observed injuries received outside of care will be documented in the center's medical log.

Nutrition

A New Beginning Family Child Care participates in the Child and Adult Care Food Program (CACFP). The program follows USDA CACFP guidelines when planning meals. Weekly menus will be posted on the parent board.

Children younger than 12 months must be fed formula or breast milk unless written directions from the child's physician are on file. All bottles and food must be labeled with the child's name. School-age children will receive a snack upon arrival from school.

No child will go without nourishment for more than 3 hours. The following meals and snacks will be offered to children in attendance during the times identified in the daily schedule:

Breakfast: 6:30 am – 9:00 am

Lunch: 11:30 am – 12:30 pm

P.M. Snack: 2:30 pm – 4:00 pm

Dinner: 5:30 pm – 6:30 pm

Evening Snack: 8:30 pm – 9:00 pm

Parents/guardians who provide meals and snacks for their child will be informed in writing of CACFP nutritional guidelines. If a child has special dietary needs or a food allergy, parents/guardians must notify the program in writing. If the program is unable to provide foods that meet the child's needs, parents/guardians will be responsible for providing meals and snacks that do.

Any special diet based on a medical condition (excluding food allergies), including nutrient concentrates and supplements, may only be provided with written authorization from the child's physician and a written request from the parent/guardian.

A New Beginning Family Child Care participates in the USDA Child and Adult Care Food Program. In accordance with Federal Law and USDA policy, this institution is prohibited from discriminating based on race, color, religious creed, national origin, sex, age, political beliefs, disability, or limited English proficiency. To file a complaint of discrimination, write USDA, Director, Center for Civil Rights Enforcement, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call tollfree (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136

(Spanish). USDA is an equal opportunity provider and employer. **Daily Activities**

A New Beginning Family Child Care does not include religious instruction in its curriculum.

However, as a diverse program, various holidays and cultural occasions may be recognized. Children may say a prayer before meals, and materials displayed in the program may reflect diversity, equality, and general spiritual acknowledgment.

Activities are planned based on each child's age and developmental level and align with the Wisconsin Model Early Learning Standards. The daily schedule includes a balance of:

- Indoor and outdoor activities
- Active and quiet play
- Individual and group experiences
- Children are provided opportunities to develop language and literacy, large- and small-motor skills, creativity, problem-solving, and social-emotional skills through a variety of hands-on experiences. Activities are designed to prevent over-stimulation and support each child's confidence and success.
- Examples of activities include:
 - Language Development & Communication: books, vocabulary, letter recognition, alphabet knowledge, fingerplays, storytelling
 - Health & Physical Development: balls, hula hoops, beanbags, outdoor play
 - Cognition & General Knowledge: arts and crafts, beads, pegboards, blocks, counting activities
 - Approaches to learning: dramatic play, puppets, music, imaginative play
 - Social-Emotional Development: self-help skills such as potty training, dressing, and assisting with simple tasks

Play is the primary component of the program. Children are provided with adequate time, materials, and space to explore and learn through play.

Developmental Milestones & ASQ Our play-based curriculum is supported through developmental observations and Ages & Stages Questionnaires (ASQ) to guide activities based on each child's strengths, interests, and developmental needs.

Screen Time Children may occasionally watch G-rated, educational television or videos for up to 30 minutes at a time. Children are not required to participate, and alternative activities will always be available. Personal electronic devices are not permitted unless required for school purposes.

Personal Electronic Devices (Cell Phones, Tablets & Smart Devices) School-age children may use personal devices only on rare occasions or during approved times. Parents/guardians are responsible for parental controls, safety settings, apps, games, internet access, and content. Children may not take photos/videos of other children, staff, families, or the childcare environment. Devices may not be shared with other children. The program is not responsible for lost, stolen, or damaged devices.

Age Group Expectation

School-Age Children (5 years and older):

Will have space to study or relax, access to age-appropriate materials, opportunities for physical activity, and may assist with food preparation.

Preschoolers (3–5 years):

Will participate in activities that support development in motor skills, creativity, social skills, literacy, math, and science.

Parent Supplies (Preschoolers & School-Age):

- Extra clothing
- The program provides pull-ups and wipes (as needed) ▪ All items must be labeled.

Infants & Toddlers (2 years and under)

Infants and toddlers follow a flexible schedule based on individual needs. They receive individual attention, including frequent interaction and communication.

