encompass

leaders in early education and care

2026–2027

Family Handbook

Follow Encompass on Facebook for updates, celebrations, and family information.
www.encompasswi.org

Belmark Family Center (5:30 a.m. – 6:00 p.m.)
744 Heritage Road, De Pere
Opening January 2027

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 (4:45 a.m. - 6:00 pm) Evening Care (4:45 a.m. – 5:00 a.m.)
435 Nancy Lane, Pulaski Phone: (920) 822-2060
WI Shares Provider/Location #: 3000559973-002

The Rosebush Center (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

Oconto Falls Center (6:30 a.m. – 6:00 p.m.)
650 E. Jackson Street, Oconto Falls
Phone: (920) 848-3206
WI Shares Provider/Location #: 3000559973-018

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

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IMPORTANT ENCOMPASS DATES

Please add the following dates to your family calendar. We will notify families by email if any dates change.

Monday, September 7, 2026,	All centers are closed *(Holiday)*
Thursday, November 26, 2026,	All centers are closed *(Holiday)*
Thursday, December 24, 2026,	All centers are closed at 4pm (*Holiday*)
Friday, December 25, ,2026	All centers are closed *(Holiday)*
Friday, January 1, 2027,	All centers are closed (*Holiday*)
Week of February 15-19, 2027,	Encompass Spirit Week
Week of April 12-16, 2027,	Week of the Young Child
Week of May 3-7, 2027,	Employee Appreciation Week
Friday, May 7, 2027,	National Provider Appreciation Day
Monday, May 31, 2027,	All centers are closed *(Holiday)*
Monday, July 5, 2027,	All centers are closed *(Holiday)*
Friday, August 20, 2027,	All centers are closed *(All Staff Professional Dev. Day)*
Monday, September 6, 2027,	All centers are closed *(Holiday)*

We will communicate any schedule changes by email. Thank you for planning ahead with us.

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WELCOME

Dear Families,

Welcome to Encompass. We are grateful that you have chosen us to partner with your family during your child's early learning years.

The early years are a time of extraordinary growth. At Encompass, we are committed to creating safe, nurturing, and engaging learning environments where children feel known, supported, and encouraged to explore the world around them.

Our work is guided by four priorities:

- Exceptional classroom experiences
- Access and affordability for families
- Investment in dedicated, skilled educators and staff
- Strong partnerships with families and the community

We believe children thrive when families and educators work together with trust, respect, and shared purpose. Your partnership matters, and we welcome your questions, ideas, and feedback throughout the year.

This handbook explains important policies, procedures, and expectations for Encompass families. When updates are needed, we will share them by email. Additional information and resources are also available at www.encompasswi.org.

Thank you for trusting Encompass with your child's care and education. We look forward to learning, growing, and celebrating with your family.

Warmly,

The Encompass Team

MISSION STATEMENT

Encompass is a not-for-profit organization providing high-quality education and care for children and meaningful support for families, guided by compassion, excellence, and advocacy.

We fulfill this mission through three commitments:

Service Commitment
We provide high-quality education, care, and programs for all children while honoring diversity and strengthening the families and communities we serve.

Social Commitment
We operate in ways that improve quality of life for children, families, employees, and the broader community.

Financial Commitment
We build and maintain a sound financial foundation through diverse funding, continuous improvement, and thoughtful leadership.

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

NON-DISCRIMINATION STATEMENT
No person shall, on the basis of race or ethnicity, color, religion, creed, national origin, age, disability, marital status, military/veteran status, pregnancy, sexual orientation, gender identity or expression, gender stereotypes, genetic information or any other protected characteristic under applicable law be excluded from participation, be denied the benefits of, or be subjected to discrimination under any Encompass program or activity.

CENTER AND FAMILY COMMUNICATIONS

Family Orientation and Tour
During your initial tour, you will meet the Center Director and educators, learn about educator qualifications, review curriculum and classroom procedures, and have time to ask questions. Families are encouraged to participate in classroom and center events throughout the year. We value your involvement and want you to feel connected to your child's learning experience.

Ways We Keep Families Informed

- Greeting and connecting with families daily through one-on-one communication.
- Maintaining an open-door approach so enrolled families feel welcome to visit and participate.
- Sharing monthly classroom storyboards in COR with information about children's activities, family opportunities, menus, and general updates.
- Providing daily electronic notes in ProCare for children under age 3 and upon request for older children.
- Maintaining a Family Resource Area with information about center events and community resources.
- Completing Ages and Stages developmental screenings in the Kaymbu app.
- Providing COR Advantage family reports twice each year.
- Offering annual family-educator conferences.
- Hosting family engagement events throughout the year.
- Inviting families to participate in program surveys.
- Responding to phone calls, emails, and other family communications in a timely manner.
- Sharing appropriate updates through social media, including Facebook, LinkedIn, and Instagram.

CELL PHONES

During drop-off, pick-up, and visits, we ask families to silence cell phones and focus on the transition with their child. These moments are important opportunities to connect with your child's educator and support a smooth start or end to the day.

VIDEO RECORDING

We understand that families enjoy capturing special moments. To protect the privacy and confidentiality of all children, families, and staff, video recording is not allowed in our program without prior permission. We are happy to share photos or documentation of your child's experiences in ways that respect confidentiality.

CONFIDENTIALITY

Records related to your child, including enrollment forms and health records, are confidential. These records are accessible only to families or guardians, the Center Director, your child's educator, and authorized representatives from Wisconsin State Licensing or NAEYC Accreditation during record review.

GRIEVANCE PROCEDURE

Encompass is committed to a respectful, inclusive, and collaborative environment for children, families, and staff. We understand that questions or concerns may arise, and we believe open communication is the best first step toward resolution.

If you have a concern, we encourage you to speak directly with the staff member involved when appropriate. If the concern is not resolved, or direct communication is not possible, please contact the Center Director. The Center Director will work with you in a supportive and confidential manner. Families may also submit a written grievance when additional follow-up is needed.

