



encompass
leaders in early education and care

2021 Family Handbook



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encompass 100
leaders in early education and care years



Dear Families,

Thank you for choosing Encompass for your child care needs and entrusting us with your most valuable asset, your child.

Since 1919 Encompass has served Brown County with a commitment to excellence which is evidenced through our National Accreditation status and State of Wisconsin 5 Star rating. You should know that less than 10% of child care programs nationally receive these high distinctions of quality.

Did you know that 85% of brain development occurs during the first five years of life? At Encompass we understand that the experiences children have during these first years of life can significantly impact their future. This is one reason we place an emphasis on recruiting highly trained teachers and providing a robust curriculum which focuses on all areas of your child's development.

While you are your child's first and most important teacher, I hope you quickly come to utilize Encompass as an extension of your family and understand our commitment to providing the best care possible for your family.

Sincerely,

Sue Vincent
Executive Director



"Strengthening families through education, advocacy and care"

P. O. Box 1627, Green Bay, WI 54305-1627 (920) 469-1236 – FAX (920) 469-1730
www.encompasssec.org

ENCOMPASS CENTERS

De Pere Center (6:30 a.m. – 6:00 p.m.)

2000 Lawrence Drive, De Pere
Phone: (920) 336-1541
WI Shares Provider/Location #: 3000559973-005

Ruth Helf Center (6:15 a.m. – 6:00 p.m.)

2787 West Mason Street, Green Bay
Phone: (920) 405-9083
WI Shares Provider/Location #: 3000559973-010

The Cornerstone Center (6:15 a.m. – 6:00 p.m.)

345 N. Broadway, Green Bay
Phone: (920) 436-7554
WI Shares Provider/Location #: 3000559973-006

The Pulaski Center (4:45am-6:00pm)

Evening Care (4:45 am – 5:00 am)
435 Nancy Lane, Pulaski
Phone: (920) 822-2060
WI Shares Provider/Location #: 3000559973-002

The Rosebush (6:00 a.m. – 6:00 p.m.)

1275 University Avenue, Green Bay
Phone: (920) 436-7549
WI Shares Provider/Location #: 3000559973-004

Bellin Health Center (5:30 a.m. – 6:00 p.m.)

1823 S. Webster, Green Bay
Phone: (920) 436-7540
WI Shares Provider/Location #: 3000559973-003

Carol and Robert Bush Center (6:30 a.m. – 6:00 p.m.)

500 Pine Street, Green Bay
Phone: (920) 436-7557
WI Shares Provider/Location #: 3000559973-007

Encompass Administrative Office 7:30 a.m. – 4:30 p.m. (Monday-Thursday & 7:30 – 4:00 Friday)

1823 S. Webster Avenue, Green Bay, WI 54301
Phone: (920) 469-1236 Fax: (920) 469-1730
(Mailing address: PO Box 1627, Green Bay, WI 54305-1627)
www.encompasswi.org



Important Encompass Dates

Please mark your family calendars with the following dates:

Friday, January 1, 2021	All centers are closed (<i>Holiday</i>)
February 8-12, 2021	Employee Appreciation Week
Week of April 10-16, 2021	Week of the Young Child
Friday, May 7, 2021.....	National Provider Appreciation Day
Monday, May 31, 2021	All centers are closed (<i>Holiday</i>)
Week of June 14– August 26, 2021	Encompass Summer Program
Monday, July 5, 2021	All centers are closed (<i>Holiday</i>)
Friday, August 27, 2021	All centers are closed (<i>All Staff Professional Dev. Day</i>)
Monday, September 6, 2021	All centers are closed (<i>Holiday</i>)
Thursday, November 25, 2021	All centers are closed (<i>Holiday</i>)
Friday, December 24, 2021.....	All centers closed (<i>Holiday</i>)
Friday, December 31, 2021.....	All centers are closed (<i>Holiday</i>)

We will be sure to notify you of any changes by email. Thank you.



WELCOME

Encompass was established in 1919 as Green Bay Day Nursery. In 1950, the Service League of Green Bay assumed sponsorship and was an involved and active manager until the 1980's. In 1991, the organization was incorporated under the name of Encompass Child Care, Inc. In 2006, the name was officially changed to Encompass Early Education and Care, Inc. which more accurately identifies the importance that early education, combined with quality nurturing care, plays in the development of healthy children at our centers. In 2019, during the For The Children Campaign, Encompass freshened the logo and changed the name to Encompass with a tag line of Leaders in Early Education and Care.

All centers share a common mission and are licensed by the state of Wisconsin Department of Children and Families (DCF). A summary of the licensing regulations is included in "YOUR GUIDE TO LICENSED CHILD CARE". You will find the license including current non-compliance statement, regulation book and other information in the center family information area. Encompass also participates in Young Star, which is Wisconsin's Child Care Rating Program. We are proud to announce that all Encompass centers have achieved a 5 Star Rating.

In addition, all Encompass centers are nationally accredited by the National Association for the Education of Young Children (NAEYC). Less than 7% of Wisconsin child care centers achieve this highly recognized designation. Encompass continues to strive to improve and maintain the high standards of providing high quality early education and care.

MISSION STATEMENT

Encompass is a not-for-profit organization providing the highest quality education and care for children and support for families with a commitment to compassion, excellence and advocacy.

We accomplish this by integrating service, social and financial commitments:

Service Commitment

To provide the highest quality education, care and programs for all children recognizing diversity and the need to strengthen and empower those we serve.

Social Commitment

To operate this agency in a way that improves the quality of life for children and families, our employees, and the community.

Financial Commitment

To build and maintain a sound financial base by the blending of funding sources, continuous agency improvement, and leadership vision.

-Revised Statement Adopted by the Board of Directors - 04/06

NON-DISCRIMINATION STATEMENT

No person shall, on the basis of race, color, religious belief, national origin, or sex be excluded from participation, be denied the benefits of, or be subjected to discrimination under any Encompass program or activity.

CENTER/FAMILY COMMUNICATIONS

FAMILY ORIENTATION AND TOUR

During the initial tour of the center, you will have the opportunity to meet the Center Director and teachers, learn about teacher education credentials, receive information about our curriculum and classroom procedures, and receive answers to any other questions you have. We invite every family to participate in classroom and center functions that occur throughout the year. We want you to be a part of your child's learning and we value your participation.

