

# Eichers' Children's Center's

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## POLICIES AND PROCEDURES

### Hours of Operation:

Monday - Friday 6:45 a.m. to 5:30 p.m.

### Registration and Office Forms:

**Registration Fee:** A onetime fee of \$100 is due upon registration. This fee is per family. If you choose to enroll any additional children or infants in the future a fee of \$75 will apply.

**Forms:** There are forms required when registering your child. The yellow card and payment of the registration fee will hold your child's spot until their start date. The registration fee is non refundable. Before the first day of attendance the child care enrollment form, the health history and emergency care plan, and an intake form (for children under 2 years of age) need to be turned in. Within 30 days of the start date the child health report and immunization record need to be completed by a doctor and returned. Please notify the office of any updates to the immunization form as they arise. We support any parents' choice not to immunize their child; these families simply need to check the waiver box on the form, sign it, and return it to the office. The immunization form is required by law, the actual immunizations are not. A new health form will need to be completed every six months for children under two, and every two years for children over the age of two. New forms are available through the office.

### 4-Year Kindergarten:

Children who are four years old by September 1<sup>st</sup> qualify for our 4-Year Kindergarten program. We offer full time care for this age as well as a program that only includes the preschool hours, 8:30 to 11:30. This is an exceptional program created especially to prepare the children for 5-Year Kindergarten. The program is taught by certified teachers. Class size is limited and children previously enrolled in our 3-Year program will have priority for registration.

### Before and After School Care:


Our before and after school program may change year to year as space allows. Currently we offer care to older siblings (8 yrs or younger) of children enrolled in our child care that attend Brookfield Elementary. There may



also be care available on days off of school for older siblings that attend other schools.

#### **Breakfast/Lunch/Snacks:**

Infants must be provided with prepared bottles. All bottles should be labeled with the child's name. We will order and bill you for the proper label system. If your child arrives before 7:30 a.m. breakfast may be sent with them. However, there will be a nutritious snack provided at 8:30. All children will be served a nutritious lunch provided by the center. A lunch calendar is sent out on a monthly basis. Milk is supplied by the center. We have our milk delivered from a Wisconsin farm, it is pasteurized. It comes in reusable glass bottles and does not contain any hormones or antibiotics. Children will be offered two snacks daily, once at 8:30 a.m. and again at 3:00 p.m. Children are welcome to bring in a healthy snack for their classroom or bring in a treat on their birthday.



#### **Allergies and Dietary Restrictions:**





The office should be notified, in writing, of any allergies and informed of their severity. If your child has specialized dietary requirements, it may be necessary for you to provide food to supplement the lunch and snacks that we provide.

#### **Naps:**

All children in full time childcare must have a rest period. Children over age one will need a sleeping mat labeled with their name. We have mats available to purchase that roll up and fit into divided storage carts to maintain state enforced regulations for sleeping mat storage. Sleeping mats should be taken home every week to be washed and returned to the center on the child's next scheduled day of attendance.


#### **Illness:**


If a child becomes ill at the child care center (e.g. vomiting, diarrhea, or fever) we will notify a parent to pick up the child. If a child was ill the night before attending but seems fine in the morning, we ask that the child's teacher be informed of the symptoms so they are familiar with them if they return while the child is at the center. A child may not return to the center for 24 hours after: starting antibiotics for a communicable illness, vomiting, diarrhea, or having a high fever. (48 hours may be required depending on the illness per Health Department criteria)



**Fever:** Fevers are common in young children and are often a signal that something is wrong. Children must stay at home if they have a fever of 100.0° F or higher. If the fever develops while your child is at the center, you will be called to come pick your child up. Children must remain fever free for 24 hours before returning to child care. Please respect the importance of keeping all of the children here at Eichers healthy. Also, please do not send your child to Eichers on ibuprofen or acetaminophen to mask a fever, when the treatment wears off they will have to be sent home anyway and now a classroom full of children has been exposed to whatever illness is causing the fever. If a child is ill they deserve time to rest and recuperate. One other note on fever: fevers serve a purpose and are a sign of your body's immune system working. If your child has a low grade fever and is comfortable, not treating it may not be a bad idea.

**Diarrhea:** Diarrhea due to illness is highly contagious. If your child has diarrhea they must remain at home. Antibiotics can often cause loose stools in children, so please make sure to notify your child's teacher when your child starts and finishes a round of antibiotics. If your child has diarrhea of any kind at the center that





becomes uncontrollable (coming out of the diaper or underwear), you will be called to pick him/her up. Our care providers use gloves while changing soiled diapers and use proper hand washing technique between diaper changes.


**Vomiting:** If your child vomits while at child care you will be called to pick him/her up. The child should not return to child care for 24 hours after the last vomiting episode. Vomiting, like diarrhea from illness, is highly contagious and very hard to clean up after, especially on carpeting. Please be considerate of us and the other children and allow your child to recover completely before returning to Eichers.