- Non-mobile infants will be repositioned regularly.
- Safe spaces will be provided for crawling and movement
- Age-appropriate toys and materials will be available
- Parent Supplies:
 - Formula
 - Bottles and sippy cups
 - Extra clothing
 - Diaper rash cream (if needed) ▪ All items must be labeled.

The program provides diapers/pull-ups, wipes, bibs, baby water, and baby food.

Toilet Learning Policy Toilet learning happens at each child's pace. Children will be supported with encouragement and will never be punished, shamed, or embarrassed for accidents.

Sudden Infant Death Syndrome (SIDS)

To reduce the risk of SIDS, the program follows these practices:

Children under 1 year:

- Placed on their back to sleep unless otherwise directed in writing by a physician
- Removed from swings/car seats and placed in a crib or playpen for sleep
- No soft or loose items allowed in sleep spaces
- Cribs/playpens will have tight-fitting mattresses
- Bedding will be safely positioned away from the child's face

Children under 2 years:**Outdoor Play**

An outdoor play area is available on-site. Children, including infants and toddlers, will go outside daily, weather permitting. Please dress the children appropriately. Outdoor time is typically 45 minutes or more, twice per day.

Children will not go outside during:

- Heavy rain
- Temperatures above 90°F
- Wind chill below 0°F (age 18m+)
- Wind chill below 20°F (under 18m)

Water activities (including wading pools and off-site locations) will comply with all licensing, safety, and supervision requirements. Water will be changed, and equipment disinfected daily.

Trampolines and inflatable bounce surfaces are not accessible to children in care.

Rest Time

Rest time is provided for children under 5 years old who are in care for more than 4 consecutive hours. Children who do not fall asleep within 30 minutes may engage in quiet activities. Infants sleep in cribs/playpens. Toddlers may use cribs, playpens, or cots. Children 3+ use mats, cots, or beds. Bedding is provided and laundered after every five uses or sooner if needed.

Field Trips

Field trips and off-premises activities, including neighborhood walks, may be scheduled. Emergency information and a first aid kit will always be carried. Parents/guardians will receive at least one week's notice before any field trip or off-site activity.

Child Guidance

Children's behavior is guided through clear expectations, consistent routines, and positive reinforcement. Staff model appropriate behavior, use positive language, and redirect children to appropriate activities when needed. Behavior guidance supports the development of self-control, self-esteem, and respect for others.

When a child becomes upset, staff will first attempt to identify the cause (e.g., hunger, fatigue, need for comfort, or attention) and respond appropriately. Crying is recognized as a normal part of development, and children will be supported and comforted. Parents/guardians will be contacted if additional support is needed.

A "time-out" or "take a break" may be used when other strategies are not effective. This is used to help a child calm down and prevent harm.

- Time-outs will not exceed 3 minutes.
- Time-outs are not used for children under 3 years of age
- Staff will remain with the child and discuss appropriate behavior
- The child will be guided back into activities after calming down

If challenging behaviors continue, a conference with parents/guardians will be requested to develop a plan. If needed, referrals to community resources may be provided. Continued concerns may result in termination of care. In accordance with DCF 250 Licensing Rules for Family Child Care Centers, any form of physical, emotional, or psychological punishment is strictly prohibited. This includes, but is not limited to:

- Spanking, hitting, pinching, shaking, slapping, or any corporal punishment
- Verbal abuse, threats, or derogatory remarks
- Physical restraint or confinement
- Withholding food, rest, or basic needs
- Any action that is humiliating, frightening, or harmful
- Punishment for toileting accidents

These forms of punishment will never be used, even at a parent's request.

Emergency Procedures

In the event of a **fire**, children will be evacuated through the nearest safe exit. Attendance records, emergency contact information, and a child count will be taken to ensure all children are accounted for. Children and staff will assemble on the sidewalk near the tree in front of **2557 N 53rd St**. Fire drills will be practiced monthly. Tornado drills will be practiced monthly from April through October. All drills will be documented.

In the event of a **tornado warning**, children will be taken to the basement. Blankets, a portable radio, a flashlight, and extra batteries will be available in the designated shelter area. Attendance records and emergency contact information will be brought along.

In the event of **any emergency requiring evacuation**, children will exit through the nearest safe route. Attendance and emergency contact information will be taken. If the building cannot be re-entered, children will be relocated to **Milwaukee Police District 3, 2333 N 49th St**. Parents/guardians will be contacted as soon as possible regarding the emergency, the child's status, and the reunification location if evacuation or relocation is required. Parents/guardians will then be expected to pick up their child within 1 hour.