WAYS TO KEEP FAMILYS INFORMED

- Meet and greet families daily. Encourage one-to-one interactions
- Maintain an open-door policy – families of children enrolled are welcome to visit anytime
- Monthly COR Storyboard Newsletters – which includes information on children's activities, family opportunities, menus, and other general information
- Daily notes for children under 3 distributed electronically in COR and upon request
- Maintain a Family Resource Area that includes information about center happenings or community resources
- Provide Family Pockets to receive information about their child
- Ages and Stages Developmental Screening conducted annually and by request via email using the ASQ Enterprise/Family Access
- Family COR Advantage Assessment Reports are provided to families twice each year
- Family-Teacher Conferences are held annually
- Family Engagement events are held each year
- Participate in annual program evaluations (Agency and NAEYC)
- Place and return phone calls, e-mails, etc.
- Social Media (i.e., Facebook)

ASQ ENTERPRISE

ASQ is a research based, reliable, and family driven screening tool in which provides a quick check for a child's general, social, and emotional development. Each questionnaire is administered completely online and takes approximately 10 to 15 minutes to complete. The screening tool will be administered to current and new families using the Family Access web portal. All results from your input will be sent back to you within 2 weeks of conducting the assessment. Results will include information about your child's development including specific results based on your input and supporting age appropriate activities. Please feel free to share this information with your child's physician.

COMMUNITY INFORMATION SYSTEM (CIS)

Brown County United Way and Achieve Brown County are leading efforts to establish a collaborative "Community Information System" (CIS) with the capability to track real-time program enrollment, assets, outcomes and longitudinal results as children enter and advance through school at both program and population levels. Encompass is a partner in this endeavor and provides de-identified information on the children in our care to CIS.

CELL PHONES

We would appreciate if when you pick up/drop off or visit the center that you please silence your cell phone. These times are great opportunities to communicate with your child's teacher.

CONFIDENTIALITY

Records concerning your child — (i.e., *enrollment forms, health records,*) are confidential and will only be accessible to you, the Center Director, your child's teachers, and the persons designated by the WI State Licensing Department and NAEYC Accreditation when reviewing our records.

GRIEVANCE PROCEDURE

Each Encompass program is supported by staff specialists located at the Administrative Office. For more information or issues that cannot be resolved please feel free to call 469-1236. A copy of the complete grievance procedure is available from your Center Director.

DAILY ATTENDANCE

Arrival and departure times of a child must be registered by a family each day. Families must bring their child directly to his/her classroom and make sure that the teacher is aware of the child's arrival. This is often a busy time in the classroom. Families should allow extra time to ensure that this transition is a positive one.

AUTHORIZED PICK UP

A child will only be released to the family/guardian or an adult 18 years or older who is authorized by the family on the Enrollment Form. Identification may be requested from the designated person. Children are not allowed to leave on their own or with unauthorized persons. It is the family's responsibility to keep Encompass informed of any changes which may need to be made on the "Authorization to Pick Up" release form. We may ask for verification of custodial arrangements. Please know without a legal document we cannot presume one family has more or less rights than another. We must have a copy of the court order on file.

A registered sex offender who is the family of a child enrolled is required to notify the Center Director. The Center Director will confirm with probationary officer or other official to determine authorization on the premises.

EMAIL & CELL PHONE

During the enrollment process we ask for your email and cell phone to provide information on important events, closures, classrooms and center happenings. Please update regularly.

SECURITY SYSTEM

Security systems at the centers are to protect the safety of the children enrolled. **The code should be only used by the family/guardians.** Others picking up children should ring the doorbell and be ready to show photo identification. All visitors should sign in to the visitor log book and wear a visitor name badge.

ABSENTEEISM

The Department of Children and Families (DCF) Licensing requires centers to verify attendance of children enrolled. Please remember to inform center staff if your child(ren) will not be attending the center or if your arrival will be more than one hour past your usual drop-off time.

SCHOOL TRANSPORTATION

It is the responsibility of the family to inform the center of daily transportation needs. Lack of proper communication from the family to the center regarding pickup of a child from school may endanger future transportation services. Please see director for additional forms that need to be completed.

VISITING AND CONFERENCES

Encompass believes in an open-door policy. We invite you to visit the center and want you to feel free to ask questions. We seek your active involvement as a family in the center's program, particularly in following your child's progress. Families are welcome on field trips, at lunch time, for special events or daily activities. Please contact your child's teacher to schedule arrangements. We also encourage you to attend family events and Family/Teacher Conferences.

FAMILY STATUS/COURT ORDER

When changes in the family status occur; (*i.e., moves, job changes, student schedules, separations, divorce, marriage, emergency contacts, etc.*), you will be required to fill out a "Family Change Form". This will enable us to help meet the needs of your child and maintain accurate records. In the case of a divorce, new enrollment paperwork will be requested from those families wishing to continue care and we may ask for verification of custodial arrangements. Families should know that without a legal document, we cannot presume one family has more or less rights than the child's other family. If there is a court order keeping one family or guardian away from the child, we must have a copy of that court order on file. Otherwise, we cannot prevent the non-custodial family from picking up the child.

TRANSITIONS

The center will need to transition your child from one classroom/group into another as they develop. These transitions are based on your child's individual needs and the center's ability to accommodate the move. Center staff will inform you of any changes prior to the transition. If you have questions regarding your child's transition, please speak to your child's teacher or the center director.

INCLEMENT SEVERE WEATHER POLICY

In the case of extreme severe weather, when centers need to close, families will be notified through Encompass Facebook, local television stations, and email. **A full week's tuition will be charged for these weeks.**

FAMILY ENGAGEMENT OPPORTUNITIES

Encompass believes in creating an environment to support children and families by providing family activities to strengthen bonds between family and their children. Throughout the year, Encompass holds special events at the centers and in the community to create opportunities for families to socialize and foster a sense of community. We invite families to visit and observe their children in the classroom. Encompass provides information through resource libraries, newsletters, and day to day conversations. We also provide up-to-date information that helps link our families to community resources. Encompass values and supports the families we serve.

PROGRAM

PROGRAM PHILOSOPHY

Through a stimulating and accepting environment, Encompass aims to present a program that develops the whole child socially, intellectually, emotionally and physically. Serving as an extension of the family, we bring families and teachers together to provide the opportunity for happy and healthful growth for each child.

NAEYC ACCREDITED

You have chosen an early childhood program for your child that supports/follows criteria established by the **National Association for the Education of Young Children**. NAEYC administers the largest and most widely recognized accreditation system for all types of early childhood schools and child care centers. NAEYC is the nation's largest organization of early childhood educators.



MEETING THE NEEDS OF YOUR CHILD

Upon enrollment, children are assigned to a teacher who will have primary responsibility for caring for that child. Most classrooms within Encompass have a minimum of two teachers and two groups of children. Your child's primary teacher, along with co-teacher(s), will be responsible for ongoing personal contact, meaningful learning activities, supervision and immediate care as needed to protect the children's well-being.

Families can help teachers to meet the needs of children by sharing information. If your child has an I.E.P. (Individual Education Plan) or learning plan, we strongly encourage you to share it with Encompass so teachers can incorporate those objectives into their daily plans for your child. Teaching teams will work closely with service providers as outlined in your child's care plan. Due to funding requirements, Wisconsin Shares families will be asked to submit a copy of a child's I.E.P. or other care plan.

