



# **St. Luke's Child Life Ministries Early Learning Center Family Handbook**

**Child Care, School Age, 4K and Half-Day Preschool  
Of**

**St. Luke's Lutheran Church  
Child Life Ministries  
300 Carroll St.  
Waukesha, WI 53186**

**Hours of Operation: Monday-Friday 6:30 a.m. to 5:30 p.m.  
Serving Children: Ages 6 weeks-13 years old**

**St. Luke's welcomes all children regardless of race, color, sex, gender,  
differing abilities, religion, national or ethnic origin.**

**Child Care Office  
(262) 522-6738**

**Preschool Office  
(262) 522-6747**

**(Revised 1/2023)**

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### **Mission Statement**

Our vision at St. Luke's Child Life Ministries is to help people in the Waukesha area make a life-changing connection with Jesus Christ. We, the staff of Child Life Ministries, envision a God-centered place of calm, organization, laughter, love, consistency, inclusivity, cleanliness, and communication where children can grow emotionally, physically, intellectually, and spiritually. We pride ourselves in being well-educated professionals in the Early Childhood community. St. Luke's is a faith community committed to connecting, growing, and serving.

In keeping with the congregation's mission statement, a Christian-based Child Care and Preschool has been developed. The goal of St. Luke's Child Life Ministries is to integrate the Christian faith into the daily curriculum through a variety of materials to create a quality Child Care and Preschool Program.

### **History**

Child Life Ministries (CLM) began in 1996 as an After-School Program originally named The Shepherd's Program. It began with a thought from a few grandmothers in the congregation. Since that original seed was planted, many more thoughts and ideas have evolved. The After-School Program (with transportation) provided a great place for kids to come and join a Christian environment and work on homework, join in on an art project, or simply play with friends. Due to the needs of the community, we expanded to offer before-school care and "off school day" care as well as a full summer care program. In 1997 we began the Half-Day Preschool, offering a Pre-K program for 3 and 4 year olds. Shortly after, we added full day childcare for 3-5 year olds. In the fall of 2000, we were pleased to announce the opening of a full-day, two year old classroom. Early in 2006 we fulfilled a long-held goal with the opening of a full-day Infant/Toddler childcare classroom, serving children ages 6 wks.-2yrs. Later that year "First Steps to Preschool" classes, for 2 year olds and accompanying adults, began as an introduction to the Half-Day Preschool program. In 2009, CLM partnered with the School District of Waukesha to become a 4 year old Kindergarten (4K) Community Partner.

### **Goals**

- To introduce children to other cultures, math, science, animals, and their environment.
- To introduce children to the Christian faith.
- To expand children's knowledge and interest in the world.
- To foster a positive self-concept and healthy social relationships.
- To teach children how to be active participants in the problem solving process.

### **CHILD LIFE MINISTRIES PROGRAMMING**

Child Life Ministries serves children ages 6 weeks through 13 years of age. We provide a safe, nurturing, Christian environment for children. CLM is proud to be a part of the Department of Children and Families YoungStar program. Each year our program participates in technical consultation and is evaluated to ensure that we are providing quality care. Our teachers and staff strive to make our center the best it can be!

St. Luke's Child Life Ministries is licensed by the State of Wisconsin. A complete copy of licensing regulations and requirements is available in the CLM entranceway for review. In your enrollment and/or touring packet you will receive a DCF handout with guidelines to a quality childcare. A copy of this Family Handbook is also available for reference.

### **Child Care Center/School Age Programming**

Child Care is available from 6:30 a.m. to 5:30 p.m. Monday through Friday. A childcare-specific calendar and days closed schedule will be available upon enrollment and handed out annually. A copy of the calendar is also posted outside of the Director's office. Please note that there may be dates that the center closes for staff to attend training, conduct parent-teacher conferences, or transition classrooms. Parent(s)/Guardian(s) will be notified in advance by classroom teachers and/or the office.

A “Full Day” of care is considered anything over 5 hours. A “Half Day” of care is 5 hours or less. Half-day sessions can be morning (5 hours or less between 6:30 am and 12:30 pm) or afternoon (5 hours or less between 12:00 pm and 5:30 pm). Half-day enrollment is not available for infants and toddlers under age 2.

Before and After School care is available from 6:30-8:40 am and 3:00-5:30 pm with transportation provided between the schools and CLM. Vans leave CLM at 8:00am and arrive back around 4:05 pm. The STEM route leaves at 7:30 am and arrives back at 3:10 pm. School-age care is also available for no school days.

### **Half-Day Preschool**

“First Steps to Preschool” is a program available for 2 year olds, accompanied by an adult. Classes meet weekly from 9:00 – 11:00 a.m.

Preschool classes are offered for 3 year olds either Monday & Wednesday **OR** Tuesday & Thursday 9:00 a.m. - 12:00 p.m. and for 4 year olds Monday, Wednesday, and Friday 9:00 a.m. - 12:00 p.m. **OR** Tuesday & Thursday 9:00 a.m. - 12:00 p.m.

All children in the 3 and 4 year old preschool programs **MUST** be toilet trained (excluding First Steps) and meet the age requirement by September 1<sup>st</sup>. Half-Day Preschool classes operate September to May. Each semester is 17 weeks long and follows the Waukesha School District calendar with a few exceptions. A preschool-specific calendar will be available at the start of the school year listing dates closed and special events.

Preschool registration begins each year in January for enrollment for the following school year. Currently enrolled Preschool children receive first priority registration. Second priority registration goes to currently enrolled CLM families, past Preschool families, and church members. Beginning February 1st enrollment is open to the public.

If any of the 4-year-old Preschool classes exceed maximum enrollment of 10 children during priority registration, a lottery will be held to determine placement. The lottery will be done by a non-staff, non-Preschool parent board member upon the completion of priority registration. Any families that do not receive placement in the class they first desired will be placed on a waiting list for that class, and will also be able to enroll in the other 4-year-old Preschool class if there is still space on the roster.

### **Future 4 Waukesha**

CLM has partnered with the School District of Waukesha to offer public 4 year old Kindergarten on site. 4K classes run September to June, and include opportunities for Home Visits and Parent-Teacher conferences. We have two 4k options available to families. Option one is Monday- Thursday morning for 3 hours and 10 minutes each day. Option two is Monday-Thursday afternoons for 3 hours and 10 minutes each day. The lead teacher for 4K is a DPI state certified teacher; the assistant teacher meets the lead childcare teacher requirements.

Families looking to enroll in the School District of Waukesha 4K program will receive information as it is given to the Director, typically December. 4K registration is done through the School District of Waukesha enrollment office located in the Lindholm Building. Children that are currently enrolled in a program at CLM, who attend St. Luke's Lutheran Church, or who have had a sibling in our 4K program in the past are eligible for priority registration through the district. All other students will be put into a School District of Waukesha lottery that is held in February.

4K is a state-sponsored, secular, district-run program, including curriculum. Full-day wrap-around care and no school days are available to families in our faith based childcare program. Rates are available from the CLM Director and office staff.

### **Summer Adventure Camp**

In the summer we offer a School Age Summer Adventure Camp for students that have completed Kindergarten through age 13. The kids spend the summer doing hands-on learning, swimming, going on field trips, and exploring

God's world. Registration opens first to current families, then to past summer camp campers, and then to the public.

Each full-time camper (4 or 5 days per week for the summer) will receive 2 vacation coupons, part time campers (3 days per week) will receive 1 vacation coupon. Campers here only 1 or 2 days per week or fewer than 9 weeks do not receive coupons. There will be no refunds for missed days. Changes can be made up until 2 weeks before scheduled care without penalty.

Field trips are considered a special privilege. The Director or other office staff member will determine if a child is able to attend a field trip. A field trip may be taken from a child if it is determined that the safety of that child, other children, or the staff is at risk. If a child is unable to attend a field trip due to behavior or safety concerns, the center will place that child in another classroom during the trip.

There will be no alternate care at CLM for children that are unable to attend a field trip due to lack of interest or scheduling changes (early pick up or late drop off, for example). You will be responsible for finding alternate care on that day for your child.

### **CLM Staff**

In order to maintain a nurturing Christian environment, CLM employs qualified staff with a strong faith in Jesus Christ.

- All staff is licensed or certified by the state Department of Public Instruction or Department of Child and Family Services.
- All staff receives the required orientation, Abusive Head Trauma training, a caregiver fingerprint background disclosure and check, and health screening to ensure the safety of your children.
- All staff is trained in CPR/First Aid and AED procedures as required by the Wisconsin DCF Code for Group Child Care Centers. Staff will maintain current certification throughout employment after initial training.
- Staff must complete annual continuing education and in-services as required by the state.
- The Director's qualifications include a minimum of a degree in early childhood or related field along with a minimum of two years work experience with children in a formal setting. The Director reports to the Church Council and to the Pastoral Staff of St. Luke's.