**Colds & Coughs:** Colds are very common in children, especially during the colder months. We do not keep every child with a cold out of the center (we wouldn't have any kids here sometimes!); however, there are some symptoms that may warrant a child being sent home or to the doctor. Some of these symptoms (but not limited to) may be a child with a "cold" lasting more than 10-14 days, persistent and disruptive colored drainage, a disruptive cough (the child is unable to sleep well and participate), a productive cough producing phlegm, or persistent cold symptoms matched with high fever or behavioral changes. During colds we encourage fluids and extra hand washing. Please do not request that your child be kept indoors while they have a cold. If a child is too ill to go outside, they are too ill to be at Eichers.





**Rash:** A rash may be a sign of an illness. A doctor's excuse form may be requested for any rash on a child.

**Doctor's Excuse:** In some instances, you will be asked to keep your child home until we have written permission from your doctor saying your child is well enough to return to child care. In some instances a doctor's excuse may not be enough for us to permit your child to return to the center; these circumstances depend on the nature of the illness and specific symptoms displayed. Pediatricians are not able to see the larger picture of the child care and the group of illnesses that we may have circulating at any given time; often things that seem unrelated end up being tied together. It is in these situations that we may refuse care of an ill child (Doctor's excuse or not) or request testing that may not have occurred to your physician.

**Medications:** If your child is on a prescribed medication we can administer it here with your written consent. Ask the office for a medication form and make sure that the medication is in the labeled pharmacy bottle with all the appropriate measuring and administration supplies. If the medication is an antibiotic for a communicable illness, please make sure that your child has had at least two doses before returning to the center. If your child has asthma or an allergy that may require an inhaler or an epi-pen, please arrange to have an extra one to keep at Eichers.



**Emergency Contacts:** If you need to be notified because of your child's illness or injury, it is imperative that we be able to reach someone. Please make sure that you or your spouse/significant other can be reached at all times. If you are not able to be reached there should be alternate contacts listed on your yellow registration card. Please check and update these often as this is our only way of getting a hold of someone in the case of an emergency. Notify the office if the event should arise where there will be an alternate contact for a period of time. We also request that if you are notified of your child's illness or injury and pick up is requested, that you arrive in a timely manner. Ill and injured children require one on one attention, as a group facility we can not accommodate that. Please understand that our strict policies regarding illness and emergency contacts are in place for the best interest of the children.



### Immunizations:

If you chose to immunize your child, we request that shots be scheduled for a Friday afternoon or another day when the child will be home the next day or next few days after. This allows you to have time to assess whether or not your child has had a reaction to any of the shots given. Please be aware that any child receiving a vaccination or flu shot may not return to school until at least 24 hours following their vaccination. We strongly encourage parents to become educated about their child's immunizations. Please ask your physician questions and be aware that you have a choice whether or not to immunize your child. Please be familiar with the risks and how to recognize a reaction. The state does require that all schools issue an immunization form to be filled out. Please note there is a waiver on the form if you chose not to get all or some of your child's immunizations. In addition, please do not allow your child to receive any vaccine if they are ill (cold, ear infection, etc...).

### Supplies:

Parents are responsible for supplying bottles, diapers, wipes, and extra clothing for their children. Please keep enough clothes in your child's cubby for several weather appropriate outfit changes. If your child is potty training make sure to keep several extra pairs of underwear and pants. Also, make sure your child has all appropriate outdoor clothing; warm coat, hat, mittens, snow pants, and boots for the winter, swimsuit, towel, and water shoes for the summer, and layers for the seasons in between. It is very important to make sure anything belonging to your child is labeled clearly. This helps prevent items from being lost.

We are in the business to teach children and by that, responsible for setting good examples. We highly encourage you to make sure your child is dressed appropriate for their day and the weather both upon arrival and departure from school.

### Tuition:

Families must contract for specific days per week. Our required minimum number of days is 3 days per week. These can be full days, half days, or any combination of the two as approved by the office staff. Your tuition will be for those days each week with no credit given for days not attended unless vacation time is used. It is each family's responsibility to notify the office when credit days are to be used (detailed below). All Holidays and any additional days closed are subject to normal tuition rates. Days may be added based on availability; there are forms available in the office and online that must be filled out for these additional days. Additional days will be charged to your account upon adding the date. If we add your child and schedule our teachers accordingly, tuition for that day is still due if your child does not attend.

**Tuition Express:** Eichers uses a program called *Tuition Express* to deduct tuition payments from a checking or savings account. If paid weekly, tuition is deducted by every Thursday for the following week. Tuition is non refundable and will always run on a prepay basis. Families choosing to pay monthly will have funds withdrawn from their account before the first of every month. The default tuition program is weekly charges unless monthly withdrawals are specifically requested.