In order to ensure that individual needs of children are met, Encompass collaborates with a number of community resources such as: Brown County Human Services, Birth to Three, public and private schools, Family Services, Bellin College, City and County Health Departments, Family and Childcare Resources of NE Wisconsin, and Encompass internal resources (i.e., Program and Child Advocate).

HIGH/SCOPE CURRICULUM

The developmentally appropriate High/Scope Curriculum is a framework for education in which children are active – both physically and mentally. They plan, make decisions, and develop abilities to seek out and organize information on their own. It is a framework for the education of creative and independent minds – education that “*teaches*” the process of active learning.

Teachers understand the thinking and reasoning processes characteristic of young children. They carefully plan activities that support emerging skills, and adapt the curriculum to meet the needs of all children.

Children participate in a daily process of planning, doing, and reviewing that sharpens decision-making skills; they learn through active experience with people, places and things. You will find a “*Daily Routine*” posted in each of the preschool rooms. Lesson plans and information about events of the day will be posted as well.

COR Advantage Assessment:

Each day teaching staff record anecdotes based on classroom observations of your child. The teachers record the anecdotes using High Scope's Online COR Advantage Assessment tool. The anecdotes provide valuable and practical information to understand and plan for the developmental needs of your child. This applies to children enrolled up to entering kindergarten. Exceptions may include children enrolled in Early Head Start, Head Start, 4K, or limited hours of care used. Each day children 3 and under you will receive a daily note recording the events that happened during your child's day. In addition, each week you will receive a “Weekly Digest” summarizing the pictures and notes captured during the week. Please make sure you update your contact information so you can continue to receive up to date information on your child's early learning experiences. In addition, you will receive monthly classroom storyboards letting you know what is happening in your child's classroom. You can also download the COR app.

CHILD TO TEACHER RATIOS

State of Wisconsin Child Care Licensing Requirements for child to teacher ratio is maintained during all hours of operation. Encompass makes every attempt to meet the commitment of high-quality care which includes lower child to teacher ratios as outlined by NAEYC Accreditation Standards.

BEHAVIOR GUIDANCE

Teachers shall provide for positive guidance, redirection, and expectations that are clear and age appropriate. Teachers are trained in Conscious Discipline which is an overall positive approach in language and strategies that support the learning environment and teacher/ child connections in the classroom. Our physical, social and emotional environments are designed to help children develop self-regulations, self-esteem, connect with their peers, and respect others. Support strategies for working with challenging behaviors may include the following:

- Gathering information through classroom observations, COR anecdotes, and ASQ3 and SE-2 (screening tool) to understand the current behaviors the child is exhibiting.
- Identify routines and intervention strategies utilizing Conscious Discipline techniques to help support children in the classroom.
- Provide open opportunities for verbal face to face communication between home and school to support the awareness of challenges or behaviors.
- Formal family meeting to review behaviors and construct a plan to support positive behaviors.
- A Child Intervention Behavior Plan will be communicated along with next steps at the family meetings.
- Encompass Early Education Support Director, Program Support Specialist/Classroom Advocate, and Family Advocate may be involved to provide additional support

PETS

Due to liability purposes, pets (cats, dogs, etc.) are not allowed in Encompass buildings. Fish are the only acceptable pets.

YOUNGSTAR

Young Star is a program of the Department of Children and Families created to improve the quality of care in Wisconsin. Young Star evaluates childcare providers on education, learning environment, business practices, and the health and well-being of children. **All of Encompass' nationally accredited centers have been designated as "5 Star".**



OUTDOOR PLAY

Daily outside activities are a part of our morning and afternoon schedules. Encompass recognizes that physical activity is critical for healthy development, and promotes active indoor and outdoor play daily. We provide at least 75 square feet of outside space for each child playing outside at any one time. The children will be kept indoors during inclement weather and provided with large motor activities indoor under the following conditions:

- Heavy Rain
- Temperatures above 90 degrees Fahrenheit
- Wind Chills of 0 degrees Fahrenheit or below for children age 2 and above
- Wind Chills of 20 degrees Fahrenheit or below for children under age 2

If a child is well enough to be in the center, the child is generally assumed well enough to go outside.

FIELDTRIPS/TRANSPORTATION

On occasion, fieldtrips are planned for children ages 3 years and older. Families will be notified of fieldtrips 48 hours prior to the scheduled trip either through the monthly classroom calendar, posted notes and/or notes placed in the family pockets. Families who arrive after field trip departure may be required to transport children to field trip destinations. Safety precautions will be used to safeguard children including having a cell phone in the event of an emergency, emergency contacts for all children, and first aid supplies on hand. Depending on the location of the fieldtrip, children and staff may walk, use city transit, or use contracted bus service as means of transportation to and from the fieldtrip. Children under the age of 3 will only take walking trips. Additional fieldtrip costs may apply. Encompass contracts with Lamers Bus Lines for transportation services. Lamers Bus Lines can be reached at 496-3600. Public transportation is sometimes used for field trips requiring transportation. Children will never be left unattended in a vehicle. When children are transported, teachers will be responsible for accounting on regular intervals by name and sight for all children using the Fieldtrip or Walking Safety Checklist.

DRESS

We believe in active, "messy" play. The center provides smocks or paint shirts but this cannot guarantee clothes will not get messy. Please dress your child appropriately so she/he can participate without fear of ruining good clothes. **Sandals, thongs, and Jelly shoes can be dangerous. Please leave a pair of athletic shoes in your child's cubby for outdoor use.**

CLOTHING AND SUPPLIES

Families will be asked to provide the following: **(All clothing and supplies must be labeled.)**

For infants and toddlers:

- feeding supplies needed by your child. All bottles containing breastmilk need to come to the center in ready to serve bottles. The bottles will be dumped after 1 hour, rinsed, and stored back in the original container.
- disposable diapers, pull-ups, baby wipes, and diaper cream if needed
- an extra set of labeled clothing
- **one** napping item; i.e., a pillow, cuddly toy, blanket (*According to best practices of SIDS Risk Reduction, blankets are not allowed in cribs or rest equipment for infants younger than 12 months*)
- sunscreen when needed
- toothbrush (toddlers) if applicable
- FDA and DCF alerts families and health providers that necklaces, bracelets, and jewelry marketed for relieving teething pain should not be used with infants. Such use could lead to strangulation, choking, serious injury, or death. Due to this information, these items will not be allowed at the center.

For pre-schoolers:

- an extra set of seasonally appropriate clothing including socks and underwear
- **one** napping item; i.e., a small pillow, cuddly toy, blanket
- disposable diapers and baby wipes, if necessary
- non-aerosol sunscreen – SPF 15 or greater
- tooth brush if applicable
- non-aerosol insect repellent*
- *When public health authorities recommend use of insect repellents due to a high risk of insect borne disease, only repellents containing DEET are used and these are applied only on children older than two months. Staff apply insect repellent no more than once a day and only with written family permission.