The Center Director, in consultation with the Regional Director when needed, will provide a timely response. Unresolved concerns may be elevated to the Executive Team. A full copy of the Grievance Policy is available from your Center Director upon request. We value your feedback and are committed to working together to ensure a positive experience for every child and family.

DAILY ATTENDANCE

Each child's arrival and departure times are recorded daily by an educator. Families must bring their child directly to the classroom and make sure an educator is aware of the child's arrival. Because transitions can be busy, please allow enough time to help your child settle in successfully.

If a child is enrolled in a program where attendance is required, such as off-site 4K or Head Start, Encompass will not provide care during the hours the child is expected to attend that program.

AUTHORIZED PICK UP

Children will only be released to a parent, guardian, or an authorized adult age 18 or older. Photo identification may be required. Children may not leave on their own or with anyone who is not listed as an authorized pick-up person. Families are responsible for keeping the Authorization to Pick Up form current.

Families should provide any current legal documentation related to custody or pick-up restrictions. Without a court order on file, Encompass cannot presume one parent, or guardian has greater rights than another.

EMAIL AND CELL PHONE

During enrollment, families provide email addresses and cell phone numbers so Encompass can share important information about events, closures, classroom updates, and center news. Please keep your contact information current so we can reach you quickly when needed.

SECURITY SYSTEM

To help keep children safe, all families, visitors, and authorized pick-up people must follow center security procedures.

- **Access codes:** Entry codes are for authorized family members or guardians only. Please do not share your code with others.
- **Alternate pick-ups:** Individuals who are not primary guardians must ring the doorbell and be prepared to show photo identification.
    - Ring the **doorbell** upon arrival.
    - Be prepared to show **photo identification**.
- **Visitors:** All visitors must sign in, wear a visitor name badge, and follow center procedures while in the building.
    - All visitors must **sign in** using the visitor logbook.
    - A **visitor name badge** must be always worn while in the center.

Thank you for helping us maintain a secure, welcoming environment for all children and families.

ABSENTEEISM

Wisconsin Department of Children and Families licensing requires centers to verify attendance for enrolled children. Please notify center staff if your child will be absent or if you expect to arrive more than one hour later than your usual drop-off time.

SCHOOL TRANSPORTATION

Families are responsible for informing the center of their child's daily transportation needs. Timely, accurate communication helps us coordinate transportation safely and consistently.

- Failure to notify the center of changes in pick-up arrangements, especially school pick-ups, may affect future transportation privileges.
- If your child's transportation needs change, please contact the center as early as possible.
- Additional forms may be required to update transportation plans. Please see the Center Director for any needed documentation.

Thank you for helping us keep all children safe.

VISITING AND CONFERENCES

Encompass values strong partnerships with families and maintains an open-door approach. Families are welcome to visit the center, ask questions, join special events, attend lunch when arranged, participate in field trips, and observe or engage in classroom activities. Please contact your child's educator in advance to coordinate visits or participation. We also encourage families to attend family engagement events and family-educator conferences throughout the year.

FAMILY STATUS AND COURT ORDERS

Please notify the center whenever there are changes to family information, including address, employment, school schedule, family structure, emergency contacts, or authorized pick-up information. Families may be asked to complete a Family Change Form so we can keep records accurate and continue meeting your child's needs.

In situations involving separation, divorce, custody changes, or other legal arrangements, Encompass may request updated enrollment paperwork and legal documentation. If a court order limits access to a child, a current copy must be on file with the center. Without legal documentation, Encompass cannot restrict a parent or guardian from picking up a child or presume that one parent or guardian has greater rights than another.

TRANSITIONS

Children may transition from one classroom or group to another as they grow and develop. Transition decisions are based on

each child's individual needs, developmental readiness, and the center's ability to support the move. Center staff will communicate with families before a transition occurs. If you have questions about your child's transition, please talk with your child's educator or the Center Director.

INCLEMENT OR SEVERE WEATHER POLICY

If extreme or severe weather requires a center closure, families will be notified through ProCare, Encompass social media, local television stations, and email. A full week's tuition will be charged during weeks that include weather-related closures.

FAMILY ENGAGEMENT OPPORTUNITIES

Encompass is committed to creating meaningful opportunities for families to connect with their children, educators, and one another. Throughout the year, we offer center-based and community events that help build relationships, strengthen family connections, and foster a sense of belonging. Families are invited to visit, observe classroom experiences, participate in events, and share ideas. We also provide information through resource areas, classroom communication, and everyday conversations to help connect families with helpful community resources.

RESPECTFUL COMMUNICATION

Encompass is committed to fostering a positive, respectful, and collaborative environment for children, families, and staff. We recognize that open communication is essential to building strong partnerships that support each child's success. Families are expected to always communicate with staff in a respectful and courteous manner, whether in person, by telephone, email, or through messaging. We understand that concerns and disagreements may arise and encourage families to share them directly with staff or administration so they can be addressed in a constructive and respectful way.

The following behaviors are not acceptable:

- Profanity, abusive, threatening, intimidating, or discriminatory language.
- Harassment, bullying, or personal attacks directed toward children, families, staff, or volunteers.
- Aggressive or disruptive behavior, including yelling or making threats.
- Posting or sharing false, confidential, or defamatory information about Encompass, its children, families, or staff on social media or other public forums.

Encompass is committed to addressing concerns fairly and respectfully. However, behavior that compromises the safety, well-being, or dignity of children, families, or staff may result in restrictions on communication, meetings with administration to develop an appropriate communication plan, or termination of services, as permitted by applicable laws and program requirements.

PROGRAM

PROGRAM PHILOSOPHY

Encompass provides a warm, engaging, and inclusive environment that supports the whole child—socially, intellectually, emotionally, and physically. We view our program as an extension of the family and believe children thrive when families and educators work together to support healthy growth, joyful learning, and strong relationships.

NAEYC ACCREDITED

Encompass aligns with the standards and criteria established by the National Association for the Education of Young Children (NAEYC), the nation's largest organization of early childhood educators and one of the most widely recognized accreditation systems for early childhood programs.

