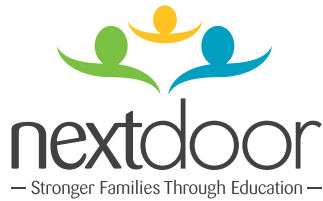


Family Handbook

Center-Based and Home-Based Programs





Welcome to Next Door

Dear Families,

You are your child's first and most influential teacher.

We are honored that you have chosen Next Door to provide your child's early learning and care needs. We are committed to providing your child and family the best care, quality education, and social service programming to meet the individual needs of your family. At Next Door, we believe that it takes everyone – parents, teachers, staff, and children – to build a successful learning community.

We encourage all parents to become active participants in their child's educational experience. We look forward to seeing you in the classrooms and at socializations, parent committee meetings, and family engagement events.

This handbook provides important details about your rights and responsibilities, and our agency's policies/procedures. Please take time to carefully read through the contents of this handbook. If you have any questions, please do not hesitate to contact us at 414.562.2929 for assistance.

Welcome to Next Door!

Dr. Tracey Sparrow
President

Myranda Syrjanen
Vice President of Programs

Marshall Collins
Site Director, Capitol

Jenna Heinen
Site Director, 29th Street

Linda Vang
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Parent/Guardian Responsibilities

Next Door recognizes that as a parent or guardian, you are the most important partner in your child's education. Your involvement is essential to your child's educational success. As a parent or guardian, you are responsible for:

- Communicating to your child that education is important.
- Ensuring your child attends school regularly and arrives on time.
- Providing reasons for absences and tardiness to your child's teacher or Family Advocate.
- Informing the school of changes in your address or telephone number.
- Ensuring the school has current emergency contact information.
- Ensuring that your child has all required well child/well baby check-ups and immunizations within the required time frames.
- Attending parent conferences, participating in parent committee meetings, home visits, and activities at the school.
- Knowing the discipline guidelines as stated in this handbook, the behavior expectations of your child's classroom, and discussing them with your child's assigned teachers.
- Conducting yourself in a respectful manner, modeling appropriate behaviors for your child.
- Completing Wednesday Folder Take Home Activities, collaborating with your child's teacher/parent educator to complete the Ages and Stages Questionnaire, and establishing individual curriculum plan goals (ICP) for your child.
- Partnering with your Parent Educator/Family Advocate to establish and make progress toward your Family Partnership Agreement Goals (FPA).
- Communicating your child's needs and family's needs, and sharing concerns in a professional manner.

Next Door is a drug and alcohol free campus. Parents and/or family members who appear under the influence of drugs or alcohol may be addressed by a staff member and assessed for drop off and pickup of a child. Substance use concerns will be addressed with a parent and if there is a safety concern may result in staff following Next Door's Child Abuse and Neglect Reporting.

Next Door's Mission Statement

Next Door supports the intellectual, physical and emotional development of children by partnering with their families for success in school and the community.

Next Door's Vision

Next Door's vision is to position neighborhood children and families for long-term success.

School Readiness Goals

Next Door's priority is to ensure your child achieves the necessary school readiness skills to be successful in elementary school. We have identified five school readiness goals as outlined below:

- Children will establish positive relationships and self-regulation skills to manage behaviors and engage in learning experiences.
- Children will learn and begin to use math concepts during daily routines and experiences.
- Children will demonstrate verbal, written, and comprehension skills to communicate with others.
- Children will demonstrate curiosity, persistence, and creativity skills to gather information and to solve problems.
- Children will use fine and gross motor skills to practice safe behaviors and perform self-help skills.

Next Door's Core Programs

Next Door operates center-based and home-based educational programming delivering comprehensive services for your child and your family. We hope that you take advantage of additional services that are available to your family. Such services include:

- Books for Kids
- Adult Education and GED Programs
- Fatherhood and Motherhood networking groups

We partner with a variety of other community organizations to address health, dental, and social emotional concerns. Some of our key community partners are: Children's Hospital of Wisconsin, Marquette University, University of Wisconsin Milwaukee, and Lutheran Social Services.