### **Children's Rights**

Children have the right to:

- A caring and attentive staff
- An environment that stimulates growth
- A clean, safe childcare center
- Nutritious snacks and meals

## **ADMISSION POLICIES**

### **Who May Be Enrolled**

- ✚ All children are eligible for enrollment regardless of race, color, sex, gender, differing abilities, religion, family makeup, and national or ethnic origin. Children of all geographic areas and all socio-economic backgrounds are eligible for enrollment. We will accept all children whose needs can be met in our setting, provided space is available. In all cases, children must be able to participate and benefit from our program without risk to themselves, other children, or staff.
- ✚ Children must be at least 6 weeks old and not older than 13 years of age.
- ✚ All children enrolled in the 3 year old Preschool programming must be toilet trained, unless approved by Director or Preschool Administrator. (See Diapering/Toileting Policy for more information)
- ✚ Children enrolled in our Half-Day Preschool or 4K program must meet the age requirement of the class by September 1 of that school year.

- ✚ CLM does not offer drop-in care. Preschool students may add up to 3 wrap-around care days if there is availability. After those 3 days, the child will need to sign up for childcare. Special requests for additional time may be brought to the Childcare office.

### **How to Enroll Children**

- ✚ Set up an appointment with the Director or designated staff person.
- ✚ Appear in person, with children (if possible), to tour the center and pick up the forms to be completed.
- ✚ Determine the method of payment and make necessary financial arrangements.
- ✚ Complete all required paperwork and turn in before the child's first day of attendance.
- ✚ Children may be placed on a waiting list if there are no available openings by providing the child's name, DOB, schedule, and preferred start date. Families will be contacted when openings are available. In the event that there is a waiting list for a classroom, current families and active church members will receive priority if a spot opens.
- ✚ Half-day enrollment is available for children over age 2 and is defined as 5 hours or less between the hours of 6:30 am and 12:30 pm or 12:00 and 5:30 pm. Half-day enrollment is not available for infants and toddlers under age 2.
- ✚ Child Life Ministries requires a two-day minimum for enrollment.

### **Children's Records**

The Department of Children and Families requires that we have the following forms in your child's file. If the required forms are not completed and turned in to the office within the specified timeframe, enrollment will be terminated immediately. Once the paperwork is completed, you will be able to re-register if space is available.

Children's records are kept confidential. Files are available to parent(s)/guardian(s) for review upon request and may be forwarded to another school, agency or department with written permission by parent(s)/guardian(s). All staff and volunteers will maintain confidentiality in regard to children, families, and file information. Parent(s)/guardian(s) may review accident/incident reports regarding their child if requested.

#### *Items REQUIRED by the first day of attendance:*

1. Child Care Enrollment Form
2. Health History and Emergency Care Plan
3. All About Me Form
4. Registration fee
5. Permission to Release Information
6. Permission to Photograph/Videotape
7. A signed hours contract
8. Extra, labeled clothes
9. Infant/Toddler Intake Form, as applicable
10. School Age Transportation Permission, as applicable
11. Alternative Arrival/Release Agreement, as applicable
12. Authorization to Administer Medication, as applicable
13. Diapering supplies, as applicable
14. Wisconsin Shares contract, as applicable

#### *Forms REQUIRED within 30 days of attendance:*

- ✚ Day Care Immunization Record
- ✚ Family Handbook Acknowledgement

#### *Forms REQUIRED within 3 months of attendance:*

- ✚ Child Health Report-signed by a Health Care Provider no more than 1 year prior for children under 5 years old

*Forms REQUIRED to be updated:*

- ✦ **Intake Form** for children under the age of two updated every 3 months.
- ✦ **Child Health Report**- new form signed by doctor required every 6 months for children under age two and every 2 years for children over age 2.
- ✦ **Immunization Record**- update file every time new immunizations are given.
- ✦ **Health History**- update every time something changes with your child's health.
- ✦ **Enrollment Form**- update every time there is a change of address, phone number, emergency contact, or authorized pick-up people.

### **Schedules, Attendance, and Absences**

Upon enrollment, parent(s)/guardian(s) will be asked to fill out an hours contract detailing the scheduled times their child will be in the center. These will be updated annually, as well as each time schedules change. Staffing is based on children's schedules, so children may not be dropped off earlier than their scheduled time or picked up after their scheduled time unless prior approval is received from the office.

- ✦ No child will be allowed in the center before 6:30 a.m. or after 5:30 p.m. without a parent or guardian.
- ✦ Children will be signed in and out daily by classroom teachers in the childcare center. Parent(s)/guardian(s) are asked to sign their children in and out and must accompany their children into the classroom. Preschool and 4K teachers will take attendance daily.
- ✦ Parent(s)/guardian(s) are **required** to notify the center if their child will be absent. This can be done through phone call or Procure message. Parent(s)/guardian(s) will be contacted if a child is absent from the center without prior notification. Please call 262-522-6738 to report absences for childcare and 4K. Please call 262-522-6747 to report absences for preschool.
- ✦ All schedule changes must happen through the CLM office. Please refrain from texting, private messaging, or informing individual teachers of schedule changes.
- ✦ Students enrolled in 4K will receive a phone call, text message, and/or email from the School District of Waukesha if their child is marked absent without an excuse. Vacation, funerals, weddings, illnesses, and doctor appointments, are considered acceptable SDW excuses.

### **Extended Leave**

If a currently enrolled and attending family will not be using the childcare for an extended period of time due to summer work changes, maternity leave, etc., notice must be given a minimum of two weeks in advance. In order to hold your child's spot in the center, you will have a choice to bring your child one day per week or pay the \$20 per week minimum fee. This will hold your child's spot for a minimum of 4 weeks and a maximum of 12 weeks within a 12 month period. If you chose neither of these options, you may withdraw your child and re-enroll them if space is available. A return date is required at the start of your leave. If your child does not return on their scheduled date, their spot will no longer be guaranteed. Your vacation coupons will be prorated to reflect the schedule changes.

### **Child Life Ministries will be closed on the following holidays:**

1. New Year's Day
2. Easter Monday
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving Day
7. The day after Thanksgiving
8. Christmas Day

Full tuition is charged for these holidays, unless vacation credit is requested. Should the traditional holiday occur on a Saturday or Sunday, we will close on the closest non-holiday weekday. For example, if 4<sup>th</sup> of July is a Sunday, we

will be closed Monday. Payment or vacation coupon will be required for all holidays.

**Child Life Ministries will be closed on the following non-holidays, no charge to families:**

1. Good Friday
2. Wednesday before Thanksgiving
3. Christmas Eve or Christmas Eve observed
4. The days in between Christmas and New Years

Sign-ups will be put out to determine which days the center will be open over School District of Waukesha Spring Break. A \$10 fee will be charged for students signed up after the closing date on the sign-up sheet.

In some instances, a sign up may be used to see how many families need care around other holidays and school breaks. For example, if the 4<sup>th</sup> of July lands on a Tuesday, CLM will ask families if they will need care on Monday. If fewer than 10 families need care, CLM may close and families will not be charged.

St. Luke's CLM reserves the right to close the center at any time. In the event that Child Life Ministries would need to close due to building service loss, parent(s)/guardian(s) would be notified by one or more of the following: Procure message, listing on TMJ4, phone or in person, a notice on our website [www.stlukeslutheran.org](http://www.stlukeslutheran.org), or through social media (ex. a message on our Facebook page). Children will not be charged for non-holidays that CLM chooses to close.

**Inclement Weather**

In the event of inclement weather, Half Day Preschool and 4K will close with School District of Waukesha. The Childcare Center will be closed when the SDW closes due to snowy/icy weather. Childcare will attempt to stay open when the district closes for cold temperatures unless the temperature outside reaches -50 degrees without a predicted warm up OR our classrooms are below 67 degrees, as required by the Department of Children and Family Services.

If a school age child, current half day preschool, or 4K student needs full day care, a parent/guardian can call the Childcare Center to see if there is room for their child. Spaces will be filled on a first call, first serve basis. All necessary state paperwork must already be on file.

In the event that Child Life Ministries would need to close due to inclement weather, parent(s)/guardian(s) would be notified by one or more of the following: Procure message, note posted on building door, listing on TMJ4, phone or in person, a notice on our website [www.stlukeslutheran.org](http://www.stlukeslutheran.org), or a message on our Facebook page or other social media. Staff will do everything in our power to make the decision prior to 5:00 AM. The posting on TMJ4 will state St. Luke's Child Life Ministries Closed.

**Family Responsibilities & Involvement**

- Return required forms, such as enrollment forms, as requested.
- Notify office staff if your child will be absent:
  - **Childcare, School Age, and 4K call 262-522-6738**
  - **Preschool call 262-522-6747**
- Notify the office staff of any changes in contact information, pick-up times, or authorized persons. Schedule changes must be approved by the Director, Coordinator, or Assistant Director, not teachers.
- Maintain professional relationships with staff.
- Maintain responsibility for childcare costs/fees.
- Read and follow the Family Handbook.
- Sign up and attend conferences twice per year. Special conferences will be held upon request and/or by an appointment.



- Provide all diapering supplies, extra clothing, and weather appropriate outdoor clothing
- For children under the age of one, parent(s)/guardian(s) will also provide food, bottles, and formula/breast milk. Enough bottles must be supplied for each bottle feeding. Bottles must be taken home daily to be washed.
- We strongly encourage parents and families to be a part of their child's education. You can do this in many ways!
  - Attend family events held throughout the year
  - Read the office and classroom newsletters
  - Come into your child's classroom and ask your child to tell you about it
  - Help fundraise to raise money for the center
  - Volunteer to go on field trips, read books, or do a special project with your child's class
  - Check your child's cubby daily for art projects and notes

### **Babysitting**

CLM does not provide care outside of our licensed operating hours. However, we understand and appreciate that families feel most comfortable leaving their children with our staff members as babysitters and that our staff is often looking for additional income. While we acknowledge that this can be beneficial to both parties, we would like to clarify the following points.