NAEYC accreditation reflects a commitment to high-quality early learning environments, developmentally appropriate practices, health and safety, qualified staff, family engagement, and continuous improvement.

By choosing Encompass, families can feel confident that their child's program is guided by professional standards and a deep commitment to nurturing, meaningful early learning experiences.

- Developmentally appropriate practices
- Health and safety
- Staff qualifications
- Family engagement
- Continuous improvement

We are proud to uphold these standards and provide a nurturing, high-quality learning environment for your child.

MEETING THE NEEDS OF YOUR CHILD

Upon enrollment, each child is assigned a primary educator who helps build a strong, consistent relationship with the child and family. Most Encompass classrooms include at least two educators and two groups of children. The primary educator and teaching team provide daily care, supervision, meaningful learning experiences, and responsive support for each child's well-being.

Families help educators understand and support each child by sharing important information. If your child has an Individualized Education Program (IEP), learning plan, care plan, or other support plan, we encourage you to share a copy with Encompass. Teaching teams will use this information to incorporate goals into daily routines and collaborate with service providers as appropriate.

To support children's individual needs, Encompass collaborates with community partners such as Brown and Oconto County Health and Human Services, Birth to Three programs, public and private schools, Bellin College, local health departments, Family and Childcare Resources of Northeast Wisconsin, and internal Encompass resources including the Advocate Team.

FOSTER GRANDPARENT PROGRAM

The Foster Grandparent Program brings older adults 55 and older and children together in meaningful ways. Foster Grandparents support classroom activities, encourage social play, and provide children with additional caring relationships. The program also gives seniors a sense of purpose and connection. Foster Grandparents are part of AmeriCorps Seniors and are supported through federal and state funding. Families interested in learning more may contact the Center Director.

EARLY EDUCATION SUPPORT TEAM

The Early Education Support Team partners with families, children, educators, and community organizations to support the whole child, classroom, and family. Regional Directors provide center oversight and support. Family and Child Advocates offer classroom coaching and mentoring, help strengthen positive learning environments, and partner with families through trusting, culturally responsive, and strength-based relationships. Advocates can also help connect families with community resources. The Director of Curriculum guides educational practices across Encompass centers to promote consistent, high-quality, and developmentally appropriate learning experiences.

HIGHSCOPE CURRICULUM

Encompass uses the developmentally appropriate HighScope Curriculum, a research-based approach centered on active learning. Children learn by exploring, making choices, interacting with people and materials, and reflecting on their experiences.

Through HighScope, children build confidence, independence, decision-making skills, and problem-solving abilities. Educators observe children closely, plan activities that support emerging skills, and adapt learning experiences to meet individual needs.

- Children plan, make decisions, and develop the ability to seek out and organize information independently.
- The curriculum fosters creative and independent thinking, focusing on the process of learning rather than just outcomes.

Educators:

- Understand the thinking and reasoning processes of young children.
- Carefully plan activities that support emerging skills.
- Adapt the curriculum to meet the individual needs of all children.

Preschool classrooms use a daily routine that includes planning, doing, and reviewing. Children choose activities, engage in hands-on experiences, and reflect on what they did and learned. Daily routines, lesson plans, and classroom updates are posted so families can stay connected to children's learning.

- Planning: Choosing activities and setting goals.
- Doing: Engaging in hands-on experiences with people, places, and materials.
- Reviewing: Reflecting on their choices and learning.

This cycle strengthens decision-making skills and encourages learning through real-world experiences. You will find a Daily Routine posted in each preschool room, along with lesson plans and updates about daily activities.

COR Advantage Assessment

Educators regularly document classroom observations using HighScope's online COR Advantage assessment tool. These observations help teaching teams understand each child's development, plan meaningful learning experiences, and identify next steps. This assessment process applies to children enrolled until they enter kindergarten, with some exceptions for children enrolled in Early Head Start, Head Start, 4K, or limited-hours care.

Families are important partners in assessment. We encourage families to share observations from home. Information from ASQ screenings and family-shared observations may be included in COR documentation to provide a fuller picture of each child's growth.

Children under age 3 receive daily notes about their day. Families also receive a weekly digest with photos and notes, as well as monthly classroom storyboards. Please keep contact information current so you continue receiving updates about your child's early learning experiences.

ASQ Enterprise

The Ages and Stages Questionnaire (ASQ) is a research-based, reliable, family-centered screening tool that provides a snapshot of a child's general, social, and emotional development. ASQ-3 and ASQ:SE-2 help educators and families work together to better understand each child's strengths, needs, and next steps.

ASQ-3 looks at five developmental areas: communication, gross motor, fine motor, problem solving, and personal-social skills. ASQ:SE-2 complements ASQ-3 by focusing on social-emotional development. Because families know their children best, family input is essential to creating an accurate picture of each child's development and meaningful planning.

ASQ is integrated with our assessment platform and Kaymbu app and will be sent to families bi-annually.

Child-to-Educator Ratios

Encompass maintains Wisconsin childcare licensing requirements for child-to-educator ratios during all hours of operation. Whenever possible, we strive to support high-quality care by maintaining ratios aligned with NAEYC accreditation standards.

CHILD GUIDANCE

Encompass uses positive guidance practices that support children's self-control, self-esteem, emotional regulation, and respect for others. Educators use encouragement, redirection, clear limits, and Conscious Discipline strategies to help children learn appropriate social and communication skills.

- Center leadership may observe children and classrooms to better understand events, activities, interactions, or environmental factors that may contribute to challenging behavior.
- Teaching teams focus on building social, communication, and emotional regulation skills rather than simply eliminating behavior.

- Educators respond to challenging behavior calmly and respectfully while prioritizing the safety of the child and others.
- Challenging behavior is documented according to the Child Behavior Intervention Procedure.
- Family conversations about behavior are held privately and focus on partnership, support, and individualized planning.
- When appropriate, Encompass may recommend community resources such as Birth to Three, school districts, Head Start or Early Head Start, or behavioral health specialists.

If a child's behavior creates an imminent safety concern for the child or others, Encompass will follow steps designed to support safety, reduce exclusionary practices, and involve families and support resources whenever possible.