Center-based Program

Next Door provides center-based program options for children six weeks through five years within our 29th Street and Capitol Dr. locations.

Our facilities are licensed by the Wisconsin Department of Children and Families. Our programs are governed by the Office of Head Start Performance Standards, State licensing regulations, and Milwaukee Public Schools Charter School requirements. Next Door is also a proud participant in Wisconsin's quality rating and improvement system, YoungStar. Our licensing information is located on the primary parent bulletin board in the reception area of our facilities. A copy of DCF 251 Licensing Rules for Group Child Care Centers, a copy of the Head Start Performance Standards, and a copy of Next Door policies and procedures are located in our Family Resource Rooms at each site. You can also ask to view a copy of these documents at the receptionist desk.

Home-based Program

Next Door provides home visitation services for prenatal moms and children from birth to age five. These services are provided using a Head Start and Early Head Start Home-based Program model. Families participating in home visitation services receive weekly 90-minute home visits. During the visits, Parent Educators collaborate with families to implement developmental learning experiences, assist the parent with social service needs through community resources, and provide parenting education. Head Start families receive 32 home visits and Early Head Start families receive 46 home visits.

In addition to the weekly home visits, parents and children are invited to participate in two group socializations each month. Socializations will typically occur at Next Door's Capitol Drive campus. On occasion, some socializations may be family field trips in the community.

Prenatal Services

Next Door's Early Head Start Prenatal program provides services throughout a pregnancy including all three trimesters, labor and delivery, postpartum adjustment, and transition to other supportive services. Services are enhanced through case management and Prenatal Care Coordination (PNCC). We have an on-staff Infant Massage Instructor and a partnership with a Doula service.

Next Door's Early Head Start prenatal services meet the needs of the mothers by:

- Focusing on prenatal health of women and their babies in order to have healthier pregnancies, healthy infant deliveries, and positive postpartum birth experiences.
- Preventing and reducing intentional and unintentional injuries to newborns.
- Encouraging a safe sleep environment.

Locations

Next Door - 29th Street Campus
2545 N. 29th Street
Milwaukee, WI 53210
414.562.2929

Next Door - Capitol Drive Campus
5310 W. Capitol Drive
Milwaukee, WI 53216
414.562.2929 x2301

Building and Program Hours

All Next Door sites are open Monday through Friday from 7:30 am to 5:30 pm. Your child's arrival and departure times may vary from site to site depending on the selected program option. Next Door has an open door policy. We encourage parents to visit the program and be involved in their child's classroom. To maintain a safe, secure environment for children and staff, all guests and parents are asked to check in at the receptionist desk.

Parking

Next Door - 29th Street Campus

Parking is available for parents at the 29th Street site in the parking lot which is located across from Children's Hospital Pediatric Clinic. Parents are prohibited from parking in the horseshoe driveway in front of the main entrance. Alternative parking access may be granted following Next Door's Policy and Procedures. Violators will be ticketed and could risk being towed by the City of Milwaukee. These parking restrictions are in place for the safety of all participants entering and exiting during the school day. Security staff is available as needed for staff and participants. If there is a concern, please inform the receptionist in the main lobby. Please make sure you are holding your child's hand when crossing the street and avoid walking between parked cars.

Next Door - Capitol Drive Campus

Parking is available for parents on the parking lot closest to the main entrance. The parking lot is accessed from 54th Street. Please do not enter the lot from 53rd Street. We ask that your speed is no more than five miles per hour. Please watch for other moving vehicles and be sure to hold your child's hand while walking through the lot. Avoid parking along the fence. This is a designated walk way for pedestrians.

All children must be supervised while walking into both school buildings. Children may not be left alone in vehicles without an adult. Children left alone in vehicles will be reported to the Site Director and police.