Note: On occasion there may be circumstances (i.e. blood or urine) when laundering supplies (i.e. cot sheets) may be asked of the family. Please return these soiled items when possible. Also, when potty training all soiled clothing will be bagged and sent home for laundering. If you wish to have the items thrown away, please let the classroom teacher know. We are not allowed to rinse or wash soiled materials per Health and Safety guidelines.

TOYS FROM HOME

Encompass centers are very well equipped for the development of children. To avoid lost or damaged toys, we discourage children from bringing toys from home into the center. **Encompass will not be responsible for any lost or damaged toys.**

SCHOOL AGE TRANSPORTATION

Transportation to schools is available at select locations. Please ask your center director for more information and related forms.

ADMISSION & FEE POLICIES

ADMISSION

An enrollment meeting with the Center Director is required prior to all enrollments. In this session, necessary forms are completed and families have the opportunity to discuss their child and the program in depth. Forms to be completed and updated include:

- | | |
|---|--|
| <input type="checkbox"/> Enrollment Form | <input type="checkbox"/> Infant Intake Form (<i>for child under 2 yr.</i>) |
| <input type="checkbox"/> Emergency Cards (blue and white) | <input type="checkbox"/> Ages & Stages Family Questionnaire (ASQ 3 & ASQ SE 2) will be emailed to you |
| <input type="checkbox"/> Child Health Report | <input type="checkbox"/> Special Care Plans |
| <input type="checkbox"/> Immunization Record | <input type="checkbox"/> Transportation Permission Form (<i>if applicable</i>) |
| <input type="checkbox"/> Health History | <input type="checkbox"/> Alternate Arrival/Release Agreement (<i>if applicable</i>) |
| <input type="checkbox"/> CACFP Household Income Statement | <input type="checkbox"/> Sliding Fee Agreement (<i>if applicable</i>) |
| <input type="checkbox"/> CACFP Enrollment Form | <input type="checkbox"/> USDA Special Dietary Needs and the CACFP Tracking Form (<i>if applicable</i>) |
| <input type="checkbox"/> Tuition Payment Agreement for WI Shares Funded Families (<i>if applicable</i>) | |
| <input type="checkbox"/> Getting to Know You (<i>for child over 2 yr.</i>) | |

REGISTRATION

ALL families will be required to pay a \$75 non-refundable registration fee per child or \$100 per family (Bellin employee rates are \$67 per child or \$90 per family) when enrolling in Encompass programs. This fee is **due prior to starting care and helps support the additional fees of licensing requirements.**

ANNUAL REGISTRATION

An **annual** registration fee of \$75 per child or \$100 per family (Bellin employee rates are \$67 per child or \$90 per family) will be charged to your account on January 1. **This annual registration fee will be billed unless your family was billed for their initial registration fee during the months of November or December in the preceding year.**

CHILD CARE OPTIONS

Full Time Care consists of over 30 hours of care per week up to a maximum of 50 hours per week at 10 hours a day.

Prime Time Care consists of 30 hours per week.

Daily Rate (If available) consists of up to 10 hours of care per day.

Occasional or Hourly Care is available for children 2 years and above on an hourly basis. This option is based on based availability and availability of care is not guaranteed.

Before and/ or After School Care consists of 5Year Old Kindergarten and older children using care prior to school in the morning and after school in the afternoon during the school year only.

Care for School-age Children - If you need care for your school-age child on “no school” days, a two-week notice is required for the center to schedule the number of hours needed. Contact your Center Director to determine if space is available.

The center will **not** provide care for your child when he/she should be in school, or if your child has been suspended from their school.

FEES

Fees are **DUE ON FRIDAY by closing (or Sunday if paying online), prior to the week of care. If fees are not paid on time, a \$25.00 late payment charge is charged to your account.** New Enrollments must pay for the current week of care and the registration fee in full prior to starting care at Encompass. Encompass reserves the right to suspend and/or terminate your child(ren) from the program for not following Encompass fee policies. Fee payment agreements may be requested due to financial hardship situations.

If a family wishes to pay bi-weekly or monthly, the payments must be made **in advance. Please note that four months out of each year have 5 weeks** and an additional week of payment is required during these months if you choose to pay monthly.

Families will receive an account statement on Thursdays unless the balance is at \$0.00. If you have any questions or concerns regarding your account, please see the Center Director immediately. If at any time you dispute the balance owed in the account or question the validity of a transaction, please contact your Center Director for clarification and/or explanation.

Flexible Schedules (*BELLIN HEALTH CENTER ONLY- includes BHC community families*)

Flexible schedules require a minimum of eight days scheduled per month. A full day is charged for any days needed to make the eight-day minimum. **Schedules are due on Monday, two weeks ahead of the week scheduled.** Once space is reserved, the days may **not** be traded or canceled. The family will be billed whether the child is present or not. If space is available, care may be added at the daily rate. Children who occasionally schedule five days a week will be charged the daily rate for all five days. **Late submission of schedule may result in loss of space.**

MULTIPLE CHILD DISCOUNT:

Families that enroll more than one child in care are eligible for a multiple child discount. If two children are enrolled, a 10% discount is given to the child with the lowest weekly rate. If three or more children are enrolled, the child with the lowest rate will receive a 15% discount, second lowest rate will receive a 10% discount, and highest rate will receive no discount. Multi-Child discounts are rounded to the nearest dollar except for Hourly Care. Hourly Care children do not receive a percent discount, but rather receive \$0.50 per hour discount for the children that are not billed at the highest rate.

BELLIN EMPLOYEE FAMILIES

Bellin employee families will receive reduced rates at the Bellin Center for all care types. Families can also utilize care at other Encompass locations, but will only receive Bellin reduced rates at these centers for full time care. It is advised to contact the Center to check availability and initiate the waiting list process, particularly for infant care, as this is a highly utilized group. **The enrolling Bellin family must have employment verified by Bellin Human Resources to be eligible for the discounted rate. Check with Bellin Center Director for any additional questions.**

HOLIDAYS/CLOSURES

Holiday

We are closed New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas Day. If a holiday falls on a Saturday, centers will close on Friday; if a holiday falls on a Sunday, centers will close on Monday. Please refer to specific dates on page 2 of the Family Handbook.

All Encompass Early Education and Care Centers will be closed for one (1) day in late August, before the Green Bay Public School starts, for an All Staff Professional Development Day.

If your child is normally scheduled for a day of Encompass closure (holiday, All Staff Professional Development Day, or Inclement weather day), you will be billed for care as normal and are expected to pay for care on the Friday prior to the week of care.

PAYMENT OPTIONS

Cash/Check Payments

Check payments can be made by inserting in the locked box at the center. It is strongly encouraged that all families directly give any cash payments to a Center Director and in turn receive a receipt as proof of payment.

Credit/Debit Card

Encompass offers families the opportunity to pay for child care using MasterCard®, VISA®, or Discover® credit or debit card. Families can make credit card payments [through](#) a link on their weekly invoice or in person at the center.

Automatic Withdrawal

Encompass offers automatic withdrawal from a checking or savings account. Please see your Center Director for more information.