- A referral may be made to the Early Education Support Team to determine next steps for the child and the safety of others.
- If temporary removal is needed repeatedly, documentation will be maintained and the Early Education Support Team will be involved.
- Documentation will include the incident, family conference, outcomes, and the support plan developed with the family and available resources.
- Exclusionary measures are considered only after other possible interventions have been explored and when there is agreement that exclusion is in the child's best interest. Encompass will work with the family to explore services and possible alternative placement when needed.

PETS

For health, safety, and insurance reasons, pets such as cats, dogs, and other animals are not permitted inside Encompass buildings. Fish are the only classroom pets allowed.

YOUNGSTAR

YoungStar is Wisconsin's childcare quality rating and improvement system, administered through the Department of Children and Families. YoungStar evaluates childcare programs in areas such as educator education, learning environment, business practices, and children's health and well-being. Encompass' nationally accredited centers have earned a 5 Star rating.

OUTDOOR PLAY

Outdoor play is part of our daily routine whenever weather conditions allow. Encompass recognizes that physical activity supports healthy development, and children have opportunities for active indoor and outdoor play each day. Outdoor space is planned to meet licensing requirements for safe play. When weather conditions are unsafe, children remain indoors and participate in large-motor activities.

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

If a child is well enough to attend the center, the child is generally expected to participate in outdoor play.

FIELD TRIPS AND TRANSPORTATION

Occasionally, field trips may be planned for children age 3 and older. Families will be notified at least 48 hours in advance through classroom calendars, ProCare messages, or posted notes. Families who arrive after a field trip has departed may be asked to transport their child to the destination. Children under age 3 participate only in walking trips.

Field trip safety procedures include carrying emergency contact information, first aid supplies, and a cell phone. Depending on the destination, children and staff may walk, use city transit, or use contracted bus service. Additional field trip costs may apply. Encompass contracts with Lamers Bus Lines for transportation services. Children are never left unattended in a vehicle. Educators account for children by name and sight at regular intervals using the Field Trip or Walking Safety Checklist.

DRESS

Children learn through active, hands-on, and sometimes messy play. Although smocks or paint shirts may be used, clothing may still get dirty. Please dress your child in comfortable clothing that allows full participation in indoor and outdoor activities. For safety, sandals, flip-flops, and jelly shoes are discouraged. Please keep a pair of athletic shoes in your child's cubby for outdoor play.

CLOTHING AND SUPPLIES

Families are asked to provide the following items as needed. Please label all clothing and supplies with your child's name.

For infants and toddlers:

- Feeding supplies needed by your child.
- Bottles containing breast milk must arrive ready to serve and be labeled with the child's name and the date the milk was expressed. Bottles are discarded after one hour, rinsed, and returned in the original container.
- Disposable diapers, pull-ups, baby wipes, and diaper cream if needed.
- An extra set of labeled clothing.
- For toddlers, one napping item such as a small pillow, cuddly toy, or blanket. Blankets are not allowed in cribs or rest equipment for infants younger than 12 months, in accordance with safe sleep practices.
- Non-aerosol sunscreen when needed.
- Toothbrush, if applicable.
- Teething necklaces, bracelets, or jewelry are not allowed due to choking, strangulation, and injury risks identified by FDA and DCF guidance.

For preschoolers:

- An extra set of seasonally appropriate clothing, including socks and underwear.
- One napping item, such as a small pillow, cuddly toy, or blanket.
- Disposable diapers and baby wipes, if needed.
- Non-aerosol sunscreen with SPF 15 or greater.
- Toothbrush, if applicable.
- Non-aerosol insect repellent, if needed and with written family permission.
    - When public health authorities recommend insect repellent due to a high risk of insect-borne illness, only repellents containing DEET are used, and only for children older than two months. Staff apply insect repellent no more than once per day and only with written family permission.

Note: Occasionally, families may be asked to launder soiled items such as cot sheets. Please return these items when possible. During toilet learning, soiled clothing will be bagged and sent home. If you prefer items to be discarded, please tell the classroom educator. For health and safety reasons, staff are not allowed to rinse or wash soiled materials.

TOYS FROM HOME

Encompass classrooms are equipped with materials that support children's development and learning. To prevent lost or damaged items, we discourage children from bringing toys from home. Encompass is not responsible for lost or damaged personal toys.

SCHOOL AGE TRANSPORTATION

Transportation to and from school may be available at select Encompass locations. Please contact your Center Director for location-specific information and required forms.

ADMISSION AND FEE POLICIES

ADMISSION

An enrollment meeting with the Center Director is required before care begins. During this meeting, families complete required enrollment forms and have time to discuss their child's needs, routines, and the program in more detail. Required forms may include:

- Enrollment Form
- Emergency Cards
- Child Health Report
- Immunization Record
- Health History
- CACFP Household Income Statement
- CACFP Enrollment Form
- Tuition Payment Agreement for WI Shares funded families, if applicable
- Family Worksheet
- Infant Intake Form for children under age 2
- Special Care Plans, if applicable
- Transportation Permission Form, if applicable
- Alternate Arrival/Release Agreement, if applicable
- USDA Special Dietary Needs and CACFP Tracking Form, if applicable

REGISTRATION

All families are required to pay a non-refundable registration fee when enrolling in Encompass programs: $100 per child or $125 per family. Emplify Health by Bellin employee rates are $90 per child or $112 per family. This fee is due before care begins and helps support licensing-related enrollment costs. WI Shares families may request registration fee payment through WI Shares.

ANNUAL REGISTRATION

An annual registration fee of $100 per child or $125 per family will be charged on January 1. Emplify Health by Bellin employee rates are $90 per child or $112 per family. The annual fee will not be billed if your family paid an initial registration fee during November or December of the previous year. WI Shares families may request registration fee payment through WI Shares.

CHILDCARE OPTIONS

Full Time Care is more than 30 hours per week, up to a maximum of 50 hours per week and 10 hours per day.

Prime Time Care is 30 hours per week.

