



# Parent Handbook



**Message Us!**

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**"Children are likely to live up to what you believe of them"**

Therefore, we believe that each child is a unique individual and that all children can learn. Together, we will establish routines that are predictable and consistent. All children will be treated with gentleness, honesty, and respect. We will encourage them to treat others in this manner.

### **Our Philosophy**

It our belief that children are sponges and soak up what you teach and instill in them. It is important that on a daily basis we show and teach them tools that they will need to get to the next developmental stages of their lives. These include nurturing, emotional, social stimulation, and physical development.

Humbled Hearts CDC does not allow concealed weapons to be carried on persons (any person or employee entering the building), or on the premises. If a person is found to be in noncompliance with this regulation, they will be asked to vacate the premises. If a person should refuse to vacate the premises the local authorities will be contacted.





## Admission

Humbled Hearts Child Development Center (CDC) is licensed by the State of Wisconsin, Department of Children and Families ([www.dcf.wisconsin.gov](http://www.dcf.wisconsin.gov)). We are licensed to care for no more than 60 children at any one time. We are inspected regularly to ensure that our center meets licensing standards.

Humbled Hearts Child Development Center (CDC) will provide care for children ages 4 weeks through 13 years.

Childcare services will be provided between the hours of 6:00 AM and 10:00 PM, Monday to Saturday, January to December.

There are limitations for enrollment at Humbled Hearts Child Development Center (CDC). Which will include reasons that are out of the licensing limitations.

No service will be provided on New Year's Eve, New Year's Day, Dr. King Day, Juneteenth, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve and Christmas Day. We also close one day after all the holidays. All regular fees will be charged for these holidays. If a holiday falls on a Saturday, we will be closed the previous Friday. If a holiday falls on a Sunday, we will be closed the Monday following.

## Emergency Closings

There may be times when an emergency arises which requires the Childcare center to close. In any such situation we will post the closing on our Facebook page. You can also call the center at 414-539-6513 to listen to our voice mail message for detailed information.

## Absent Child without prior notification

Parent's schedule is MANDATORY, and parents are responsible for the schedules they provide us with. We expect children to be in attendance on those days at those times. If a child who is scheduled to arrive at the center, does not arrive within 30 minutes of the specified time on the written agreement signed by the parent, and we have not been informed of the child's absence, we will attempt to contact the parent or guardian to determine the child's whereabouts. All attempted contacts will be documented. Also, all first shift children must arrive by 10am, unless a doctor's excuse is provided.

If parents wish to allow a school-age child to leave or arrive at the center unescorted, they must provide written authorization for this activity by completing DCF-104, "Alternate Arrival/Release Agreement." School-age children who leave the center unescorted must be traveling to home, school or another activity where adult supervision is present.

If a child is transported to the center and does not arrive and we have not been informed they will not be attending that day we will attempt to contact the facility from which they were transported from to determine their whereabouts. All attempted contacts will be documented.

## Child's progress communication between center and parents:

It is important we communicate daily concerning the needs and interests of each child. If there are issues or concerns that need to be discussed, parents should arrange with us a convenient time to talk on the phone or schedule a conference. To foster communication on a regular basis, Humbled Hearts (CDC) provides parent bulletin board, face to face, daily conversations, text messages and phone calls.

## Circumstances and procedures for termination of enrollment Child related

Humbled Hearts (CDC) will regularly advise parents on their child's progress through daily sheets for infants & toddlers, daily conversations, and scheduled conferences. When children have problems adjusting to the center's daily schedule and classroom rules, parents will be contacted for a face-to-face conference. At this meeting, the teacher will state her concerns and discuss observations made of the child's behavior, and an action plan will be developed. If after two weeks the behaviors have not improved, another conference will be scheduled to either revise the action plan or to terminate placement and refer the child to other services.

## Involuntary discharge

Involuntary discharge of a child could result for the following reasons:

1. Failure to pay fees on time. (Grounds for immediate termination, without notice.)
2. Lack of parental cooperation
3. Inability of Childcare program to meet the needs of the child. Staff will consult with the parent concerning how any problems might be solved before ending the care arrangement. These steps will be documented in the child's file. The parent will be referred to other community resources.
4. Repeated failure to pick up the child at scheduled time.
5. Failure to complete and return required forms.