4 YEAR OLD KINDERGARTEN

4 year old Kindergarten is offered at all Encompass locations. Fees may apply depending on the type of care needed. Please contact the Center Director regarding the enrollment process and applicable fees. 4K collaborative models with the West De Pere, Pulaski, and Green Bay School District may have additional requirements for enrollment and applicable fees.

(See 4K Handbook for additional information)

EXPECTED AND UNEXPECTED CHILD ABSENCES:

If your child is normally scheduled to attend on the day of absence, you will be billed for care as contracted and payment is expected on Friday prior to the week of care. You may be eligible to receive a vacation credit for absences depending on the primary care type. See Vacation/Sick Leave Policy for more information.

VACATION/SICK LEAVE POLICY

- To receive vacation time at no charge the vacation/sick leave form must be completed and returned to the Center Director **prior** to the week of vacation.
- A child enrolled Full Time, Prime Time or Daily between **January 1 – May 31** will receive **two weeks** of vacation at no charge according to their enrollment status.
- A child enrolled Full Time, Prime Time or Daily between **June 1 – October 31** will receive **one week** of vacation at no charge according to their enrollment status.
- Children enrolled November 1st or after **will not** receive vacation during the current calendar year.
- Children scheduled as hourly care **do not receive vacation or sick leave.**
- When a child is in attendance for only one day and absent for the other days, that week can be taken as an unpaid vacation/sick week. A Vacation Form must be completed and returned to the Center Director. Daily rate will be charged for the one day the child is at the center.
- Vacation must be taken as **five consecutive days**, and **cannot** be used during the two-week termination notice. The vacation year begins with the first full week in January.
- Bellin Center families using Flexible Schedules are not eligible for vacation credits.
- Schreiber Partners and Encompass employees may take vacation days by the day.
- **If you received scholarship assistance (including registration fee, additional Young Star, Family Share or general scholarship assistance) during the calendar year, any vacation credit given will be lowered based on the total amount of scholarship(s) received.**

WISCONSIN SHARES FUNDING

- Families who are eligible for WI Shares Child Care Assistance Funding:
 - Are required to apply for funding or pay full fee. If denied assistance, denial letter must be given to Center Director, which may allow your family to qualify for any other funding assistance that may be available through Encompass depending on the circumstances.
 - Are responsible to notify their caseworker of any household, employment, income, or care needs changes.
 - Are responsible for any child care costs not covered by WI Shares funding including the initial and annual registration fee and late payment fees.
 - Are required to have account paid in full on Friday prior to the week of care in order to continue in care, regardless if authorization is active, unless agreed upon payment plan is in place.
 - Will receive a scholarship equal to 15% of EBT payment to help lower their family responsibility unless the tuition billing is less than the EBT payment + 15% of EBT payment scholarship.
 - Cannot receive Bellin employee or Encompass employee discount if receiving WI Shares funding.
- Families are not required to share authorization information with Encompass. However, families may choose to share this information in order for Encompass to:
 - Calculate consistent family responsibility payments over a 13 week period. 13 week periods are from September-November, December – February, March-May, and June-August.
 - Consider the family for additional scholarship assistance based upon need.Families choosing to share their authorization information to have a 13 week family payment average calculated will receive a printout of their family and EBT payment responsibilities along with any scholarship funding awarded.
- EBT payments for one child cannot be used towards another child's care per WI Shares regulations.

NON-SUFFICIENT FUND CHECK (NSF)

Any check returned to us for NSF will be charged a \$30.00 fee. Encompass will maintain the option of refusing any future checks. **Postdated checks will not be accepted.**

LATE PICK-UP CHARGE

According to Licensing Regulations, children need to be picked up by program closing time. **A Late Fee of \$1.00 per minute per child will be charged after the program has closed.** Families receiving third party assistance are responsible for personal payment of this fee.

10 HOUR DAY POLICY

Due to additional staffing costs and because we do not believe it is healthy for children to remain in any group setting for more than 10 hours a day, any child care slot which requires more than 10 hours on any given day, will be charged the hourly drop-in rate for each child beyond this limit. This includes children who may be out of the center during part of their day.

UNITED WAY TUITION FUNDING ASSISTANCE

In order to be eligible for a reduced fee, verification of gross monthly household income is required at the time of enrollment and your income must fall below a specified level. Both families must be working, or attending school, or in the case of a single-family family, that family must be working or attending school. Encompass will ask for income verification periodically throughout the year to confirm eligibility. Families must sign an agreement for Families Receiving Sliding Fee Assistance. Encompass is a United Way Agency. United Way and Encompass subsidies provide funding based on a sliding fee scale and/or % of gross income paying for child care.

STUDENT ELIGIBILITY FOR UNITED WAY TUITION FUNDING ASSISTANCE

In order to qualify for the sliding fee as a student you must be taking a minimum of 6 credits at a post high school institution. 12 credits or more qualify you for Full Time care. 6—11 credits qualify you for up to Primetime care based on true care needs. A copy of your schedule is required along with a signed release form allowing Encompass to obtain information from the institution regarding your student status. If your status changes, Encompass will adjust your rates accordingly. If you drop out of school, your assistance rate terminates immediately. A **C** average or better must be maintained in order to be eligible for the assistance rate for the next semester. **Students must discuss with the Center Director the options available for child care during school vacation breaks.**

NWTC STUDENT FUNDING

NWTC Child Care funding will be billed by Encompass the entire tuition (less any other third-party sources) as applicable until the funding is used up. Encompass will have conversation with the family on how the family would like to pay for their family responsibility payments (divided over the semester or family pays once other funding is used up).

ENROLLING ADDITIONAL CHILD

If you would like to enroll an additional child into our program, we ask that you speak to the Center Director regarding the following: availability of space, necessary paperwork and additional fees (i.e., registration fee and new weekly rate). Families will receive a second child discount, which will be applied to the lowest child rate. **Your child care account must be current in order to enroll an additional child into any Encompass program.**

STATUS CHANGE

Family initiated child care option status changes that are requested for 3 weeks or less are not acceptable. Changes for over 3 weeks may be granted if status is available and allowed at specific location. Changes will go into effect on Monday and cannot be changed mid-week. Additional care above the contracted care type cannot be guaranteed. Families on Drop-In Care are not guaranteed care.

TRANSFERRING TO ANOTHER ENCOMPASS LOCATION

At times some families find it more convenient to transfer their child(ren) to another Encompass facility if space is available. All paperwork will be transferred and there will **not** be an additional charge for the transfer. Encompass requests a **two week written notice prior** to the move. Families receiving WI Shares assistance need to notify their case worker prior to the funds loading on their EBT care for the month of a transfer of locations.