Daily Rate may be available and includes up to 10 hours of care per day. Encompass requires a consistent set of days each week. For Example, always use care on Monday and Wednesday for 2-day rates.

Occasional or Hourly Care may be available for children age 3 and older. This option is based on space and staffing availability and is not guaranteed.

Before and/or After School Care is available during the school year for children in 5-year-old kindergarten and older who need care before school, after school, or both.

Care for School-Age Children may be available on no-school days. Please contact your Center Director to ask whether space is available.

Encompass does not provide care during times when a child is expected to be in school or when a child has been suspended from school. This includes children scheduled to attend off-site 4K or Head Start programs.

FEES

Fees are due by closing on Friday, or by Sunday if paying online, before the week of care. New enrollments must pay for the current week of care and the registration fee in full before care begins. Encompass reserves the right to suspend or terminate care if fee policies are not followed.

Families who wish to pay bi-weekly or monthly must pay in advance. Please note that four months each year include five weeks of care, so an additional week of payment is required during those months for families choosing monthly payment.

Families will receive an account statement by the end of each Thursday. Please contact the Center Director right away with any questions about your account, balance, or transactions. If a billing concern cannot be resolved with the Center Director, families may call (920) 469-1236 and ask to speak with an Encompass Regional Director.

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, the 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 a $0.50 per hour discount for the children that are not billed at the highest rate. I continued modernizing the full handbook and completed the first part of Admission and Fee Policies.

EMPLIFY HEALTH BY BELLIN EMPLOYEE FAMILIES

Emplify Health by 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 Emplify reduced rates at these centers for fulltime 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 Emplify family must have employment verified by Bellin Human Resources to be eligible for the discounted rate. Emplify staff with Casual Part-Time or Per Diem Status do not qualify for Emplify Health by Bellin Discounts or Benefits. Families that receive this discount must have their paycheck coming directly from Emplify Health by Bellin. Third party partners to Emplify Health by Bellin do not qualify for the discount. Check with the Bellin Center Director for any additional questions.

HOLIDAYS & CLOSURES

Encompass is 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 3 of the Family Handbook.

All Encompass Early Education and Care Centers will be closed for one (1) day in late August 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 them in the locked box at the center. It is strongly encouraged that all families directly give any cash payments to the Center Director and in turn receive a receipt as proof of payment.

Credit/Debit Card

Encompass offers families the opportunity to pay for childcare using MasterCard®, VISA®, or Discover® credit or debit card. Families can make credit card payments through My ProCare, the ProCare App, 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 – GET KIDS READY

4-year-old Kindergarten (Get Kids Ready) is offered at most 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 model with the Pulaski School District may have additional requirements for enrollment and applicable fees.

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 due on Friday prior to the week of care. You may be eligible to receive vacation credit for absences depending on the primary care type and number of days not in care. 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. If vacation was taken due to child being sick, form must be received within 1 week of returning to care.
- 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.
- Vacation must be taken on **five consecutive days** and **cannot** be used during the two-week termination notice. The vacation year begins with the first full week in January.
- 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. A daily rate will be charged for the one day the child is at the center.

- Bellin Center families using Flexible Schedules are not eligible for vacation credits.
- Schreiber Partners and Encompass employees may take vacation days in 1-day increments.

WISCONSIN SHARES FUNDING

- Your MyWIChildCare EBT Card is loaded on the 1st of each month with your WI Shares authorization amount. WI Shares encourages families to use all available subsidy funds to bring childcare provider payments closer to the actual cost of care.
- Any EBT and/or Parent payments over the amount owed cannot be refunded to the parent.
- Families who are eligible for WI Shares Childcare 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 childcare costs not covered by WI Shares Funding
    - Are required to have account paid in full on Friday prior to the week of care to continue in care, regardless if the WI Shares authorization is active, unless an agreed upon payment plan is in place.
    - Cannot receive Emplify Health by Bellin employee or Encompass employee discount if receiving WI Shares funding.
    - Cannot receive Encompass' Tuition Funding Assistance based on a Percent of Household Income if receiving WI Shares
- Tuition Assistance may be available to assist families with Parent Share responsibilities. All EBT funds must be paid before awarding any tuition assistance. Families may be required to share their authorization information to be considered for tuition assistance. Families that overpay their tuition in months with 4 Mondays in them are NOT eligible for tuition assistance. Please see your Center Director for further information and for the "How to Make the Most if Your Monthly WI Shares Funding" handout to help explain how the funding works.
- EBT payments for one child cannot be used towards another child's care per WI Shares regulations.

RETURNED/NON-SUFFICIENT FUND CHECK (NSF)

Any check or automatic withdrawals from a checking or savings returned to us will be charged a $30.00 fee. Encompass will maintain the option of refusing any future checks or EFT's. 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.

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 childcare 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. If a parent is scheduled to work a 10+ hour day and have no other options to pick up/drop off the child for care, the 10th hour charge may be waived with documentation from the employer.

TUITION ASSISTANCE BASED ON PERCENT HOUSEHOLD INCOME

Encompass receives funding from United Way and other Community partners to assist families in affording tuition for high- quality childcare. To be eligible for a reduced fee, verification of gross monthly household income (wages, child support, rental income, grant funding for students, etc.) is required at the time of enrollment and your income must fall below a specified level. Both parents must be working, or attending school, or in the case of a single-family family, the parent must be working or attending school. Encompass will ask for income verification periodically throughout the year to confirm eligibility. The care type used must be justified based on work/school schedule. Families receiving WI Shares assistance are not eligible for this funding source. If a family qualifies for any other 3rd party funding, the

family may not be eligible for this Tuition Assistance.

STUDENT ELIGIBILITY FOR TUITION FUNDING ASSISTANCE

To qualify for tuition assistance as a student, you must be taking a minimum of 6 credits per semester at a post high school institution. 12 credits or more qualify you for Fulltime 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 to be eligible for the assistance rate for the next semester. Students must discuss with the Center Director the options available for childcare during school vacation breaks.

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 childcare account must be current and in good standing to enroll an additional child into any Encompass program.