1. We require the staff member and parent to sign a copy of this policy handbook, which we will keep on file for the child and staff member.
2. St. Luke's and Child Life Ministries will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of the center's hours. The member of staff will not be covered by St. Luke's insurance while babysitting as a private arrangement.
3. Out-of-hours work arrangements must not interfere with the staff member's employment at the center. Staff meetings, center events, and scheduled hours are mandatory and must come first.
4. All staff must maintain confidentiality inside and outside of work and are not to talk about other staff, center families, or other items pertaining to the center.
5. We encourage staff to inform the office of any baby-sitting relationships.

### **Additional Center Information**

The Center is open to scheduled visits and observations for your child's classroom by parent(s)/guardian(s) during the hours of operation, unless otherwise prohibited by court order or public health recommendation. All visitors must check in at the childcare office.

Copies of licensing regulations and center policies are available to parent(s)/guardian(s) in the CLM entranceway. The center license and any violations will be posted on the communication board, along with center specific information, including parent/guardian notices, menus, and announcements. Families will receive a copy of the Family Handbook during their tour and/or upon enrollment.

CLM provides age-appropriate toys and materials, individual cots or cribs, and proper bedding.

Parent(s)/guardian(s) will provide all diapering supplies, extra clothing, food for special dietary needs, and weather appropriate outdoor clothing. Parent(s)/guardian(s) for children under the age of one will provide food, bottles and formula/breast milk.

### **TUITION**

### **BOTH Child Care and Preschool Programs**

- Payment can be made with cash, check, or money order made payable to: **St. Luke's CLM** or online at **[www.stlukeslutheran.org](http://www.stlukeslutheran.org)** using a checking account.
- Payments should be placed in the mailbox outside of the childcare office.
- Payment not received after 1 week will result in automatic withdrawal of your child from our program.
- There will be a \$30.00 fee for each NSF/returned check. In the event of two NSF/returned checks, your check writing privileges will be terminated and only cash payment or money orders will be accepted.
- Except for our Summer Adventure Camp, additional fees will be charged for field trips.
- If you are an active church member and you have one child enrolled at CLM, your child will receive a 5% tuition discount. An active church member is one who is on the membership rolls of the church, attends church services regularly with your child/ren, and contributes financially to the church over and above the tuition amount.
- If you are an active church member, and you have two or more children enrolled at CLM, your oldest child will receive a 5% tuition discount and each additional child will receive a 10% tuition discount.
- If you have two or more children enrolled at CLM and you are not an active church member, you will pay the full tuition rate for your oldest non-school age child and receive a 10% tuition discount on each additional child.
- A minimum charge of \$20 per week will apply to all childcare, preschool, and school age families.
- If a credit card is used, there will be an additional 3% charge.
- A statement for tax purposes will be sent home at the end of the year for all currently enrolled children.
- Contact our Enrollment Coordinator with any billing questions at [stlukesclm@gmail.com](mailto:stlukesclm@gmail.com).

### **Half-Day Preschool**

There is an annual registration fee of \$50/child or \$65/family for 3 and 4 Yr. Preschool classes. A \$25 registration fee is required for 2 Yr. "First Steps to Preschool" classes. The annual registration fee paid for preschool programs also covers any additional CLM childcare registration or supply fees if childcare is utilized.

Tuition payments may be made either by semester (2 times per year) or monthly (10 times per year). Preschool payments are due on the 15th of the month. Tuition includes materials, supplies, and snack. All payments should be placed in the mailbox outside of the Childcare office. There will not be reimbursement for sick days or "snow" days. A monthly statement is available by request.

### **Child Care Center/ School Age Program**

There is an enrollment fee of \$50/child or \$65/family upon initial enrollment to the program. A supply fee of \$25/child or \$35/family will be automatically charged on March 1<sup>st</sup> and September 1<sup>st</sup> each subsequent year. Children enrolled in Preschool will not be charged the childcare supply fee.

Schedule changes are not permitted without office staff approval. You may add days, if space and staffing provide, for an additional cost. You must keep to your original contracted days and times unless a permanent change needs to be made to your schedule.

Permanent changes in schedule require a two-week notice. No varied schedules will be accepted, except for 4K wraparound and school-age.

**4K and School Age:** It is the parent's responsibility to sign up their child for days off school. This can be done by sending a message on Procare or emailing [stlukesclm@gmail.com](mailto:stlukesclm@gmail.com). Last minute signups will only be permitted if space and staffing is available. If they do not need care on these days, no payment is required. Payment is due if their child is signed up, regardless of attendance.

### **Child Care Payments**

Payments are due on the 1<sup>st</sup> and 15<sup>th</sup> of the month. Payments are due prior to care. Any credits will be given on the next statement.

If payments are not received by this time, a \$10.00/week late fee will be charged to your account.

Payments should be placed in the mailbox outside the childcare office. Late fees will be charged for each child if you arrive after 6 p.m. to pick up: \$10/child for the first 5 minutes, and \$2/per child for each additional minute you are late after that. The Director and/or Social Services will be notified if you or your emergency contact cannot be reached by phone and 30 minutes has lapsed.

There is an additional \$20 late fee/per child for children in care for more than 10 hours per day, unless an over 10 hours contract is signed and on file (please see section below). Violation of contracted hours will be \$15 for each occurrence. A statement for money paid for childcare will be prepared for tax purposes at the end of the year for all currently enrolled children.

### **Refunds**

Overpayments will be refunded by check after withdrawal from Child Life Ministries. Registration and supply fees will not be refunded. In the event that two weeks' notice is not given, the amount will be deducted from the refund.

### **CLM Minimum Charge Policy**

All children enrolled in Child Life Ministries (except for those only enrolled in the School District of Waukesha 4K program) will be charged a minimum of \$20 per week unless vacation coupons are used. Hourly students will have a permanent \$20 per week minimum charge while enrolled.

### **Over 10 Hours in Care**

If your child needs care for over 10 hours, you will be required to sign a care contract and provide your child with a complete breakfast. Children that remain in care for over 10 hours *without* a signed contract and complete meal will receive the over 10 hours in care fee of \$20 per day, per child. A maximum of 50 hours per week still applies. Below you will find the state licensing breakfast requirements.

1.  $\frac{3}{4}$  cup of milk
2.  $\frac{1}{2}$  cup of fruit or vegetable (example- a half of a banana, apple slices, or grapes)
3. Grain or bread-  $\frac{1}{2}$  slice of bread OR 1 serving of muffin, cornbread, roll, etc. OR  $\frac{1}{3}$  cup of cold, dry cereal OR  $\frac{1}{4}$  cup hot cooked cereal, OR  $\frac{1}{4}$  cup of pasta or noodles

### **Third Party Payments**

If we receive payments for your child through a third-party source, you will be responsible for any fees that are not covered. Co-pays will be set up through our billing office or with the Director and must be paid prior to care. In the case of Wisconsin Shares payments, you are responsible for providing the center with a current authorization from your case-worker, signing a contract, and making sure to update your file as needed. If authorization runs out and we are not given a new one, you will be responsible for paying for all services starting on the date authorization ended. If a new authorization and payment is received from the county, you will receive a refund as long as you are current on all self-pay charges. Payments must be made using your EBT card by phone or online and need to be completed by 4:00pm on the 1<sup>st</sup> weekday of the month. If we do not receive your payment by 4:00 pm, your child(ren) will be unable to attend.

***If you are struggling to pay your childcare bill, please talk to the CLM office staff about information on Wisconsin Shares (W2).***

### **Child Care Vacation Days**

Each family is allotted vacation days based on their enrollment. Each child will receive **2x the number of days they attend in a week per year**. Full time students will receive 10 days per year. Children attending 3 days a week would receive 6 days per year. The vacation calendar runs January to December. You will receive a pro-rated amount of days if enrolled after January 1<sup>st</sup>. If you use your vacation coupons ahead of time and enrollment is terminated before the end of the year or your schedule changes during the year, your vacation coupons will be adjusted and you will be charged accordingly. Vacation days expire on December 31<sup>st</sup> and cannot be used as payment for days a child is in attendance, cashed out, or rolled over.

When a vacation coupon is used, your discount for the week will be calculated by your typical weekly rate divided by your typical number of days. For example, if your schedule is 5 days per week at \$203 per week, you will subtract \$40.60 from your weekly tuition per coupon.

Upon enrollment and annually after that, you will receive **CLM Days Closed** information. Vacation coupons for each child will be put on your account in January and July or given to you upon enrollment. You may only use the coupon for the child it is assigned. Please turn these vacation coupons in to the office prior to your requested days. Vacation days may also be used as sick days. If you wish to use a vacation day as a sick day, please notify the office when your child is called out sick. Vacation days can only be used for one day, whether it is one half day or one full day.