**Vacation Credit:** One week of credit is offered to each family per school year (Sept-Aug). The number of credit days each family has to use relates to the number of days that are contracted for each child. If your child attends 3 days, 3 credit days are available, if they attend 4 days then 4 are available, and if your child attends 5 days we allow 6 days of credit as a bonus for our full time clients. This credit is per child, based on

their schedule, and can be used as a full week of vacation or split up and used as credit days for illness, Holidays, or other scheduled absence. It is each family's responsibility to notify the office staff when available credit days are to be used. **24 HOURS OF ADVANCE NOTICE IS REQUIRED:** credit days may be used for illness, but credit is not given on a same day basis. This means that if your child is sent home ill you may notify the office that they will not be back on their next scheduled day and you would like to use a credit day (this usually works out since there is a 24-48 hour policy on returning after illness). This also means that credit days may not be used for snow closings unless you know at least a day ahead of time that we are expecting poor weather and you have decided just to stay home and keep your child with you. Due to billing schedules, late notice for credit days will result in a delay in seeing the credit posted to the tuition account. If you do not see the credit within 2 weeks of requesting it, please notify the office.

**Rate Changes:** Due to different tuition rates as children get older, it is the parents' responsibility to notify the office staff one week in advance of the child's birthday in order for the rate change to take effect. Also, as of September 1<sup>st</sup> each year we evaluate our rates and make changes if necessary. You will be notified of any changes made to our rates and fees.

**Wisconsin To Work:** We accept clients on the Wisconsin To Work program (W2). Families on this program are responsible for their authorizations, keeping track of their authorization start and end dates, and also co-payments to make up the difference between our rates and the amount of assistance. Enrollment of a family on the W2 program is not granted until verification of authorization is received from their county of residence.

**School Teachers:** As a benefit to our large clientele base that shares our passion for children, school teachers are offered the option of partaking in a special "teacher program." This program is available to families in which one or both of the parents teach in a public or private school and enroll their child(ren) **full time** (5 FULL days per week). To take advantage of the teacher program, the family is required to submit a school calendar each year which details closing dates for their specific school or district and notate which dates the child will be kept home (we realize teachers are required to report on some closed dates). If the family then keeps their child home on all school closing dates during the school year they will not be charged for them. This does not leave these 'teacher program' families with regular vacation days to use sporadically when their child is ill, but for all the districts we have encountered thus far, the teacher program ends up giving families several more days credited. Snow days or other non-scheduled school and district closings are still subject to regular tuition fees. The 'teacher program' is all-or-nothing; if you prefer to keep your child home with you on your off days this is your best option! If you prefer to have care for your child when you have off, please let us know and we will use the standard vacation policy. If you chose to take advantage of the teacher program your child will be counted off of the schedule on the days indicated on your calendar, if they attend any of these scheduled off days we will charge tuition as usual and change your vacation credit schedule to the standard amount of given days minus whatever you had used up to that point. Teachers are strongly encouraged to keep their children in some sort of routine at Eichers over the summer months, many families find that dropping down to a few mornings can be a fun addition to their summer routine. If a family on the teacher program takes the summer off, all children will need to be re-registered and the registration fee will be due again.

A two week advance written notice is required when terminating childcare services. This notice must be given to the office staff. Families are responsible for their regular tuition payment during that time.

**Fees:**

Families with infants will be billed for bottle labels at cost plus shipping.

Families with children toddler age and older who nap at the center will be billed for a nap mat (\$25 or current cost plus shipping).

Tuition payments that are reported as NSF will result in a \$25 charge to the account (or more depending on current bank fees) plus a \$3.50 Tuition Express processing fee. If tuition payments continue to be a problem, childcare services may be terminated at Eichers Kids' discretion.

A \$15.00 late fee will be assessed for any child picked up past our 5:30 p.m. closing time (12:30 p.m. for children attending morning only, 11:30 a.m. for children attending preschool only). The fee will be assessed for each 15 minute period. If late pick up is a consistent problem, Eichers may request that you find alternate child care arrangements at a facility that is open late enough to accommodate your needs.

**Center Closings:**

The center will close on all major holidays, including New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the day after, Christmas Eve, and Christmas Day. It is each family's responsibility to notify the office if any credit days that may be available are to be used at these times. We will also close in a snow emergency. Notice of our closing will be available through WTMJ and WISN radio stations and TV12. Since center-operating expenses are continuous, tuition will not be adjusted for snow days. Eichers typically makes snow-closing decisions based on Elmbrook school district; however, we are a private facility and may choose to close if we feel it necessary for the safety of our employees and all the young children traveling to our center. Depending on how holidays fall in the calendar year, there may be other days we choose to close (i.e.: if Christmas is on a Thursday, we would most likely close on that Friday). These closing dates are available on a year to year basis through the office if you need to plan ahead. Weeks containing these optional closing days will remain normal tuition weeks unless credit days are taken during this time.