STATUS CHANGE

Family initiated childcare 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 a 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 two weeks' 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 parents if they are divorced or not married/separated. The parents will both need to fill out separate paperwork for this to happen.
- One registration fee/annual fee will be charged for each child. If both parents have an account, the registration fee will be evenly divided between the two accounts.
- If there are two separate accounts, a schedule must be submitted by the parents letting the center know which days are to be billed to mom and which to dad. Both parents 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 parents to agree on how the billing should be divided and the payment in the accounts. If one parent is terminated for inadequate follow-through on payments, it may be the responsibility of the other parent to assume the remainder of the childcare costs. Both parents are asked to review and sign the Joint Custody Arrangements form to confirm their understanding of Encompass practices.
- One week of vacation will be given (in accordance with our vacation policy enrollment deadline) to each parent during the year unless other arrangements are agreed to by both parents.
- If one parent terminates from Encompass and the second parent remains enrolled, the second parent must meet with the Center Director to discuss payment/care options.

TERMINATION OR CHANGE OF STATUS OF EMPLOYMENT BY EMPLIFY HEALTH

If employment is terminated with Emplify Health or employment status is reduced to casual part-time or per diem status, the employee is responsible for notifying the Center Director at Encompass immediately, as they will no longer be eligible for the Emplify by 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. Also,

care options other than full-time may no longer be available for the family to utilize depending on the child's age and center availability.

TERMINATION OF ENROLLED CHILDREN

Parent/Guardian Initiated

A parent/guardian may decide to terminate childcare enrollment at the center at any time. Parent/guardians are required to submit a two-week written notice to their Center Director. Vacation cannot be used as any part of the termination notice.

If you received any tuition assistance during the past 12 months, any credit balance in your account may be lowered based on the total tuition assistance amount awarded. This funding is used to continue to support other families needing financial assistance.

Encompass Initiated/Behavior Related

Encompass will regularly advise parents/guardians of their child's progress. If a situation arises where a child is having problems adjusting to the daily schedule, following classroom rules, and/or there are safety concerns, the following steps will be taken, after the child guidance procedure has been thoroughly followed:

- Make a referral to the Early Education Support Team to determine steps needed to act for the child and safety of others.
- If a child's behavior is such that it necessitates temporary removal on a repeated basis, there should be sufficient documentation, and the Early Education Support Team will be involved.
- Maintain documentation on file of the outcomes of the incident, subsequent parent conference, and plan developed that includes appropriate intervention strategies. The purpose of the parent conference is to develop a plan jointly with the family and available resources, to address the specific behaviors which constitute an imminent danger (recurring violence, behavior, or aggression).
- If exclusionary measures are not considered until all other possible interventions have been exhausted and there is agreement that exclusion is in the best interest of the child. The program will work with the family in assessing services and possible alternative placement.

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

- Non-payment for childcare 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 adherence to the Americans with Disabilities Act (ADA), Encompass will make every effort to reasonably accommodate a child's needs, but those that would create undue hardship to the program may result in care not being able to be offered. In this case, the Center Director and program staff will make every effort to involve the families, and other resource persons (as appropriate), 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 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 childcare. Encompass will hold the responsibility of registration fees and tuition payments to family(s)/guardian(s) signing off on the enrollment form.

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 an Encompass Regional Director.

HEALTH AND SAFETY

WHEN TO KEEP YOUR CHILD(REN) HOME

To help prevent the spread of illness and ensure your child receives appropriate care, please keep your child home if any of the following apply:

- too ill to participate comfortably in daily activities or requiring one-on-one care.
- new rash accompanied by fever or behavior change (other than diaper area)
- temperature of 101° or higher.
- vomiting two or more times within the past 24 hours, unless vomiting is determined to be caused by a non-infectious condition and the child can remain hydrated.
- diarrhea within the past 24 hours (two or more loose or watery stools above normal for that child, or stool cannot be contained)
- head lice.
- Bacterial conjunctivitis (pink eye) which presents as thick, yellow/green drainage, painful, or swollen eyes.
- Unexplained skin or mouth lesions that cannot be covered.
- school-age children too ill to attend school during regular school hours

** During a pandemic or public health emergency, exclusion criteria may change. Families will be notified via email.

When your child returns to the center after an illness, they should be well enough to participate in the full program, including outdoor play. If your child cannot go outdoors, please keep them home until they are fully recovered.

CHILD BECOMES ILL AT CENTER

If your child becomes ill while in our care, we will notify you and ask that you pick up your child within one hour. If you cannot be reached, your emergency contact will be called. While waiting, your child will rest comfortably in a separate, supervised area with their own crib or cot and blanket if able.

The Center Director will determine when a child needs to go home due to illness. During a health crisis or pandemic, exclusion recommendations may be adjusted based on current public health guidance and communicated via email.

Illness	Encompass Recommendations for Exclusion
Active tuberculosis	Until child's healthcare provider or the Brown County Health Department states the child may ret
Blood or Mucous in Stool	Exclude if not explained by dietary change, medication, or hard stools

Varicella (Chicken Pox)	Until all lesions are dried and crusted.
Conjunctivitis (Pink Eye)	Exclude if bacterial conjunctivitis (thick, yellow/green drainage, painful or swollen eyes) for 24 hours after medication
Diarrhea (unknown origin)	Exclude if two or more loose or watery stools above normal for that child, or if stool cannot be contained. Child may return when stool frequency returns to normal for 24 hours.
Fever	Fever-free for 24 hours without medications
Fifth Disease	None, unless the child cannot participate comfortably.
Hand Foot Mouth	Exclude if sores are draining or fluid-filled and cannot be covered, or if mouth sores make it difficult for child to eat or drink.
Impetigo	After 24 hours of medication and when no discharge present.
Influenza	Until fever is resolved
Lice	Exclude until after treatment or removal of live lice.
Measles	Four days after rash onset.
MRSA	Exclude if drainage cannot be contained
Pertussis (Whooping Cough)	Five days after starting antibiotics
Rash	Exclude for new, unexplained rash with fever or behavior change, or as directed by a healthcare provider
Rotavirus	Follow diarrhea guidelines
RSV	Exclude until fever is resolved and child can participate comfortably
Scabies	Until treatment is complete
Strep	After 24 hours of medication
Vomiting	Exclude if vomiting two or more times in 24 hours unless caused by a non-infectious condition and hydration is maintained

Some illnesses are highly contagious and may be subject to State Public Health Statutes. Please notify your Center Director if your child has been diagnosed with a communicable illness. Staff can help determine when your child may return.