Parent(s)/guardian(s) are **required** to call and report absences. The office number is 262-522-6738.

#### **Preschool Pandemic/Emergency Closure Policy**

For closures of two full weeks or less, no change to tuition. For closures of more than two weeks, tuition will be reduced by 50%. First Steps will pause all payments.

#### **Childcare Pandemic/Emergency Closure Policy**

During an extended school shut down of 3 or more consecutive days, tuition will not be charged for these days. However, each student will be charged a \$20 fee per week. This will be used to help cover the cost of utilities, maintenance, and administration. Exceptions include students not enrolled on those specific days and 4K students who only attend 4K.

#### **Quarantine Policy**

If a child is quarantined due to exposure or a diagnosed case, they fall under our illness policy, which is first full week out is 50% tuition, 2<sup>nd</sup> consecutive full week is no charge. Additional weeks will go back to normal tuition. See the **Illness Policy** for details. If an hourly student is out, there will be a \$20 weekly fee to hold their spot. No discounts will be applied due to family members being quarantined, but vacation coupons may be used.

### **EDUCATION**

Child Life Ministries provides a safe, structured, and nurturing Christian environment. It is the goal of CLM to maintain a balance of educational and social opportunities which enable each individual child to make choices that empower them to grow spiritually, emotionally, socially, and cognitively.

Our program's emphasis is on the development of the whole child as an individual and as a member of a complex social community. Each child is given choices to actively explore materials and concepts. Lesson plans are prepared with the understanding that children learn and grow at different rates through sensory experiences, manipulation and exploration of materials, and active learning. Learning opportunities are developmentally and age appropriate and incorporate the diversity of today's society. This program is implemented through planned learning experiences, themes, and daily lesson plans which tie in to long-term objectives and goals for each child. Our curriculum is a combination of the Pinnacle Faith Based Curriculum, Conscious Discipline, and ideas that our teachers gather from their annual early childhood education trainings. We strongly believe that children learn best through play, and our teachers create an environment to help facilitate their experiences.

Classroom teachers are responsible for:

- ✦ Planning a semester “road map” that takes the following goals into consideration:
  - Spiritual development
  - Social/Emotional development
  - Cognitive development
  - Physical development
- ✦ Weekly lesson plans and monthly themes submitted to the Director at least one week in advance
- ✦ Taking continual observations and assessments of each child
- ✦ Developing individual goals for each child
- ✦ Creating an environment that is conducive to the learning of each individual child
- ✦ Posting information about weekly activities and events on classroom bulletin boards
- ✦ Monthly newsletters including monthly themes and events, recapping exciting events of the previous month, and other special interest points
- ✦ Creating and updating individual portfolios for all students enrolled more than 50% of the center’s operating hours that will be shared with parents at conferences

### **Religious Education**

St. Luke’s Child Life Ministries provides religious instruction that coincides with the beliefs and teachings of the **Evangelical Lutheran Church of America**.

Our goal is to create an environment which helps children to understand God’s love for them. CLM encourages our children to love and care for others. As the children work and play together, they will learn to cooperate with and respect the rights of others.

In addition to the natural opportunities for faith integration that occur throughout our daily activities, there is a special time each day for planned religious activities and a weekly church time when the kids gather together as a center to sing and learn about God’s love. Bible themes are integrated into our regular classroom units, creating a unified and meaningful curriculum. The children will learn about and experience the Christian faith through books, flannel board stories, dramatizations, chapel services, puppets, music, discussion, and prayer.

*Future 4 Waukesha 4K is a secular program and does not incorporate religious education.*

### **Preschool, Childcare, 4K, and School-Age Education**

St. Luke’s CLM utilizes a variety of different academic approaches to provide a unique and high-quality learning environment for children.

Teachers prepare the **environment, materials, and activities** through lesson planning so that children are stimulated and challenged and varied levels of success can be achieved and emphasized. Experiences are provided to meet the children’s needs and stimulate learning in all developmental areas. Children learn through active interaction with materials and mediums. Social interaction with other children and adults is encouraged.

Teachers provide for children’s **fine motor development** through the use of items such as puzzles, pegboards, scissors, art and writing supplies, tweezers, eye droppers, and other similar activities.

The development of **gross motor muscle coordination** will include indoor and outdoor activities such as balls, parachute games, creative movement, yoga, tumbling, balancing, and other like activities. *Children who attend more than 3 hours a day will have the opportunity for daily outdoor play periods, weather permitting.* Outdoor activities include play structures, bikes, sand box, outdoor blocks, mud kitchens, and seasonal activities.

Children will have daily opportunities for **emotional development** and **creative expression** through “process art”, puppets, story-telling/dictation, and experimentation of materials techniques and ideas.

Teachers promote emerging **social skills** by stressing cooperative play and communication skills. Children are encouraged to verbalize their feelings and emotions and respect those of others. The program is designed to provide a rich and changing dramatic play environment that stimulates new levels of play and understanding, as well as expands language development.

Providing materials and activities that allow for varying levels of readiness encourages children’s **cognitive and intellectual development**. Our activities keep in mind the developmental levels of all children. Quiet areas will be provided to enhance this development.

### **Screen Time**

As a center, we encourage active learning experiences that challenge and enhance each child’s development. The use of TV programming or videos are only offered occasionally. Movies will have a “G” rating, with the school age exception listed below. No child will be required to watch a program or video; other options will be made available. Requests to show or use television videos must be pre-approved by the Director. Teachers may use YouTube videos or other short online videos to help facilitate a child’s learning. Children under age 3 will never have screen time. Children ages 3 to 5 years old are allowed up to 30 minutes per week. Children ages 5 and up are allowed up to one hour per day, with teacher supervision.

4K children and school agers may spend time learning on iPads provided by the School District of Waukesha. Screen time on these devices will be limited to 30 minutes per day for 4K and 60 minutes per day for school-agers. Students will be supervised during iPad time in order to ensure they are using learning apps that are age appropriate. In the event that school goes virtual, more iPad time may be required to complete schoolwork.

On special occasions, the school age class may watch at PG movie at the center or in the movie theater. Parents will be notified of the title and rating of the movie prior to their child seeing the movie and are able to “opt out” for their child.

### **Birthdays and Holidays**

Celebrating the holidays is an important part of our curriculum. As a Christian-based program, we celebrate Christian holidays and observances. Some secular holidays such as Valentine’s Day and Thanksgiving are also acknowledged. Future 4 Waukesha 4K focuses on the secular way to celebrate holidays; all other programs focus on the religious aspect.

When celebrating holidays, we focus on the Christian aspects of the holiday. During Christmas, for example, we emphasize the Nativity and Jesus’s birth. Art projects may include angels, stars, shepherds, or a manger for Jesus. While we still acknowledge Santa, Jesus is our main focus.

For Halloween, we focus on the fun and celebration of harvest time and all of the wonderful colors God has created for the season. We emphasize costumes that will create positive, family-friendly experiences. We avoid things such as ghosts or witches and ask that masks and weapons be left at home.

At Easter, we focus on the sorrow of Good Friday and the joy of Easter Sunday but recognize that eggs and bunnies are also part of the children’s seasonal experience.

We love celebrating birthdays! We will sing *Happy Birthday* and acknowledge the child’s special day. Families who wish to send treats to celebrate birthdays, holidays, or special days are welcome to do so. If a special treat is served, a notice will be posted on the classroom menu to notify parents. Please also take into consideration the nutritional value of snack. Some suggested treats are: fruit, frozen yogurt, snack mixes, pudding, or oatmeal cookies. Staff

reserves the right to not serve special treats based on nutritional value. **We do not allow treats that contain peanuts or tree nuts.**

### **Cultural Diversity**

As a Christian-based center, we believe in God's love for **all people** and celebrate our similarities and differences. Teachers will provide books, play equipment, art activities, and displays featuring people of different cultures, religions, and family structures. Activities will be provided to ensure that stereotypes are not used to define groups of people. Teachers will avoid use of gender as a way to define children's participation in activities. Any concepts or materials presented to children will be developmentally appropriate.

### **Communication with Families and Evaluations of Each Child's Progress**

Our main form of communication, other than face to face, is through our Procure engagement app. Parents/guardians will receive updates and reminders, pictures, and notifications about injuries/incidents. Please remember that our teachers' number one priority is the children, so there may be times that you do not receive an update when you expect it. Procure is also a place where parents/guardians can talk about schedule changes. All communication with childcare teachers **must** go through Procure- texting, private messages, and other social media communications about childcare information is prohibited.

Each classroom will provide monthly newsletters, which include information pertinent to the class and the center such as field trips, special visitors, curriculum information, and themes. Lesson plans will be posted weekly.

Parent(s)/guardian(s) of children in the infant and toddler classrooms will receive daily written communication. Half-Day Preschool teachers are available after class daily to answer any questions or to explain more about what is occurring in the classroom.

Classroom teachers will be available to speak with parent(s)/guardian(s) when requested. The Director and other office staff members are available to answer parent/guardian phone calls or emails. Formal parent-teacher conferences regarding each individual child's progress will be offered twice per school year.