JOINT CUSTODY

- It is recommended to keep separate accounts for both families unless families are still married or separated (**NOT** legally divorced). The families will both need to fill out separate paperwork in order for this to happen.
- One registration fee/annual fee will be charged for each child. If both families have an account, the registration fee will be evenly divided between the two accounts.
- If two separate accounts, a schedule must be submitted by the families letting the center know which days are to be billed to mom and which to dad. Both families need to agree on the billing arrangement.
- Encompass does not want to be brought in the middle of the custody arrangements. It is the responsibility of the families to agree on how the billing should be divided and the payment on the accounts. If one family is terminated for inadequate follow-through on payments, it may be the responsibility of the other family to assume the remainder of the child care costs depending on the age of the child. Both families asked to review and sign Joint Custody Arrangements form to confirm understanding of Encompass practices.
- One week of vacation will be given (in accordance with our vacation policy enrollment deadline) to each family during the course of the year unless other arrangements are agreed to by both families.
- If one family terminates from Encompass and the second family remains enrolled, the second family must meet with the Center Director to discuss payment/care options.

TERMINATION

A two-week written termination notice is required. Vacation **cannot** be used as any part of the termination notice.

If you received any scholarship assistance (for registration fee, any Young Star scholarships, Family Share, or any other scholarship assistance) during the past 12 months, any credit balance in your account will be lowered based on the total scholarship amount awarded. This funding is used to continue to support other families needing financial assistance.

TERMINATION OF EMPLOYMENT BY BELLIN HEALTH

If employment is terminated with Bellin Health, the employee is responsible for notifying the Center Director at Encompass immediately as they will no longer be eligible for the Bellin reduced rates. If notification is not provided to Encompass, once it is determined the individual is no longer a Bellin employee, the former employee will be responsible for any back payments due. The option to continue to utilize care at the Center will be based on availability.

TERMINATION OF CHILD CARE BY ENCOMPASS

In some circumstances, Encompass may terminate care.

Reasons which may result in the termination of care are as follows:

- Non-payment for child care services and/or lack of adherence to our fee payment policies and procedures (Immediate Termination)
- Abusive behavior and/or verbal threats by families (including profanity) or child toward program staff, other families, or children (Immediate Termination)
- Continued failure to comply with program policies

- Child exhibits severe behavior problems which would endanger safety of self and/or others
- Lack of cooperation from families with the program's efforts to resolve differences and/or to meet the child's needs through family/staff meetings or conferences
- Child exhibits special needs or needs related to a serious illness that are not possible to meet at the program. In this case, the Center Director and program staff will make every effort to involve the families, and other resource persons (as appropriate), in order to decide together on the best course of action for this child.
- Failure to keep emergency information up to date and accurate (*i.e. phone numbers, emergency contacts, etc.*)

If Encompass needs to terminate care, families may be given a two-week notice in writing and options for alternative care may be discussed.

PAYMENT ARRANGEMENTS

We understand that families may have alternative fee payment arrangements due to the sharing of the cost of child care. Encompass will hold the responsibility of registration fees and tuition payments to family(s)/guardian(s) signing off on the enrollment form.

FAMILY REFERRAL DISCOUNT/CREDIT (see separate flyer)

Encompass will offer a discount/credit on your child care account for any new community family who enrolls at Encompass as a result of your referral to any one of the Encompass. If more than one family refers a community family, the referral credit will be split between all parties. Please see your Center Director for more information.

PAYMENT/BILLING DISPUTES

If you feel that you have been billed incorrectly or have a payment dispute, please speak with your Center Director to resolve the issue. If you are unable to work out the dispute with your Center Director, you may call (920) 469-1236 and ask to speak with the Encompass Director of Agency Operations.

HEALTH AND SAFETY

WHEN TO KEEP YOUR CHILD(REN) AT HOME

Because we want to keep illness to a minimum in the centers and we are not staffed to care for sick children, we ask that you keep your child home when: (*Please DO NOT bring your child to the center in these instances.*)

- he/she is too ill to participate in daily routine activities and requires one-on-one care
- he/she develop any new rash other than on diaper area
- he/she has a temperature is 101° or above
- he/she have vomited in the last 24 hours (unless vomiting is determined to be caused by a non-infectious condition)
- he/she have had diarrhea within the last 12 hours
- he/she have eye redness along with drainage
- he/she have head lice or nits
- he/she have skin or mouth lesions
- your school-age child is too ill to attend school during regularly scheduled school days, we will not be able to care for him/her at the center

** During a health pandemic or significant outbreak, Encompass may change the "exclusion of care" criteria. All notifications will be shared via email.

When a child returns to the center after an illness, he/she needs to be able to go outdoors when weather permits. If you feel your child should not go outdoors, you should keep him/her home from care.

CHILD BECOMES ILL AT CENTER

If your child becomes ill while with us, we will notify you and ask you to come to pick him/her up within **one hour**. **If you are unable to pick your child up within one hour after you are called, you are responsible to have a RELIABLE emergency person come for your child.**

If you **cannot** be reached first, an emergency contact person will be called to pick your child up. While your child waits to be picked up, they shall be provided with his/her own crib or cot and his/her own blanket in semi-isolation.

The Center Director or her designee will make the determination when a child needs to go home from the center due to illness. During a health crisis or pandemic, recommendations for exclusion may be modified and will be communicated via email.

Illness	Encompass Recommendations for Exclusion
Active tuberculosis	Until child's primary physician or Brown County Health Department states child is on appropriate treatment and can return
Blood or Mucous in Stool	Exclude if cannot be explained by dietary change, meds, or hard stools
Varicella (Chicken Pox)	Exclude until all lesions are dried and crusted.
Conjunctivitis (Pink Eye)	Drainage is gone and on medication for 24 hours.
Diarrhea (unknown origin)	3 or more in 24 hr. period. Exclude until asymptomatic for 24 hours. Exclusion is required for all diapered children and toilet-trained children if the diarrhea is causing soiled pants or clothing. In addition, diapered children with diarrhea should be excluded if the stool frequency exceeds two or more stools above normal for that child.
Fever	Free for 12 hours with no medications
Fifth Disease	None
Hand Foot Mouth	None unless fever or child cannot maintain hygiene or avoid close contact with others
Impetigo	Until treatment has been initiated
Influenza	Fever Resolved
Lice	Nit Free. GBAPS and Pulaski may have other standards that must be followed for 4K only children. 4K wrap children will need to follow EEEEC no nit policy.
Measles	Exclude 4 days after rash
MRSA	Exclude if drainage from lesions cannot be contained
Pertussis (Whooping Cough)	5 days after antibiotics
Rash	Rash with fever or behavioral changes should be excluded until provider has determined that the rash is not infectious
Rotavirus	Refer to diarrhea guideline above
RSV	Exclude until fever is resolved.
Scabies	Until treatment is complete
Strep	Medication for 24 hours
Vomiting	Vomiting no more than 2 times in the previous 24 hours, unless vomiting is determined to be caused by a non-infectious condition and the child is able to remain adequately hydrated

Remember that some illnesses are highly contagious and may be subject to State Public Health Statutes. Please let your Center Director know if your child has been ill and confer with a center staff member regarding the return of your child to the center.