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 appropriate county health department 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 or within the center. Identity shall not be posted and procedures for confidentiality shall be maintained.
- A child may be re-admitted without a statement from physician after having a communicable disease if the

child has been absent for a period 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 possible. We will give your child medications under the following circumstances:

- when dosage/treatment cannot be adjusted to exclude childcare hours
- when a chronic medical problem may make urgent administration necessary
- when giving medication enables a recovering child to return to childcare 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.

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 administration, 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. 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 needs 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 educator. 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 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 ensure 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 to 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. Blankets are not allowed in cribs or equipment for infants younger than 12 months.

Please refer to the Safe Sleep information in your enrollment folder.

PHYSICAL EXAMINATION AND HEALTH HISTORY

- Each child shall have an initial examination not more than 6 months prior to, no 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:

- 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.
- A statement signed and dated by the family authorizing the administration of needed immunization through medical arrangements made by the childcare center with a physician or local public health agency.
- 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
- 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 childcare center or according to the required immunization schedule.
- Please update the center with any updated immunizations.

- For religious reasons and personal conviction reasons, a family, guardian, or legal custodian may waive and record on the 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 vaccinated 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 childcare, if physical exam and immunizations are not current.

PERSONAL CLEANLINESS

- Children's hands shall be washed with soap and water upon entering the classroom, before eating and after toileting.
- Children's hands and faces shall be washed after meals.
- People working with children should 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

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.

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

- Superficial wounds should 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 to 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 to determine that all possible preventive measures are being taken.

INSURANCE COVERAGE

Every precaution is taken at our childcare 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 care at Encompass. The final determination regarding eligibility of payment of expenses is solely at the discretion of the insurance company.

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 prepare and serve daily 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 to utilize the nutritional and serving standards outlined by the food program and our Mosaic software. 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 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. Menu items 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, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD- 3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/ad-3027.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. **Fax**:
   (833) 256-1665 or (202) 690-7442; or
3. **Email**: program.intake@usda.gov

This institution is an equal opportunity provider.

Encompass is mandated by the USDA to provide formulas, 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 formulas 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 breastfeed 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 need to be recognized.

PHYSICAL WELLNESS

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 stationery and portable) to be always used. Outdoor portable play equipment is diverse.
- Container apparatus is 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 is 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.

To help maintain a safe environment, families, visitors, and all adults entering an Encompass center are expected not to bring unsafe, illegal, or prohibited items onto the premises. This includes illegal drugs, drug paraphernalia, alcohol, medications that are not required for an enrolled child or authorized individual, and any other items that could pose a risk to the health, safety, or well-being of children or staff. Any necessary medications for a child must be provided and stored in accordance with Encompass medication administration policies.

Encompass discourages idling vehicles (buses, families' automobiles) in our parking areas, except if vehicles need to idle in extreme heat or cold to maintain interior or engine temperatures. Please help us keep the parking lot safe.

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 *"childcare 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.

EMERGENCY RESPONSE PLANS

At Encompass, the safety and well-being of all children and staff is our highest priority. Each center maintains comprehensive emergency procedures for a variety of situations, including fire, severe weather, facility evacuations, medical emergencies, intruders, and missing children. Emergency drills—such as fire and tornado drills—are practiced monthly to ensure staff and children are prepared to respond calmly and efficiently. Staff are trained to follow posted emergency routes, conduct name-to-face attendance checks, and communicate with emergency personnel as needed.

In the event of an actual emergency, Center Directors or their designees will contact 911, notify families, and coordinate any necessary evacuation or sheltering procedures. Classrooms are equipped with clipboards containing emergency contact information and ratio sheets to account for all children during any emergency. A quick reference guide is posted near the phone in every classroom. Families are encouraged to reach out to their Center Director if they would like more information about specific emergency protocols.

RESOLVING CONCERNS AND DIFFICULTIES

At Encompass, we value open communication and encourage families to share questions, concerns, or difficulties that may arise. Families are encouraged to begin by discussing concerns directly with the staff member involved or the Center Director. Working together at the center level is often the most effective way to address concerns and identify a mutually agreeable solution. If a concern cannot be resolved at the center level, families may request further review by the Regional Director or another member of agency leadership. This provides an additional opportunity for the concern to be reviewed and addressed. Our goal throughout the process is to maintain open communication, respect all perspectives, and work collaboratively toward a resolution that supports the child and family.

Thank you for investing in your child at Encompass!

2026-2027
Get Kids Ready & 4K Handbook

Get Kids Ready Site Locations

The De Pere Center

2000 Lawrence Dr
De Pere, WI 54115
(920) 336-1541

Monday – Friday
8:30am-11:00am

Lead Center Director: Morgan Anderson
Associate Center Director:
4K Educator:-Myeisha Miller

The Bellin Health Center

1823 S Webster Avenue
Green Bay, WI 54301
(920) 436-7540

Monday – Friday
8:30am-11:00am

Lead Center Director: Katrina Gitter
Associate Center Director: Kerri Sjogren
4K Educator: Debbie Yakel-Welnetz

The Carol & Robert Bush Center

500 Pine Street
Green Bay, WI 54301
(920) 436-7557

Monday – Friday
8:30am-11:00am

Lead Center Director: Lauren Rowe
Associate Center Director: Rachel Mathis
4K Educator: Kelly Frederickson

The Ruth Helf Center

2787 W Mason St
Green Bay, WI 54303
(920) 405-9083

Monday – Friday
8:30am-11:00am

Lead Center Director: Danielle Adams
4K Educator: Michelle Burns

The Cornerstone Center

345 N. Broadway
Green Bay, WI 54303
(920) 436-7554

Monday – Friday
8:30am-11:00am

Lead Center Director: Devon Mannenbach
Associate Center Director: MJ Hokenson
4K Educator: Sarah Scharpen