### **Early AM/Late PM Care**

The heart of our childcare programming takes place between 9:00 AM and 4:00 PM; with half-day programs running both in the morning and in the afternoon. Both early and late care is available to all children, including 4K and half-day Preschool. Children involved in early morning or late pm care can participate in free play, art/scheduled activity, and snack. During both early morning and late pm care the children may be combined to accommodate State of Wisconsin Licensing and Regulation childcare ratios.

### **Field Trips**

A variety of field trips are taken throughout the year. Trips will be announced with adequate notice and a permission slip will be required (with the exception of walks around the block or trips to Cutler Park, to Bethesda Park, and to the Waukesha Public Library, as permission for these trips is part of the enrollment forms). There may be additional fees for field trips. See "Van Safety" section for information on car seat requirements. If you do not want your child to participate in the given field trip, you must arrange for alternate care.

Field trips are considered a special privilege. The Director or other office staff member will determine if a child is able to attend a field trip. A field trip may be taken from a child if it is determined that the safety of that child, other children, or the staff is at risk. If a child is unable to attend a field trip due to behavior or safety concerns, the center will place that child in another classroom during the trip.

### **Outdoor Play**

Children will remain indoors during inclement weather such as heavy rain, outdoor temperatures exceeding 90 degrees, or if wind chills are 0 degrees Fahrenheit or below for children over two years of age. If wind chills are 20 degrees or below, children under two years of age will remain inside as required by state regulations.

It is the parent(s)/guardian(s) responsibility to provide appropriate outdoor clothing (boots, hats, mittens, snow pants, swimsuits, towels, etc.) each day. Clothing may be left in the child's cubby if labeled appropriately. All children will spend time outside. If your child is too ill to play outside, they are too ill to come to school and should remain home.

### **Rest Policy**

Children under age 5 who attend care for more than 4 hours are required by law to participate in a rest period. We understand that some children do not sleep during the day, but we also know that children benefit from rest. After 30 minutes of rest, if they are not sleeping, they may choose a quiet activity (books, crayons, puzzles). Children are welcome to bring a special item to rest with. We provide a cot, sheet, and blanket or sleeping bag which we wash weekly or as they become soiled. Soiled personal belongings will be sent home in a plastic bag to be laundered at home. We will not wake a sleeping child, unless under a doctor's orders.

Children 5 and older are not required to nap; however, a quiet period will be provided when they are in all-day care.

### **Toys from Home**

Children who are here for a full day may bring a small stuffed toy for rest time. **Please do not permit your child to bring other toys from home.** Toys brought for show and tell are acceptable and you will be notified in advance. If a toy from home becomes a problem, the child will be asked to leave the toy in his/her cubby for the remainder of the day. Ipads may be used for homework. If a problem continues, limitations may be put in place for that child. St. Luke's CLM is not responsible for any items that are lost.

### **Lost and Found**

Please label your child's items (jacket, backpack, lunch box, boots, snow pants, etc.) If your child has lost an item, please ask your child's teacher after you have checked in the lost and found bin. Unclaimed items will be given to charitable organizations periodically throughout the year.

### **Media Release**

Throughout your child's time in our program, he/she will have his/her picture taken at various programs and events and for educational purposes (center bulletin boards, art projects, etc.). No child's photo will be used on CLM brochures, Facebook, or website without a signed consent form.

Families are allowed to take pictures and videotape during special events, field trips, and programs, but should not post individual or small-group pictures on public or personal social media pages without the consent of that child's parent or guardian.

Adults who complete the volunteer training and background check and help in our classrooms are welcome to take pictures to post in our private Facebook groups. However, pictures taken during classroom activities cannot be posted on personal pages unless permission is given from the parent or guardian of the child.

St. Luke's CLM has a private Facebook group for current families and staff. This group is not available to the public and restricts settings so that pictures cannot be shared. To request access to the private Facebook page, please search for Family Group- St. Luke's Child Life Ministries.

### **Pet Policy**

In your admission paperwork you will find an Animal/Pet Permission Form. This form gives permission for your child to touch animals that visit for a learning experience. Parents/guardians will be notified every time their child has



interaction with an animal through a note that is posted on the door, Facebook notification, and/or a note in the child's cubby.

Parents will be notified of any classroom pets. Family pets will only be allowed to visit with prior permission from the Director or other office staff member. Dogs and cats are not allowed to visit the center at any time.

Staff will carefully supervise children in the presence of pets or animals and be prepared to remove the animal immediately if it shows signs of distress. Children will be removed if they are interacting inappropriately with an animal or pet.

### **Diapering/Toileting Policy**

Children in childcare who are not yet toilet trained are required to provide diapering supplies (diapers, wipes, etc.). An adequate amount of supplies should be kept at the center.

Teachers will give parents several warnings when supplies are getting low and parents will be required to refill the supply. If several warnings have been given and your child runs out of diapers, you will be called to pick up your child or bring supplies.

**\*\*Note:** Diaper rash cream and/or other medication **MUST** be listed on a medication authorization form with a parent or guardian's signature on file at the center and must be kept in the classroom's medication container, NOT left in the child's diaper bag or cubby.

Children in the process of toilet training are encouraged to master this skill with positive assistance and frequent reminders. It is common for young children to continue to have occasional accidents and lapses in training. If you are aware of any changes in family routines that may contribute to this, please inform your child's teacher.

Toilet training will be available in the 2-year-old classrooms. Once children are developmentally ready for potty training, their classroom teachers will work with the parents/guardians so that potty training at school is consistent with what is being done at home. Parents/guardians may be asked to complete a toilet training information sheet to determine if the child is ready to begin potty training in the classroom. Children will never be forced to use the potty and will not be punished for refusing to go or having accidents. If potty training attempts are unsuccessful, staff will wait a few weeks and attempt again.

Soiled clothing will be placed in a plastic bag and sealed. Clothing will not be rinsed in order to prevent further opportunity to contaminate hands and other surfaces.

In accordance with the State of Wisconsin Licensing and Regulations, toilet training will not be attempted with any child under the age of 18 months.

### **INFANT AND TODDLER POLICY**

To promote growth in the infant & toddler rooms, weekly and individualized lesson plans will be implemented. Infants and toddlers will experience growth and age-appropriate development through such areas as stacking and building, language development, music and movement, fine motor skills, sensory exploration, colors and shapes, snack time, lunch, and rest. Infants and toddlers will plan to go outside daily, weather permitting. If the "feels like" temperature is over 20 degrees or less than 90 degrees, please send appropriate outdoor clothing.

Parent(s)/guardian(s) and childcare providers will fill out daily flow sheets each day to provide accurate communication for coordination of each child's schedule.

In order to maintain a sanitary environment, we ask that all adults remove their shoes or put on a pair of provided shoe coverings before entering the infant space. All teachers and walking children in the infant room must have a separate pair of “school shoes or slippers with traction” that they will only wear inside of the classrooms.

### **Sudden Infant Death Syndrome (SIDS) and Abusive Head Trauma**

All staff members working in the Infant/Toddler room are trained in the risk reduction of Sudden Infant Death Syndrome upon hire. All staff working with children under the age of 5 will receive training in Abusive Head Trauma.

Teachers are informed not to add any extra bedding to the crib. Cribs have only the fitted sheet and one blanket that is no more than one layer thick. We ask that families refrain from bringing thick, fluffy blankets for their infants, since our teachers are unable to use these. Infants under one year of age are ONLY placed on their backs to sleep. Those infants that are able to roll over will be placed in the crib on their back and are able to roll over as they sleep. Ongoing information is also shared with teachers in this classroom as it becomes available. Infants will not be allowed to sleep in car seats, bouncy chairs, or swings unless a doctor’s note is provided. If an infant falls asleep in one of these places, they will be moved into their crib.

### **Infants and Toddlers: Meals**

Infants and toddlers are fed on their own schedule. Prior to admission, an intake form that is filled out by parent(s)/guardian(s) will include a schedule of meals and feeding, types of food introduced, and a timetable for new foods. Infants and toddlers must be fed on their own feeding schedule; however, when a child begins to eat the center-provided food, they will begin to transition to the center food schedule. Families will be notified before this change takes place and have the right to add or change feeding times to fit their toddler’s needs. Parent(s) or guardian(s) of children under age two that are not following our menu must supply a nutritional meal and snacks, following the state licensing guidelines. For children over two, all meals and snacks will be provided.

Food and formula from home will be labeled with name and date and refrigerated as needed. At the parent’s request, any unused formula or breast milk may be returned to the parent. It is recommended that once a feeding has been initiated, the milk or formula, (whether served in a bottle or in a cup) be consumed within 2 hours or the contents discarded. Freshly expressed breast milk (not frozen) that has not been served to a child may remain at room temperature for up to 4 hours. Unused frozen breast milk which has been thawed in the refrigerator should be used within 24 hours; it should never be refrozen. Bottles will not be used more than once a day and must be taken home, cleaned, and sanitized daily. Bottles will be heated in the center crock-pot. Parent(s)/guardian(s) are required to provide enough clean bottles for each feeding.

Staff will hold a child whenever a bottle is given if child is unable to hold a bottle for him/herself.

A child unable to sit will be held or placed in an infant seat during feeding. High chairs will be utilized with safety straps for children developmentally unable to sit at tables and chairs. Children will be encouraged to experiment with self-feeding. Cups and feeding utensils will be scaled to the size and developmental level of the children. Staff will not feed a child directly from commercial food containers. Infants and toddlers will be offered drinking water several times daily as appropriate.