Lockdown / Shelter-in-Place

If there is a threat to the building or surrounding area (e.g., intruder, violence, police activity), the program will initiate a lockdown:

- All doors and windows will be secured
- Children will be moved away from doors and windows
- Lights may be turned off, and noise minimized
- Emergency services will be contacted
- Parents/guardians will be notified as soon as it is safe to do so

If advised to **shelter-in-place** (e.g., hazardous materials, air quality concerns):

- All children will remain indoors
- Doors, windows, and ventilation will be secured as directed
- Emergency guidance will be followed until it is safe

Lost Child

If a child is missing, all areas of the center and surrounding premises will be immediately checked. If the child is not located, law enforcement and the child's parent/guardian will be contacted immediately. The Department of Children and Families will be notified within 24 hours.

Utility Failure / Building Emergencies

If the center loses heat, water, electricity, or experiences flooding or other building issues *before opening*, the center will close, and parents/guardians will be notified immediately.

If this occurs *during operating hours*, children will be moved to a safe area, and parents/guardians will be contacted for immediate pick-up within 1 hour.

If MPS is closed due to severe weather, the center will also be closed.

Extreme Heat / Extreme Cold

During periods of extreme heat or cold, outdoor playtime may be shortened, modified, or canceled to protect children's health and safety. The program will monitor weather conditions and maintain safe indoor temperatures whenever possible. If the building becomes unsafe due to heating or cooling failure, parents/guardians will be contacted for immediate pick-up, or children will be relocated to a safe location if necessary.

Threats to Safety

If the center receives a threat (e.g., bomb threat or bodily harm), law enforcement will be contacted immediately. Depending on the situation, evacuation, lockdown, or closure procedures will be followed. Parents/guardians will be notified as soon as it is safe to do so.

Medical Emergencies

In the event of a medical emergency, emergency medical services (911) will be contacted immediately, followed by notification of the parent/guardian. Children under age 2, children with disabilities, and children with chronic medical conditions will receive individualized assistance during emergencies according to their developmental and medical needs.

For allergic reactions:

- Each child with an allergy must have a written care plan on file
- Allergy information will be posted in the kitchen
- Staff will follow the care plan, including administering medication if required

If a **non-life-threatening allergic** reaction occurs, parents/guardians will be contacted immediately. If symptoms appear severe or life-threatening, 911 will be called.

Transportation Emergencies

In the event of a vehicle accident while transporting children:

- Emergency services (911) will be contacted if needed
- Children will be secured and supervised
- Parents/guardians will be notified immediately

General Emergencies

For any other unforeseen emergency, appropriate action will be taken to ensure the safety of all children. Parents/guardians will be notified as soon as possible.

Continuity of Operations

Following an emergency or disaster, A New Beginning Family Child Care will take reasonable steps to resume operations as quickly and safely as possible. The program will assess the safety of the building, utilities, supplies, staffing, and equipment before reopening. Parents/guardians will be notified of closures, temporary relocations, or reopening plans via phone, text, email, or other available communication methods.

Transportation

A New Beginning Family Child Care provides transportation to and from school, home, and field trips using vehicles owned and operated by the program. The center is responsible for each child from the time they enter the vehicle until they are safely released to an authorized individual.

Vehicle Requirements

- All vehicles are properly licensed, registered, and insured in accordance with Wisconsin state requirements.
- Vehicles are maintained in a safe operating condition and inspected annually.
- Each vehicle is equipped with a first aid kit
- Vehicles are kept clean, uncluttered, and free of hazards
- Passenger doors remain locked while the vehicle is in motion
- Vehicles with a capacity of 6 or more passengers (excluding the driver) are equipped with a working child safety alarm, tested monthly
- If third-party transportation is used, the program ensures compliance with licensing rules and maintains a written agreement

Driver Requirements

- Drivers must be at least 18 years old.
- Must hold a valid Wisconsin driver's license with at least one year of driving experience ▪ Driving records are reviewed annually.
- Drivers complete annual transportation safety training, including emergency procedures and special needs planning.