## Steps prior to discharge

All efforts will be made to work out a plan for behavior management between staff and the parents to see if problematic behaviors can be managed and/or corrected. The teacher will ask for a parent/teacher conference to discuss the behaviors in detail. Input from parent on behavior management is vital. If after two weeks the behaviors have not improved, another conference will be scheduled to either revise the action plan or to terminate placement and refer the child to other services. All meetings, behavior plans, and outcomes will be documented and placed in the child's file.



# Child Education

There is a religious component to our program. We do offer mealtime prayers, songs, stories or displays of the religious aspects nor do we celebrate religious holidays.

Groups of children may be combined at the beginning and at the end of any given day. Being that Humbled Hearts (CDC) is open in the early morning and late afternoon we have a written plan for activities which meet the individual needs of the children during those time periods. Activities at the beginning and at the end of the day will be designed for a wide age range of children working and playing together. Our plan includes opportunities for children to rest and eat and to use materials and engage in activities which for the most part do not duplicate activities planned for a major part of our program.

There is a Childcare worker/teacher assigned to each classroom in the center and staff to child ratios are always maintained. Depending on the number of children present on any given day there may also be an assistant Childcare worker in the classroom. Each group/classroom of children is supervised by a teacher who is within sight and sound of the children to guide the children's behavior and activities, prevent harm and assure safety.

There is an outdoor play space on the premises of the center. Trampolines and inflatable bounce surfaces are not allowed.

Children, including infants and toddlers, will go outdoors daily when weather permits, so dress your child appropriately for the weather. The children may be kept indoors during inclement weather such as any of the following:

- Heavy rain
- Temperatures above 90 degrees F.
- Wind chills of 0 degrees F. or below for children age 2 and above
- Wind chills of 20 degrees F. or below for children under age 2

Make sure your child/children wear sturdy shoes that will allow them to be active. Teacher's play active activities with children hopscotch, kickball, just to name a few. Teachers are required to interact within sight and sound while outdoors, outdoors is still a learning environment and teachers will continue curriculum during outdoor time as well. Best practices recommend at least 15 minutes of teacher-led physical activity each time children are outdoors. We have a clean, organized, tranquil and safe outdoor play area located directly behind the building. We have a variety of fixed and portable play equipment that allow for mastery of balance and coordination (safe climbers, balance boards). There are multiple pieces of equipment so that multiple children can participate in an activity at a time and that there are spaces for children of all ages, including infants. When weather does not permit outdoor play, Children engage in physical activity indoors, including vigorous activity like running and jumping. Here at Humbled Hearts (CDC) children will be given the opportunity to participate in the planning and maintenance of garden on premises.

A green rectangular box with a white border containing the text "Infants and Toddlers". The background of the entire page features a colorful illustration of a rainbow in the top left, a bright sun in the top right, a blue sky with a small yellow kite, a pink archway, a blue window with white panes, a wooden door, and a field of yellow flowers with a red drum and colorful xylophone at the bottom.

## Infants and Toddlers

Infants and toddlers will have a flexible schedule, which reflects the child's individual needs. They will be given individual attention including lots of time for talking. The body position of non-mobile infants and their location in the center will be changed frequently. We will provide safe, open spaces for children who are creeping and crawling. Infants and toddlers will be encouraged to play with a wide variety of safe toys and objects. A written report will be maintained documenting what each child ate, when they slept and when they wet or soiled a diaper. We will use this report to share information with parents about the child's activities and disposition for that specific day.

## Preschool age Children

Preschool age children will have opportunities to play and explore their surroundings. They will be given many learning experiences in a variety of developmental areas that are age appropriate. Daily activities include math, science, large and small muscle movement, art, and literacy.

## School age Children

School age children will have a quiet place to study or relax, access to appropriate materials and activities, and will have ample time for large muscle activities and to participate in food preparation. Children who are suspended from regular school ARE NOT able to attend early care services.

## Rest or Naptime

Rest or naptime will be provided for all children younger than five years of age who are in care for more than four consecutive hours. Children who do not sleep may get up after 30 minutes, and children who awaken early will be allowed to get up when they awake. Staff will help awake children find quiet activities. Humbled Hearts (CDC) will launder the bedding after every five uses, or sooner if necessary.