## **SUPERVISION AND SAFETY**

Child Life Ministries strives to provide a safe environment for all children at all times. All staff and volunteers will receive training in procedures to follow in the event of an emergency. Video cameras are placed around the center hallways and by the exits in order to monitor movement at all times.

Our staff is required to be in supervision of all children in their care at all times. Children are supervised by one or more adults, depending on the number of children in the group. **It is imperative that you make contact with one of**

**the teachers when dropping off and picking up your child.** Please make sure to walk your child into their classroom and sign them in with their teacher.

Children may not be taken from the facility by anyone other than the enrolling parent/guardian unless written permission is on file. Upon registration, please specify any persons who are authorized to pick up your child. Children will only be released to a person under the age of 16 if an authorized pick up is in the parking lot. We ask for picture identification from people we are not familiar with as part of our safety policy. Please be prepared to show a government issued photo ID, even if you are the normal pick-up person, and inform your authorized pickups to bring theirs as well. **No exceptions will be granted.** If there is a specific custody agreement, a copy of court documentation regarding child custody must be on file with us prior to the child's start date.

To ensure further safety, we will not release children to any person under the influence of alcohol or drugs or suspected to be under the influence of alcohol or drugs. The other parent/guardian or emergency contact will be immediately contacted and expected to pick up the children. CLM staff reserves the right to contact proper authorities should the need arise.

### **Van Safety**

CLM maintains policies of general liability and vehicle insurance coverage. All staff drivers have annual driving records and annual orientation on file from the DMV. Annual van inspections and necessary repairs and maintenance are performed by a certified mechanic. Weekly inspections are completed by church and CLM personnel. All center vehicles are equipped with a first aid kit and child alert system.

While riding in the vans, we follow the Wisconsin Department of Transportation child passenger safety laws: Children under the age of 4 or less than 40 pounds will be properly restrained in a child car safety seat provided by the parent when being transported. Children who are at least 4 years old but less than 8 years old, weighing less than 80 pounds or shorter than 4 feet 9 inches will be properly restrained in a shoulder-positioning child booster seat when being transported in a vehicle. Any child not required to be restrained in a child car safety seat or booster seat will be properly restrained by a seat belt.

Parents are asked to provide 5-point harness car seats for their children on occasion. Please label the seat with your child's name.

Teachers will sign children in and out of the vans and do a physical walk-through, checking all seats, after children have exited. Children will never be left unattended in a van.

### **Reporting Child Abuse/Neglect**

Staff is trained to detect signs of child abuse and neglect of the children we serve. Licensing regulations and Wisconsin State Law require anyone working with children to document and report all cases of suspected child abuse, neglect, or maltreatment to the Department of Social Services. In the event an employee is accused of abuse or neglect, the employee will notify the Director immediately. The Director will investigate the allegations with the family and the employee. If the employee is found to have committed abuse or neglect, or information surrounding the allegations raises reasonable cause for suspicion, the Director will contact Child Protective Services and file a report immediately, as well as terminate the employee.

### **EMERGENCY POLICIES**

In order to provide a safe environment for your child, our staff receives required training of center emergency plans to follow in the event of an emergency. Parents/guardians will be notified via center phones, cell phones, Facebook, and/or any means available at the time.

### **Missing Child**

In the event of a missing child, the Director and/or all available staff will begin searching for the child. Video footage will be monitored. Office staff will secure all exits. Emergency personnel will be summoned, and parent(s)/guardian(s) will be contacted if the child is not found in a reasonable amount of time.

To prevent a missing child, all children will be counted before and after activities and verified in the daily attendance binder/tablet by staff. The child attendance binder/tablet and child tracking tags will be used at all times to document the children in the care of CLM. A daily van checklist is also used by staff for transportation. When taking walking field trips off CLM property, there will always be two teachers unless the children are secured in a stroller or there are fewer than 5 children. School Age classes may walk to the library or Cutler Park with one teacher based on the ages and abilities of the children.

The Wisconsin State Licensing Specialist will be notified within 24 hours if a lost or run-away child situation occurs.

### **Intruder/Dangerous Situation**

There is an emergency lockdown procedure in place in the case of an intruder. This plan is reviewed with each staff person.

### **Building Service Loss**

Each room will be equipped with an operable flashlight. Staff will keep children in the classroom until further instructions are given to move to a designated safe area. In the event of a power failure, children will be moved to the upper level of the church. Parent(s)/guardian(s) will be contacted to pick up the children if it is deemed necessary.

There will be emergency supplies available including blankets, a battery-operated radio, and extra batteries. In the event the center loses use of water or has plumbing failure, the Director/staff will notify parent(s)/guardian(s) to pick up children if not resolved in a timely manner. In the event of a telephone outage, Director or designated staff person will use his/her personal cell phone in an emergency. In the event of a heat loss, the Director/staff would notify parent(s)/guardian(s) to pick up the children if not resolved in a timely manner.

### **Bomb Threat**

Police will be notified and children will be taken to an evacuation site (see *Evacuations*), according to police instructions. Families will be notified to pick up their children.

### **Fire**

Monthly practice evacuations occur so children know the escape route if an emergency were to arise. Infants will be placed in the Evacuation Crib by the classroom teacher. The classroom teacher and designated staff will roll/carry the crib to the nearest exit and down minimal stairs to safety. Older children will be guided by the classroom teacher to the nearest emergency exit and to safety. Teachers have attendance sheets and enrollment forms to contact parents and guardians. Please see also *Evacuations* for further information.

### **Evacuations**

In the event children and staff are unable to safely remain in the building, the Waukesha Public Library at 321 Carroll Street and Les Paul Middle School at 400 North Grand Avenue have been designated as our emergency shelters. Staff will take attendance sheets and emergency information and parents will be contacted immediately.

### **Tornado**

Seasonally, monthly tornado drills are practiced so children are prepared if necessary. In the event of a warning, students will enter one of the fully enclosed classrooms. Infant and toddlers will locate to the hallways parallel to their classroom. Infants will be placed in the Evacuation Crib and wheeled to the hallway. Flashlights and battery-operated radios are accessible in the case of severe weather or tornado.

**Flash Flood**

In the event of a flash flood and/or warning, children will be moved to the upper level of the church. Parent(s)/guardian(s) will be notified to pick up children if an actual threat of flooding is possible.

**Emergency Medical Treatment**

Child Life Ministries has a supply of bandages, tape, and Band-Aids on hand. Teachers carry each child's emergency information and a complete first aid kit with them when children are taken off site. Staff members are trained in CPR and First Aid procedures as required by state licensing. A daily record of all injuries will be kept in the Medical/Injury Log Book located in each classroom. Accident reports will be filled out, reviewed by the Director, and given to the parent/guardian in a timely manner. Copies will be placed in the child's file. Any injury to a child or evidence of unusual bruises, contusions, lacerations or burns will be recorded in the Medical/Injury Log Book and reported immediately to the Director; this includes serious injuries as well as any injury that leaves a mark on the skin. In any classroom where there is one teacher, there is always a second adult available within 5 minutes.

**Minor Injury**

If your child suffers a minor injury, first aid will be administered as necessary. Superficial wounds will be cleaned with soap and water only and protected with Band-Aids. Parents/guardians will be informed of the injury when they arrive for the child. If a child bumps their head, parents/guardians will be notified right away.

**Serious Injury**

Serious injury is defined as one that requires professional medical treatment such as, but not limited to, burns, concussions, wounds, poison and broken bones. In case of serious injury, the staff person in charge will immediately assess the condition of the child and make a decision for required treatment. If paramedics are to be called, parent(s)/guardian(s) will be notified and a staff member will ride in the ambulance to the hospital and stay with the injured child until the parent/guardian arrives.

If it is determined that a child needs immediate professional medical assistance, the child will be taken to Waukesha Memorial Hospital, 725 American Ave, 262-928-2000. Any injuries resulting in hospital care will be reported to our state licensor.

**Accident/Incident Form**

Any time a child is involved in an incident or accident while at our center, our staff will inform parent(s)/guardian(s) at the close of the day. Staff will notify parents/guardians with a Procare message that explains what happened and how it was treated. Parents/guardians will be asked to sign a copy and given a copy to take home. If there is a serious injury, requiring professional care, a state form will be filled out by staff that requires hospital care information provided by the parent/guardian.

**Allergic Reaction Plan**

If a child has an allergic reaction, parents/guardians will be called immediately. The child's health plan will be followed and 911 will be called if necessary.

**Parental Notifications**

Parents/guardians will be notified immediately for the following:

1. Head injuries (any bump, blow, or jolt to the head)
2. Seizures
3. Consumption of incorrect breast milk
4. Consumption of food or drink that may contain a child's known allergen
5. Consumption or contact with poisonous materials
6. Administration of incorrect medication

**HEALTH**

CLM has implemented several health-related policies to ensure the wellness of your child. Parents must provide current records for up-to-date immunizations, a current health history and emergency care plan, and health report. Upon arrival each morning, your child will be observed by a staff member for signs of illness or injury.