The Rosebush Center

1275 University Ave.
Green Bay, WI 54311
(920) 436-7549

Monday – Friday
8:30am-11:00am

Lead Center Director: Katey Biederman
Associate Center Director: Suz Hoff
4K Educator: Tonya Huggins

Oconto Falls Center

650 Jackson Street Oconto Falls, WI 54154 (920) 336-1541	Monday – Friday 8:30am – 11:00am	Lead Center Director: Kaylie Lambert Associate Center Director: Brandi Nero 4K Educator: Chelsea Aprill

Pulaski Community School District 4K Site Location

Pulaski Community School District
Office 143 W. Green Bay Street
Pulaski, WI 54162
(920) 822-6000
Niki Napralla

The Pulaski Center

435 Nancy Lane Pulaski, WI 54162 (920) 822-2060	Monday – Thursday 7:40am – 10:45am	Lead Center Director: Holly Krueger Associate Center Director: Tara Divito 4K Educator: Connie DeYoung

Encompass Early Education and Care, Inc. welcomes you to the 2026-27 four-year-old programs. The programs offers:

- Classes taught by a educator with a bachelor's degree in education
- Kindergarten readiness curriculum
- Pre-Math and Literacy skills
- Early reading and writing activities
- Development of social-emotional skills
- Family conferences
- Family Involvement activities
- Wrap-around care available – additional fees will apply

Additional information regarding Pulaski 4K may be found the Pulaski School District site www.pulaskischools.org.

AGE OF ENTRY

A child must be four (4) years old on or before September 1 to enter four-year-old kindergarten or Get Kids Ready programs.

ATTENDANCE & ABSENCE PROCEDURE

Because regular attendance is conducive to success in any educational program, it is expected that children will attend regularly. If your child is absent or tardy, please contact the center that your child attends by the start of their class time. School may call you if your child is absent or tardy.

4K ARRIVAL & DEPARTURE (FOR THOSE NOT USING WRAP AROUND CARE)

The Pulaski 4K program operates 5 days/week (Monday- Friday) Get Kids Ready programs operate 5 days per week (Monday-Friday). Please note program start times on previous page of the handbook. It is extremely important that your child be dropped off and picked up at the scheduled times.

Children should not be dropped off before the scheduled class time! Children are expected to be picked up promptly after class. If your child is not picked up in a timely manner, it is our responsibility to contact the parent or emergency contact. If we are unable to reach a parent or emergency contact, the local authorities will be called. Additional charges may also apply.

Upon arrival, a parent or other adult must walk the child to the classroom and wait with the child until class begins.

It is the parents' responsibility to keep Encompass, Inc. informed of any changes which may need to be made on the authorization to pick up form. A child will only be released to the parent/guardian or an adult 18 years or older. Identification (picture ID) will be required to verify identity.

TRANSPORTATION

Busing and transportation questions should be directed to the Pulaski school district 920-822-6040. We appreciate your cooperation!

COMMUNICATION

Because you, the parents, are so important to your child's learning, maintaining good communication through notes, phone calls, and visits is very important. We expect and appreciate that parents involved in our program keep the channels of communication open.

Please keep us informed of any changes to telephone, address, or emergency contact information. It is important for us to have your current working phone number in case of emergency.

It is important that you read newsletters and emails, so you are well-informed about classroom activities.

CONFERENCE

Parent-educator conferences will be scheduled twice a year for each child. (Fall & Spring). At Parent-educator conferences you will be provided with:

- An update on your child's academic and social development
- An opportunity to share concerns about your child
- A discussion regarding your child's strengths and areas of improvement
- A plan to continue to help prepare your child for kindergarten

FAMILY OUTREACH

An important component of 4K is Family Outreach. The focus is to provide parents and children with opportunities to grow as a family. Throughout the school year activities will be provided and we encourage you to participate.

FIELDTRIPS

Throughout the year, your child's class may take field trips. Notes and/or newsletters will be sent home announcing the locations, dates, and times of the field trips. Please dress your child appropriately depending on the location of the fieldtrip, type of activity, and the weather. District sponsored locations require a background check for all chaperones before chaperoning on a fieldtrip. This process could take up to two weeks or more.

FOOD ALLERGY & HEALTH HISTORY

Please inform the center if your child has a food allergy or any other medical information that is necessary for the safety of your child. Food that comes from home for sharing, such as a birthday treat, must be either whole fruits or commercially prepared packaged foods in factory sealed containers. Snacks are provided daily by Encompass.

WITHDRAWING FROM 4K

If your family is moving out of the district or if at any time you decide to withdraw your child from 4K, you need to notify the school district (if applicable) and Encompass.

HIGHLY QUALIFIED STAFF

All 4K educators have a B.S. in education or working on and are implementing the 4-year-old kindergarten curriculum. The educators hired for the 4K positions have been screened and interviewed. Their goal is to create a learning environment that is educational, safe, active, and fun.

VOLUNTEERS

If you would like to volunteer in your child's classroom or assist on a field trip, please contact your child's educator or center director. District sponsored locations require a background check. Please allow ample time for processing.

WRAP AROUND CARE

Encompass can provide quality childcare for working families. If you need wrap around care either before and/or after 4K or Get Kids Ready, please see the Center Director. (Additional fees will apply.)

CHILD GUIDANCE

Our four-year-old programs promote the philosophy of positive guidance of children where children develop self-control of their actions and support their self-esteem. The goal is to develop appropriate social skills so the child can become independent and well-adjusted.

Center staff will work with each individual and develop appropriate intervention strategies as needed. The program staff will involve parents and other resources (as appropriate) to decide together on the best course of action for each child.

The Encompass Get Kids Ready and 4K handbook has been written to provide you with information regarding our program. If you have any additional questions, please do not hesitate to ask your child's educator or the center director.

Wishing you and your child a successful school year!