Admission

Next Door admits children 0-4 using the Head Start Program Standards. These standards outline how we ensure that children and families who either income eligible or eligible by program standards are awarded criteria points and selected based upon need.

Next Door's admission into our Kindergarten program is based on a first come-first served basis for children previously enrolled in Next Door's K4 program.

Attendance

Attendance and punctuality play an important role in the success of your child. Regular attendance supports your child's learning by ensuring that your child has every opportunity to be exposed to each learning activity. Our school's goal is for all children to have an attendance rate of 90% or better. Attendance is monitored per Federal performance standards. Chronic absenteeism or tardiness in early childhood also establishes poor behavior for later school attendance in elementary school. If you arrive late, you will need to stop in the Family Advocate office to receive a Tardy Slip. This slip will be taken to your child's classroom and given to your child's teachers. Your child's overall attendance, including tardiness, will be monitored and becomes part of your child's record. Chronic absenteeism and/or tardiness with picking up and dropping off will result in a meeting with your child's Family Advocate Specialist and a member of administration.

Center-based Programs

If a student must be absent, please inform the staff of the reason for the absence by calling your child's classroom or Family Advocate. **The contact information for your child's school is in this handbook.** In accordance with Child Care licensing, if we do not receive a call, we will be contacting you regarding your child's absence.

If a student is absent for (3) three consecutive days without an excuse or has sporadic attendance, your Family Advocate Specialist will conduct a home visit.

Home-based Programs

Your Parent Educator will work with you to schedule weekly 90-minute visits at your convenience. If for some reason, you are unable to keep your weekly home visit appointment, please cancel the appointment with your Parent Educator. Your Parent Educator will work with you to reschedule the visit. Two or more consecutive missed visits will result in a conversation to see if this program option meets your needs.



Arrival/Departure

All parents are required to sign in at the front desk (during off peak hours) and always in their child's classroom daily. Please sign with a full signature and indicate exact time of pick-up and/or drop-off. Per State of Wisconsin Licensing requirements, only persons listed as emergency contacts will be allowed to remove a child from the classroom. Persons picking up children must be at least 13 years of age, and must also be listed as an emergency contact in your enrollment packet. Until we get to know parents, guardians, and emergency contacts by face, staff will ask to see a photo ID prior to releasing a child (including Driver's License, State ID, or school ID). In a situation where a minor that has been named as an emergency contact does not have a photo ID, Next Door will take a photo of the minor to keep on file.

When dropping off or picking up your child, we ask that your child remains with you. Children are not allowed to be unsupervised by an adult in our facilities.

For the safety of children, if a parent or person authorized to pick up a child appears to be under the influence of drugs or alcohol at the time of pick-up, the Management Team will have a conversation with the individual and request that alternate pick-up arrangements be made. If the person under the influence is one of the emergency contacts, we will call the parent or guardian. Next Door will not allow children to go home with a person who is under the influence.

Late Pick Up

Children must be picked up according to the agreed upon schedule. If you are running late, contact your child's teacher or Family Advocate. Late pick-ups will be monitored. **A late pick up is defined as 15 minutes past your scheduled pick-up time. After the third late pick-up, your child will be moved into the identified late room and a \$20.00 fee will be charged and is payable on the same day when you pick up your child.**

Closing/Cancellations

All families participating in our program will receive a school year calendar and monthly program calendars indicating dates our school will be closed. If the program will not be in session due to inclement weather or other unforeseen reasons, the Fox 6 news station will announce specifically that Next Door is closed. In the event that Milwaukee Public School (MPS) is closed due to inclement weather, Next Door will also close for student attendance.

As always, our primary concern is the health and safety of your child. For this reason, at any time we cannot operate safely the center will be closed. Parents/caregivers will be called and asked to come and pick up their children as soon as possible. If you have questions or concerns about an emergency situation, you will be able to call 414.562.2929 to get the most current information.

Emergency Preparedness

Next Door has an Emergency Preparedness Manual at each site and is available for parent review at the front desk. If an evacuation is needed for a longer period of time, the sites below are alternative evacuation sites.