### **Illnesses**

**Your child will be sent home and should not be brought to the Center if any of the following are present or have been present within the last 24 hours:**

- A fever 100.5° F or higher
- Congestion, nasal discharge or coughing serious enough to hinder the child from participating in normal center routines
- Any rash or sore throat that has not been diagnosed
- Eye inflammation or mattering
- Uncontrollable, inconsolable crying or lethargy
- Suspected lice or ring worm
- Stomach flu, vomiting, or diarrhea (diarrhea is defined as more than two bowel movements in a 4 hour period that are looser than normal for that child, watery, unusual in odor or color not related to diet, or cannot be contained in a diaper or underwear)
- Any other suspicious signs which might indicate the beginning of illness

If a health care professional prescribes antibiotics, the child must stay out of the program for 24 hours.

A child must be FEVER AND SYMPTOM-FREE WITHOUT MEDICATION FOR AT LEAST 24 HOURS before returning to school. If a child is sent home from school, they must remain out the following day. A doctor's note stating that the child may return to care will be reviewed and a final decision will be made by the Director or an office staff member if the Director is unavailable. Children must be able to participate in scheduled daily activities.

If your child becomes ill at the center, the child will be isolated and we will notify you or the emergency contact person to pick up your child immediately. Your child must be picked up within one hour. Your child may not return to the center the following day and must remain home until symptom free without medication for 24 hours.

**Please call us before 8:00 am if your child will be absent. You may leave a message in the office at 262-522-6738 or send a message through the Procure app.** Do not contact teachers or office staff through personal cell phones to relay information about your child's schedule. All schedule updates **must** go through the office.

For Childcare and School Age programs, you will receive 50% credit for the first full week of absence and 100% for the second consecutive week. A doctor's excuse is required to verify the illness for eligibility.

### **Communicable Disease**

In the event that a communicable disease breaks out at the center, we will post notifications providing the necessary information. We will also report all necessary communicable disease to the Health Department and state licensing officials. All medical incident/disease reporting will be confidential. If your child is diagnosed with a communicable disease, it is your responsibility to inform the childcare office staff immediately. A complete list of communicable diseases can be found in the childcare office or online.

All students are required to have up to date immunizations unless exempt due to health or religious reasons. If a child is not immunized due to exemption, CLM reserves the right to ask families to keep their child home in case of an outbreak. CLM will not charge any child that is asked to stay home for vaccination reasons.

**It is the parent/guardian's responsibility to inform the CLM Childcare office of ANY illness, rash, or case of head lice immediately after being diagnosed so that they can take the proper precautions.**

**Ear Infections:** If your child is diagnosed with an ear infection, you must follow the fever and antibiotic 24 hour rule.

**Rashes:** Any unexplained rash must be checked by a doctor before returning to school. Heat rash and allergic reactions are not infectious. A note from the doctor confirming your child was seen and that the rash is not contagious is required if rash is still present.

**Sore Throat:** Strep throat and scarlet fever are two highly contagious conditions. A child must be on antibiotics for a minimum of 24 hours before returning to school.

**Pink Eye (Conjunctivitis):** A child may return to CLM after receiving antibiotic eye drops for 24 hours or is symptom-free for 24 hours.

**Impetigo:** A child must remain out of care until all lesions have completely crusted over.

**Hand-foot-and-mouth:** This is a common childhood illness. It causes sores in the mouth and on the hands, feet, and sometimes the buttocks and legs. Mouth sores can be painful and may make it hard for your child to eat. The disease is not serious, and it usually goes away in a week or so. Your child may return to CLM after the fever has been gone 24 hours and all blisters have crusted over.

**Chickenpox, Hepatitis A, Measles, Mumps, Whooping Cough, and Shingles:** These diseases are uncommon, and must be reported to the health department and childcare office. Pediatricians and the health department will give specific guidelines for returning to school.

**COVID:** This is highly contagious and recommendations for quarantine/isolation are constantly changing. CLM will follow direction from the Waukesha Health Department and CDC.

### **Head Lice**

If a child is found to have lice or nits, they will be sent home immediately. A note will be put up on the classroom door of the exposed classrooms. All children that have been exposed will be checked by CLM staff that day and will be rechecked daily by CLM staff for 7 to 10 days. Classrooms, clothing, and soft furnishings will be cleaned. Children must receive an all clear by their pediatrician or Lice Centers of America before returning to the center. For more information on where to take your child, please contact the CLM office.

We understand that the school district has a more lenient lice policy; however, school age children are required to follow CLM policy before returning to before/after care.

### **Teething**

According to the American Academy of Pediatrics, if a child seems particularly miserable or has a fever higher than 100 degrees, it's probably not due to teething. Please keep your child home and consult your physician. You are welcome to bring teething rings that will be kept in the freezer.

### **Medication**

Center staff will give prescription or non-prescription medications, including teething gels and diaper ointment, to a child **only** when there is signed written authorization that includes the child's name and birth date, name of medication, administration instructions, medication intervals, parent signature, and length of the authorization dates. All medication must be in the **original** container with the **original** label attached and readable. Staff may only administer medication as directed on the label. The end date on the medication form may not exceed the length of time specified on the label.

Upon administering medication, staff will record in the medication log the child's name, the type of medication given, dosage, time, date, and their signature.

Medication is kept in a labeled box in the locked closet in the director's office, labeled box in the classroom, or in the labeled box in the refrigerator. **No medication will be kept in the center without current medication authorization.** Medication CANNOT be kept in a child's backpack, diaper bag, or cubby.

Sunscreen and insect repellent may only be applied upon written authorization by the parent/guardian. Authorization to administer sunscreen and insect repellent are on the Health History and Emergency Care Plan, filled out upon enrollment. CLM will provide Coppertone SPF 50+ sunscreen unless a specific type is brought by the parent/guardian and listed on the health history form. Insect repellent will be provided by the parent/guardian. Recording of sunscreen and repellent in medical logs will not occur.

### **Diaper Cream and Medication**

Lotions, powders, or salves may be applied to a child during diapering only at the specific written direction of the child's parent/guardian or the child's physician. The directions on use shall be posted in the diaper changing area. Recording the use of lotions, powders or salves during diapering in the medical logbook is not required. A written authorization that includes the child's name and birthdate, name of medication, administration instructions, medication intervals and length of the authorization dated and signed by the parent must be on file. Blanket authorizations that exceed the length of time specified on the label are prohibited. Creams that do not have a length of time specified on the label may be used as needed; however, parents/guardians should fill out a new form every 60 days.

Any over-the-counter topical, non-medicated lotion, cream, lip balm, or salve preparation may be applied to children upon authorization from the parent/guardian.

All over-the-counter medication used for teething can only be used as specified on the bottle. Parents/guardians will need to fill out a new form each time the length of time ends. The end date on the medication form may not exceed the length of time on the directions label.

### **Cleanliness**

Staff and children's hands will be washed with soap and water before eating meals, after eating meals, and after toileting. Staff will wash hands before and after administering medication, helping a child with a disposable tissue while wiping noses, handling bodily fluids, and following universal precautions.

Wet or soiled clothes will be changed promptly. Wet clothes will be sent home in a plastic bag. Clothes will not be laundered at CLM. All parent(s)/guardian(s) will provide an extra complete change of clothes for their child. Extra labeled clothing is to be kept in a labeled bag or container in the child's cubby.

Tables used for eating will be washed with department approved sanitizers and disinfectant. Toys will be sanitized in the dishwasher or cleaned with the sanitizing solution every week. Any item a child puts in their mouth, coughs or sneezes on will be sanitized immediately.

## **NUTRITION**

Child Life Ministries will adhere to all nutrition requirements outlined in DCF 251. The center will provide nourishing food to the children enrolled. CLM will meet the US Department of Agriculture childcare food program minimum requirements.

Monthly lunch and snack menus will include diverse types of food and be age appropriate and nutritionally sound. Menus will be posted in the kitchen, on the communication board, and in each classroom. Any changes to the menu



will be written on the menu located on the communication board and in the kitchen. All menus will be kept on file for three months.

All meals and snacks for children over age 2 will be provided by CLM and will not be supplemented with food from home unless there is a family belief or medical reason. The family meals provided must reflect the beliefs or medical reason and **must** include all of the components outlined by Wisconsin State Licensing in DCF 251. It is the responsibility of the office staff to give the family a copy of the rules. A contract between the family and CLM will be signed in order to ensure state nutrition requirements are fulfilled.

**Acceptable reasons for medical meal replacement include:**

- \*Allergies
- \*Special diet (for example, gluten free)

**Acceptable reasons for personal belief meal replacement include:**

- \*Vegan, vegetarian, or organic
- \*Religious beliefs

All staff having direct contact with children will be informed of food allergies and other allergies to specific children. Allergy lists are kept in each classroom and on the bulletin board in the kitchen.

Children enrolled in full-day programming will receive a morning snack, lunch, and afternoon snack. Children enrolled in half-day preschool and/or 4K programming will receive a snack. Before school, school-age children will receive a morning snack. After school, school-age children will receive an afternoon snack.