Safety Procedures

- Children are never left unattended in a vehicle.
- Drivers conduct a **full vehicle check (front to back, including under seats)** after each trip.
- A current attendance list is maintained and used during all transitions
- Seat belts or appropriate child restraints are always required
- Children must remain seated while the vehicle is in motion
- Seating is assigned based on age, height, and weight (car seats/boosters as required by law)
- No food or drinks are allowed in the vehicle
- Smoking is prohibited
- Drivers may not use cell phones while driving (hands-free navigation only)
- Drivers complete a pre-trip vehicle safety check before transporting children If a behavior or safety concern arises:
 - The driver will safely pull over
 - Address the concern
 - Report the incident to the program
 - Ongoing concerns may result in suspension or termination of transportation services

A New Beginning Family Child Care reserves the right to refuse transportation for safety reasons.

Parent Responsibilities

- Notify the center at least 3 hours in advance if transportation is not needed.

- Notify the center of any schedule or location changes
- Submit written requests at least 5 days in advance for starting, stopping, or changing transportation services
- Ensure children are ready at scheduled pick-up/drop-off times

Transportation Binder (Required in Each Vehicle)

- Each vehicle will have a transportation binder containing:
- Daily tracking sheets
- List of children being transported
- Route schedules and times
- Emergency contact information
- Transportation permissions
- Authorized pick-up individuals
- Procedures for children with special needs

Child Tracking Procedure

- To ensure all children are accounted for:
- Attendance is taken by **name and face** at each transition
- Children are only released to authorized individuals
- The receiving adult must acknowledge the transfer
- After each trip, the driver checks all seats and the surrounding areas before exiting the vehicle

Accidents & Emergencies

- Emergency services (911) will be contacted if needed
- Children will remain secured and supervised
- Parents/guardians will be notified immediately
- A report will be submitted to the Department within 5 days

School Transportation

Parents are responsible for coordinating school transportation arrangements. A "School-Age Agreement" form must be on file. Children must arrive at the vehicle within 2 minutes of departure time. If a child does not arrive:

- The school will be contacted
- Then the parent/guardian will be contacted
- Drivers cannot leave other children unattended to retrieve a child or belongings.

Home Pick-Up & Drop-Off

Parents/guardians will be notified upon arrival, and a 2-minute grace period is allowed. If the child is not present:

- The driver will continue the route
- The child will be returned to the center for parent pick-up
- Children will only be released to authorized individuals, and ID may be required.

Field Trips

Parents/guardians will be notified in advance of all field trips, including date, time, and destination. All transportation and child tracking procedures apply.

Monthly Tuition Rates

Last Updated: April 2026 **Full-**

time Monthly Rate (21-50 hours)

Infants/Toddlers 0-2 years old	Jr Preschool 2-3 Years old	Preschool 4-5 Years old	School-Age 6-14 years old
\$1600	\$1520	\$1460	\$1320

Part-time Monthly Rate (under 20 hours)

Infants/Toddlers 0-2 years old	Jr Preschool 2-3 Years old	Preschool 4-5 Years old	School-Age 6-14 years old
\$1200	\$1120	\$1040	\$960

Drop-In Care Hourly Rate \$15 per Hour (all ages)

Registration Fee Payment Policies

A \$125 non-refundable yearly registration fee is due at enrollment and annually thereafter. Tuition, co-payments, and all fees are due on the **1st of each month**, unless prior arrangements are made.

All fees are non-refundable

Tuition is based on **contracted hours**, not attendance. No adjustments will be made for absences

Late & Payment Fees

- \$10 late fee applied if any balance remains after the 2nd of the month
- 3 or more late payments within a month may result in termination of services
- \$40 NSF fee for any returned or declined payment
- Accepted Payment Methods (Checks are not accepted)
- Cash
- Money orders
- Electronic payments
- MyWICChildCare EBT

Late Pick-Up Fee Rate Changes

\$1.00 per minute for any time past the child's scheduled pick-up time

Tuition rates will adjust based on age group. If a child's birthday occurs mid-week, the new rate will begin the following week.

Schedule Changes & Termination A **2-week written notice** and **prepaid tuition** are required to terminate care

A **2-week written notice** is required for any permanent schedule change

Additional Terms: Financial terms will be finalized upon signing the Parent-Provider Contract. If a parent/guardian is under 18 years of age, a co-signer is required. The co-signer agrees to all financial terms and responsibilities outlined in the contract.

Acknowledgment of the Handbook

I, _____, the parent(s)/guardian(s) of
_____, acknowledge that I have received a copy of A
New Beginning Family Child Care Policies via _____ on _____.

I further attest that I have read, understand, and agree to abide by the policies outlined in this handbook. I understand that failure to follow these policies may result in termination of childcare services.

Parents Signature

Date

Provider Signature

Date