## Transition of Children

As children get older there will be a need for them to move to different classes in our program. It is our intent to ensure this is the less restrictive and comfortable for the child. Parents will be asked to share in on the planning and assist with these changes. Teachers and parents will make a good faith effort to meet and gradually make these changes

## Conferences

Humbled Hearts CDC hosts conferences twice per year. Parents are notified of these dates as they are specific to the ages and development of children. Parents have an opportunity to request a meeting with their child's teacher at their own leisure. Children under 1 years old, parents agree to speak with the class Teacher every 3 months to update and document the child development. These conferences will be documented and utilized to plan the developmental milestones for the individual child. Conference options are in-person, phone or virtual.

## Daily Attendance

Staff will be trained to manage the established system of knowing the whereabouts of all children in their care always. During early AM arrival and late PM pick-up, teachers will be kept aware of children they are responsible for, as rooms are condensed, and staff leave the center. Parents or authorized adults are required to bring children into the building and to sign the children in at the beginning of the day (documenting arrival time) and sign them out at the end of the day (documenting departure time). Comparison of the attendance record to the actual children in care will occur at each transition and frequently throughout the day.

Parents are encouraged to call if their child will not be attending or will be arriving late. If a child is being transported by a transportation company and does not arrive at the scheduled time, staff will call the parent or authorized adult to check on the child. All attempts will be documented.

## Emergency contact person

when there is only one staff person on site with eight or less children, we will ensure that an emergency provider is available within 5 minutes. That person will be trained on Shaken Baby Syndrome (SBS) and will sign a document agreeing to serve as an emergency back-up.

## Authorized Pick-Up

Children will only be released to persons listed on the enrollment form. If anyone other than the child's parent or someone who is listed on the enrollment form is to pick up a child, I need to be notified in writing or by a telephone call in advance. The person picking up the child may need to show a driver's license or other picture ID.



## Emergency Phone Numbers

Emergency phone numbers will be posted in each room occupied by children as well as in the center's office and kitchen. The address and phone number of the facility will appear on the phone list as well.

## Emergency supplies

A radio and flashlight with extra batteries for both, first aid kit and blankets will be kept in the shelter area always. A flashlight is also kept in each classroom always.

## Custody Issue Disputes

Humbled Hearts CDC reserves the right to terminate childcare services to any family that displays constant disruptions in our program due to custodial issues. In the event a child(ren) is enrolled in our program and there is an active custody order in place Humbled Hearts CDC will uphold and abide by that court order. If there is not a custody order HH CDC will not get involved in parental disputes.

If the parent or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While staff cannot legally withhold a child from the legal guardian, we will not hesitate to call the local authorities if we feel the child is in danger.

Procedure if an unauthorized person arrives to pick up a child If an unauthorized person arrives to pick up a child, we will ask that person to leave. If they choose to not leave, we will call the local police department.



## Cleanliness

will be maintained always. Tables will be washed and sanitized before and after meals and snacks. Floors and bathrooms will be cleaned and disinfected daily.



## ITEMS TO BE PROVIDED

Parent Provided	Center Provided	Items
<input type="checkbox"/>	<input type="checkbox"/>	Disposable diapers
<input type="checkbox"/>	<input type="checkbox"/>	Baby wipes
<input type="checkbox"/>	<input type="checkbox"/>	Lotions
<input type="checkbox"/>	<input type="checkbox"/>	Labeled sheet and blanket.
<input type="checkbox"/>	<input type="checkbox"/>	Sleeping bag / padded mat
<input type="checkbox"/>	<input type="checkbox"/>	Bottle for water, formula, and / or milk
<input type="checkbox"/>	<input type="checkbox"/>	Full change of clothing, including underwear and socks.
<input type="checkbox"/>	<input type="checkbox"/>	Sunscreen
<input type="checkbox"/>	<input type="checkbox"/>	Insect repellent
<input type="checkbox"/>	<input type="checkbox"/>	Clothing suitable for outdoor play for each season
<input type="checkbox"/>	<input type="checkbox"/>	Crib or playpen
<input type="checkbox"/>	<input type="checkbox"/>	Car seat or booster seat