Meals and snacks will be provided by CLM at flexible intervals based on the amount of time the children are present, including transport time. No child will go without nourishment longer than 3 hours, including early AM and late PM care. Meals and snacks will be served family style. Teachers will eat with the children at tables in the classroom that are scaled to the proper height and size for the children's comfort and reach. Occasionally, for special events, children and teachers will eat together in an alternate location (like Fellowship Hall or an outdoor picnic). Prior to eating, all children and staff will properly wash their hands with soap and running warm water.

Information on infant and toddler meals can be found under the Infant and Toddler Section.

## **CHILD GUIDANCE**

St. Luke's Child Life Ministries provides positive guidance, redirection, and the setting of clear limits. Our guidance policy is designed to help children develop self-control, self-esteem, problem solving, and respect for others.

Children attending the center are not permitted to hurt others or destroy property. Classrooms provide ample age-appropriate materials and allow for a selection of various activities at all times. Children are invited to participate in activities that teach them to share and take turns. Children are encouraged to verbalize their feelings instead of exhibiting behaviors which are unsafe for themselves or others. A child's developmental level is taken into consideration when guiding a child to more appropriate behavior.

The positive guidance of children will be encouraged by using the following techniques:

- ✚ Establishing clear and consistent behavior guidelines for all areas and activities. Teachers review and discuss these guidelines with the children often.
- ✚ Encouraging children to share, take turns, and verbalize their needs and feelings.
- ✚ Reinforcing of positive behavior.
- ✚ Positive role modeling by adults.

- ✦ Providing children with free selection of stimulating, varied, and developmentally appropriate activities and materials.
- ✦ Providing times, areas, and materials that allow the release of feelings such as: play dough, woodworking, puppets, art, large muscle time, and story dictation.
- ✦ Providing quiet areas in the classroom where a child can “get away” from the group.
- ✦ Using finger plays, songs, movement, and thinking games to utilize the time spent transitioning from one activity to another.
- ✦ Incorporating Conscious Discipline into daily routine.

Our sensory room is a place where a child can go with an adult to decompress, calm down, and reset. A child will never be in the room by themselves. The sensory room includes dim lighting, a cocoon swing, color and writing sheets, fidgets, books, mirrors, and other calming items.

It is the responsibility of the classroom teacher to keep the Director informed on the status of any child whose behavior is being monitored.

The teachers will limit discipline problems by using the positive guidance techniques previously described. Teachers will work with a child on redirection until the child is ready to return to the group activity. The use of timeouts will not occur unless the child is out of control or a danger to him/herself or others. If a child is out of control or a danger to him/herself or others, and if redirection with positive reinforcement is repeatedly not sufficient, the following steps will be taken:

- ✦ The Director will be notified and the child will be removed from the group for a short period of time until the child has regained control and is ready to talk about what has happened.
- ✦ If there continues to be an unresolved problem, behavior will be documented and parent(s)/guardian(s) will be notified of the situation and consulted to create a plan of action.
- ✦ In some cases, a one on one aide may be recommended. The fee for this service will be discussed with the parent/guardian once approved by the CLM Board of Directors.
- ✦ If problems still persist, a meeting with the parent(s)/guardian(s), child’s teacher, and the Director will occur to see if this is truly the right setting for the child at this time or if dismissal from the center is the best option.

Punishment which is aversive, cruel, or humiliating and actions that may be psychologically, emotionally, or physically painful, discomfoting, dangerous, or potentially injurious are prohibited. The following forms of punishment will **never** be used, even at the request of the parents: spanking, hitting, pinching, shaking, slapping, twisting or inflicting any form of corporal punishment, verbal abuse, threats or derogatory remarks about the child or child’s family, binding to restrict movement, or forced enclosing in a confined space such as a closet or locked room, and withholding or forcing meals, snacks, or naps. Physical restraint will only be used by trained staff if the child poses a safety risk to him/herself or others.

Children of staff will be held to the same expectations as the other enrolled children and will be treated as other enrolled children under licensing guidelines. If a behavior issue arises, teachers will wait until pick-up to discuss this with the parent/co-worker. Exceptions may be made by the office staff.

## **Biting**

St. Luke’s CLM is committed to assisting children to reduce their biting behavior. We acknowledge that biting is a natural part of young children’s development and cannot be eliminated by punishment. We know that it takes time and patience, so we will help all children who bite reduce this behavior to ensure the safety and welfare of their peers. The teachers and office staff at CLM are committed to responding appropriately and professionally and we encourage parents/guardians to work in collaboration with us to reduce and eliminate biting using a positive approach to behavior guidance.

If a child is at a typical age to be biting (2 years and younger), then a behavior management plan will be implemented. All incidents will be documented in order to help us determine in which situations the biting occurs and

what actions were taken by the teaching staff. Children are encouraged and reminded to use their words to express their emotions and needs. The parent/guardian will receive notification through Procure after the first incident. The teachers will carefully watch the child for signs of frustration and try to prevent biting. If the child bites a 2<sup>nd</sup> time, parents will be notified by email or phone call to find out if there is something that may be causing the child to bite. If the child bites three times in one day, the parent/guardian will be called to come and remove the child for the remainder of the day. If the biting has not diminished in four weeks, then a one-week suspension from the center will be given.

If a child is three or older, teachers/Director will talk with the child about the incident. If a 2<sup>nd</sup> biting incident occurs in the same day, the parent/guardian will be notified and the child will need to be picked up. If biting continues to be an issue, a meeting will be set up with the teacher, Director, and parent to discuss options for the future.

### **Crying/Fussing**

If a child is crying, fussing, or distraught, staff will comfort the child by using calming voices, songs, redirection, and/or soft toys or manipulatives. If a child is unable to be comforted using these techniques, the staff member will ask for assistance from another staff member.

Only our staff members who meet the qualification of teacher or teacher assistant may discipline the children. Our staff is trained to speak kindly to children, and to emphasize positive Christian values.

It is the responsibility of the classroom teacher to keep the Director informed on the status of any child whose behavior is being monitored.

## **TERMINATION OF CARE AND GRIEVANCE POLICY**

There will be a time when your child no longer needs our program, your child may become too old for our program, your family needs and/or employment situation changes, your child does not adjust to our program, or we are unable to meet your child's needs. **When you withdraw from the program two weeks notice is required.** You will be required to pay for the two weeks even if you do not attend. You are also responsible for any outstanding childcare balance. CLM reserves the right to terminate care at any time should the situation or need arise.

If a child is absent from the center for two weeks with no communication from the parent/guardian, the child will automatically be discharged from the center. The Director or other office staff will continue to try to contact the family for the two weeks that the child is absent.

### **Discharge Policy**

CLM accepts children on a 30-day trial basis; during this time parents and staff can determine if the center is able to meet the individual needs of the child.

We reserve the right to cancel the enrollment of a child at any time for the following reasons:

- Non-payment of fees or payments that are one week late.
- Not observing center rules, even after parent consultation and written notice.
- The child has needs we cannot meet.
- The child's presence is detrimental to his/herself or the group.
- The required paperwork is not turned in within a timely manner.
- There is physical injury or threat to staff or other students.
- Failure to adhere to schedule contract.
- Derogatory behavior towards staff, students, or other families by children or their parents/guardians.

### **Non-Discrimination Policy**

It is St. Luke's policy to celebrate and welcome all family makeups and to be free from all types of discriminatory behavior. Derogatory remarks, displays of insensitivity, or discriminating behavior will not be tolerated. Staff, parent(s)/guardian(s), or children that display this type of behavior will be asked to leave St. Luke's CLM.

### **Grievance Policy**

The Child Life Ministries policy on complaints is as follows:

- A parent or guardian with a complaint about a teacher or other staff member should first address the concern with the person involved.
- If this does not satisfy the situation, the person with the complaint should notify the Director. The Director will try to resolve the situation, keeping within the guidelines of the Dept. of Child and Family Services and St. Luke's Child Life Ministries policies.
- If this does not satisfy the concern, the Pastoral staff will attempt to remedy the situation. Decisions made by the Church Council are final.
- If this does not amend the situation, and the person filing the complaint is still unsatisfied with the center staff person, policy, or administration of the center, and it has been determined that the children are safe, healthy, and the center is compliant with licensing regulations it will be recommended that the family seek alternative care.
- Should the complaint be validated as having a detrimental effect on the children enrolled, their health, well-being, safety, and/or suspected non-compliance of state regulations then the Wisconsin Department of Child and Family Services should be contacted at:

141 N.W. Barstow St. Room 104  
Waukesha, WI 53186  
(262) 521-5100

### **PARTING THOUGHTS**

Thank you for choosing CLM to be your partner in the care and education of your children. If we can be of any assistance to you and your family, please feel free to contact us any time. We have access to several resources for families and would be pleased to help. Families can find helpful information on the family resource table outside the Childcare Office or on the family table in the Half-Day Preschool hallway.

We welcome your visits and participation in our programs. Parents/guardians do not need an appointment to visit during the day but should check in at the office. We encourage you to participate as a chaperone on our field trips, join us for lunch, or offer prep-work help for classrooms. CLM offers several family events throughout the year to help you become a part of your child's education, meet his/her friends, and get to know the staff. We also have a CLM Board of Directors that seeks parent representatives.

If you have questions on any of the policies please contact the Child Life Ministries Director or Preschool Administrator for clarification.

Courtney Stangl  
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