COMMUNICABLE DISEASE

- **When there is a pandemic or other considerable health emergency, Encompass may change “exclusion of care” recommendations and will communicate changes to families.**
- When a child is suspected of having a communicable disease or condition (such as, — but not limited to chicken pox, German measles, infectious hepatitis, measles, mumps, poliomyelitis, lice, ringworm of the scalp, scarlet fever, whooping cough, diphtheria or meningitis) the Brown County Health Department 448-6400 will be notified.
- When a diagnosis of a communicable disease is made, the exposed children shall be watched for symptoms of the disease and the families shall be notified. A posting of the notice shall be made that day and placed at the family entrance to the classrooms. The identity shall not be posted and procedures for confidentiality shall be maintained.
- A child may be re-admitted without a statement from physician after a communicable disease if the child has been absent for a period of time designated by the Health Department.
- Due to its length, the AIDS/HIV policy is available from the Center Director.

MEDICATIONS

We encourage all families to administer all medications prior to attending care if at all possible. We will give your child medications under the following circumstances:

- when dosage/treatment cannot be adjusted to exclude child care hours
- when a chronic medical problem may make urgent administration necessary

- when giving medication enables a recovering child to return to child care sooner
- a situation where home administration is not possible

Medications, which we can safely administer, include:

- those prescribed by a physician
- Over-the-counter (OTC) medications prescribed by a licensed health provider.

In order to be able to give any medication, the following rules apply:

- A signed, dated, written authorization from the family is on file (*and renewed each week if necessary*) with dosage amount and time of dosage specified.
- Prescription and OTC medication is in the original container and labeled with the child's name, name of drug, specific age dosage, directions for administering, date and physician's name. OTC medication may include: Tylenol, orajel, cough syrup, etc.
- We reserve the right to refuse to give medicine dosages if they appear too high.
- It is necessary to alert staff **DAILY** of the medicine to be administered. Any and all changes need to be given to a staff member in written form as well as verbally.
- Once your child's medicine has been administered, it will be written down on the family permission form as well as in our medical logbook.
- Medication needs to go home each Friday except in situations where medication is needed to be kept on hand for emergency or long-term administration. All medications are kept in a locked container except for life saving medication (i.e. Type I).
- Families must give all medications to the teacher. The only exception is a severe medical issue that requires lifesaving medication. Children may not have medication in their possession at any time.

FOOD ALLERGIES and OTHER SPECIAL FOOD REQUESTS

Please inform center personnel if your child has any known food allergies. In the event of a Special Dietary Need, Encompass Early Education and Care works in conjunction with families to provide alternative meal choices. Please complete all necessary paperwork for food allergies.

- Due to USDA requirements, Encompass may only honor menu change requests based on a Special Dietary Need and determine whether it is a disability or a non-disability special dietary need. Special Dietary Needs Tracking Form will need to be completed for each participant in the program.
- A Food Allergy and Special Dietary Needs for Children Procedure will need to be followed along with necessary forms.
- We do post pictures of children who have been identified with food allergies and special requests. A permission to post authorization is found on the Health History Form. This is to insure each child's safety when it comes to food allergies and medical health needs.

SIDS RISK REDUCTION METHODS

Encompass Early Education and Care follows the DCF suggested protocols for Sudden Infant Death Syndrome risk reduction. Unless the child has a note from a physician or authorized medical personnel specifying otherwise, infants shall be placed in a Supine (back) position for sleeping to lower the risk of Sudden Infant Death Syndrome (SIDS). Families should consult their physician about this choice. Encompass follows SIDS guidelines set forth according to DCF, NAEYC, and American Academy of Pediatrics (AAP).

- Infants up to twelve months of age should be placed for sleep in a supine position (wholly on their back) for every nap or sleep time.
- Swaddling infants is not necessary or recommended. Swaddling infants needs to be requested by the families and included on the intake form with a date.
- In addition, please review the SIDS Brochure that is included in the enrollment folder.
- Blankets are not allowed in cribs or equipment for infants younger than 12 months.

PHYSICAL EXAMINATION AND HEALTH HISTORY

- Each child shall have an initial examination not more than 6 months prior to, nor later than 90 days or 3 months after admission to a center.
- Evidence of current physical examination shall be provided by a report on the form provided, must be signed and dated by a certified health professional in this state or in the state where the examination is done or a copy of the well child statement is acceptable.
- Each child 2 years of age and older shall have a subsequent physical examination at least once every 2 years thereafter by a physician.
- Each child under 2 years of age shall be given a physical examination by a physician every 6 months after admission.

- The health examination requirement does not apply if the family of a child requests in writing that the Department of Health and Family Services grant an exemption based on the family's adherence to religious belief in exclusive use of prayer or spiritual means for healing in accordance with the teachings of a bona fide religious sect or denomination
- The child's completed Health History Form must be on file at the center on the first day of attendance and updates every 6 months if there is a significant medical concern.

CHILDREN WITH ON-GOING MEDICAL NEEDS

Families with children who have long-term/chronic medical problems must meet with the Center Director prior to enrollment to create a care plan, which relates to medical treatment their child receives at the center. The plan must be updated every 6 months and more frequently when necessary.

Encompass reserves the right to deny care if essential medication or supplies are not provided for your child.

IMMUNIZATION (Reference Wis Stat 252.04)

Each child shall have an immunization history which states that the child has been immunized against diphtheria, PCV, chicken pox, pertussis, tetanus, poliomyelitis, measles, rubella, HIB, and the day, month and year each dose was administered. This written statement shall be on file at the center prior to the child's admission or one of the following compliance alternatives shall be met prior to the child's admission:

- a) Signed permission by the family to have the child immunized in a prompt and timely manner by either a physician specified by the family or the local public health agency;
- b) A statement signed and dated by the family authorizing the administration of needed immunization through medical arrangements made by the child care center with a physician or local public health agency;
- c) Upon written and dated statement by a physician that, in the opinion of the physician, a particular immunization required under SS.140.05, is or may be detrimental to the health of a particular child, the requirement for that particular immunization shall be waived by the department for that child until it is certified by that physician or another physician chosen by the family that the particular immunization is no longer detrimental to the health of the child; or
- d) Upon written statement from the family regarding the type and date of any immunization required under SS.140.05, which is administered to a child after the immunization history has been submitted to the center, shall be on file within 30 school days (6 calendar weeks) of admission to child care center or according to the required immunization schedule.
- e) Center office must be informed when new immunizations are received in order to keep records current.
- f) For religious reasons and personal conviction reasons, a family, guardian, or legal custodian may waive the F-44192 form. Please note that your vaccination decision affects not only the health of your child, but also your family, your child's friends and community. Children who are not immunized can readily transmit vaccine-preventable diseases.

Exclusion of care may be warranted if a communicable disease is evident.

Compliance with required physical examination and immunizations is required and your child can be terminated from child care, if physical exam and immunizations are not current.

PERSONAL CLEANLINESS

- Children's hands shall be washed with soap and water upon entering classroom, before eating and after toileting. Children's hands and faces shall be washed after meals.
- Persons working with children shall wash their hands with disinfectant liquid soap and hot water before handling food and before/after assisting with toileting.
- Wet or soiled clothing shall be changed promptly from an available supply of clean clothing. Wet and soiled clothing, according to licensing regulations, cannot be rinsed. These will be placed in a plastic bag and sent home.
- Latex and vinyl gloves are provided for all staff. *(Please inform staff immediately if your child is allergic to latex.)*
- Before entering infant play space, adults and children must remove, replace or cover with clean foot coverings any shoes they have worn outside that play area.
- Employees are kept informed of new cleanliness procedures.

ACCIDENT OR INJURY

If your child becomes injured while at Encompass the following procedure will be followed:

IN CASE OF MEDICAL EMERGENCY, ALL CHILDREN ATTENDING ENCOMPASS WILL BE TRANSPORTED TO HOSPITAL INDICATED ON ENROLLMENT FORM. IF NO HOSPITAL IS SPECIFIED, CHILD WILL BE TRANSPORTED TO NEAREST EMERGENCY CENTER.

- Superficial wounds shall be cleaned with soap and water only and protected. Families will receive an accident report on such minor injuries.
- All injuries to the head area will be subject to an immediate phone call regarding the injury.
- If the injury does not appear to be serious or life-threatening but may require medical attention, the family will be notified and asked to determine the necessity of medical attention.
- If it is necessary to call 9-1-1 for an ambulance, the family will be immediately contacted. All ambulance fees incurred will be the responsibility of the family.
- Written permission from the family to call the family physician or refer the child for medical care in case of accident or emergency shall be on file at the center. Current emergency contact information will be kept up to date using the blue and white emergency cards.
- Medical logs are kept and all records of accidents shall be reviewed by the director with staff at least twice each year in order to determine that all possible preventive measures are being taken.

INSURANCE COVERAGE

Every precaution is taken at our child care centers to assure the safety of the children. If, however, a child should be injured and medical attention is required, please file any expenses incurred with your medical insurance carrier or with Medical Assistance. **(The Encompass insurance policy is a secondary insurance policy, that may help offset out-of-pocket medical care expenses related to an accident a child experiences while in the care at Encompass. The final determination regarding eligibility of payment of expenses is solely at the discretion of the insurance company.**

In order to submit any charges to our insurance company, it is **REQUIRED** that you provide Encompass with a **copy** of your **Explanation of Benefits —EOB** or a copy of the denial of coverage letter from your insurance company along with the bill.

NUTRITION POLICY

Encompass will daily prepare and serve a nutritionally balanced, attractive and satisfying breakfast, lunch and snack to children and staff as established by Federal, State and local Agencies. These meals will meet high standards of sanitation and operate within the budget of Encompass. Meals and snacks are planned utilizing the nutritional and serving standards outlined by the food program and our Nutrikids program. Menus are varied and new foods are occasionally introduced to give children an opportunity to expand their appreciation of different tastes. Many families find that the family-style eating helps their child to enjoy foods that formerly went untried. While the menus and eating times will not meet everyone's personal preferences, we provide a variety of attractive foods, and serve them in a manner that encourages positive attitudes about food. Our menus will provide a variety of fruits and vegetables, an abundance of whole grains, sugar is used sparingly, and salt intake is limited. We make every effort to provide a large variety of highly nutritious foods. Menus are posted at each site and available on the Encompass website.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW

Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442;

(3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.

Encompass is mandated by the USDA to provide formula, baby cereal, and baby food to all infants. Upon enrollment and when your infant reaches these new nutritional milestones, you will have the option of using center supplied formula and food or to provide your own.

Breast fed babies are less likely to develop allergies or serious illnesses. There have also been proven benefits to the mother. For this reason, Encompass will be glad to work with you to support these efforts. This may include:

- A welcoming environment in which to breast-feed at the Center
- Staff trained in the proper storage and handling of expressed milk
- Supplementing with center supplied and/or family provided formula
- And/or a combination of the above

Food that comes from home for sharing among children must be either whole fruits or commercially prepared packaged foods in factory sealed containers. All food allergies in the classroom also need to be recognized.

PHYSICAL WELLNESS

In an effort to provide the best physically active environment for the children in our programs, we have adopted the following practices to promote wellness and do our part in making change in the rise of childhood obesity.

- We provide 60-90 minutes of active playtime each day.
- We provide opportunities for active exploration daily.
- We provide outdoor time daily for approximately 60-90 minutes, weather permitting. For non-mobile infants outdoor activity is based on the individual development of each child.
- We ensure tummy time for the infant.
- We provide safe indoor equipment (both stationary and portable) to be used at all times. Outdoor portable play equipment is diverse.
- Container apparatus are used minimally in the classroom.
- We rarely utilize computers in the classroom or show television or videos.
- We encourage teaching staff to be active and engage the children in active play, both indoors and outdoors.

SAFE ENVIRONMENT

Encompass is committed to providing a safe and healthy environment for children and families. It is the policy that There will be no smoking or vaping in Encompass Centers or on the premises. (*I.e. parking lot, front entrance, playground, etc.*) Encompass prohibits smoking, vaping, firearms, and other significant hazards that pose risks to children on its property. The only exception to firearms are licensed emergency personnel and a badge shall be worn to identify them as emergency personnel. Failure to comply with this policy may result in termination.

CHILD ABUSE AND NEGLECT—THE LAW

What constitutes abuse and neglect? Here are some definitions:

Child abuse is *“any physical injury inflicted on a child by other than accidental means, sexual intercourse, sexual contact under S940.225, or exploitation, or allowing or encouraging a child to engage in prostitution.”*

Neglect is defined as when a child’s family or guardian *“refuses or is unable for reasons other than poverty to provide the necessary care, food, clothing, medical or dental care or shelter so as to seriously endanger the physical health of the child.”*

Emotional damage is defined as *“harm to a child’s psychological or intellectual functioning which is exhibited by severe anxiety, depression or aggression, and is caused by the child’s family, guardian, legal custodian and for which the child’s family, guardian or legal custodian has failed to obtain the treatment necessary to remedy the harm.”*

REPORTING

The State of Wisconsin requires professionals who work with children to report suspected abuse or neglect and threatened harm. Those who willingly fail to report may be fined up to \$1,000 or imprisoned for up to 6 months or both. The list of persons required to report includes *“child care workers in any day care center or child caring institution.”*

Any evidence of unusual bruises, lacerations and burns shall be noted on the child’s record and reported immediately to the person in charge of the center; Brown County Human Services may be notified. Anyone may report suspected abuse or neglect. Those who report *“in good faith”* are immune from civil or criminal liability.

Thank you for investing in your child at Encompass!