29th Street Site:

Clarke Street School, 2816 W. Clarke Street, Milwaukee WI, 53210 Secondary Alternative: Fitzsimmons Boys and Girls Club, 3400 W. North Avenue, Milwaukee WI, 53210

Capitol Site:

Early Head Start Child Care Partnership classrooms: Citi Trends, 4061 N 54th St, Milwaukee, WI 53216 All other classrooms: Dr. Benjamin Carson Academy of Science, 4920 West Capitol Drive, 53216

Emergency Information Policy

If you move or change your phone number during the school year, it is very important that you provide your Family Advocate or teacher and give that person your new address, email and/or phone number. If there are changes in your emergency contact's information, you should also contact your Family Advocate Specialist or your child's teacher. It is critical that we are able to contact you in case of illness, emergency with your child, or emergency on-site that requires evacuation.

Holidays

In respect of the cultural and religious diversity of our families, Next Door does not celebrate specific religious holidays.

Shared Custody

Our staff will not engage in any disputes between family members regarding custody of a child in our program. Parents will not be excluded from visiting with their children in the programs and we cannot refuse to allow pick up or drop off by a parent without original, legally binding documentation from Milwaukee County Family Court that specifically names you and the person or persons who must be excluded from contact. We will make a copy of this documentation and the information will be kept in our confidential files. Information will be shared with staff on a need-to-know basis.

Concealed Carry Policy

To prevent violence and to maintain a safe work environment, Next Door prohibits all firearms or other weapons of any type, concealed or unconcealed, on Next Door properties.

Smoke Free Environment

All Next Door campuses are smoke free. This means that we do not allow smoking on the premises, on field trips, or in the presence of children.

Children's Rights

All children have the right to be safe. Next Door wants to ensure children are in safe environments and are around adults that will do no harm to them. We believe every child has the right to be protected from the following actions by any adults in the program or in the home, including staff, parents, and visitors:

- Corporal punishment including hitting, spanking, swatting, beating, shaking, pinching, and other measures intended to induce physical pain or fear, or threats regarding or the actual withdrawal of food, rest, use of the bathroom or play.
- Discipline of children for toilet accidents.
- Withholding food.
- Abusive or profane language, any form of public or private humiliation including threats of physical punishment and any form of emotional abuse including shaming, rejecting, frightening or isolating a child.

Child Abuse and Neglect Reporting

All staff employed by Next Door are trained on their responsibilities as mandated reporters of possible child abuse and neglect of all children they officially contact. Staff must comply with the Bureau of Milwaukee Child Welfare (BMCW) rules for reporting when they have reasonable cause to suspect that child abuse or neglect is occurring.



Health Services

Head Start/Early Head Start guidelines require health-related screenings and immunizations to be sure all children are healthy and ready to learn. Screenings include height, weight, blood pressure, vision, hearing, lead and hemoglobin, as well as a dental exam. Next Door staff will work with you to ensure all guidelines are met.

Physical exams are required annually for Head Start children (both center-based and home-based). Early Head Start (center-based and home-based) children are required to have a physical (well baby check) at the following ages: 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, and 36 months. Immunization requirements are the same as Wisconsin Childcare/School requirements. We follow the Wisconsin Early and Periodic Screening, Diagnosis and Treatment Chart (EPSDT). Family Advocate Specialists and Parent Educators will assist you to find a medical and dental home (doctor and dentist) if you do not have one.

In order for screenings to be performed by Next Door, we require your consent. Prior to a member of our health or nursing team performing a health/dental screening, you will be informed of the screening and the reason for the screening. Results of the screenings will also be shared with you.

Please notify us immediately if your child has allergies, asthma and/or other health conditions.

Sick Child Policy

Center-based Program

Staff will assess each child's health status for signs and symptoms of illness or injury when the child arrives and throughout the day. If needed, a child's temperature shall be taken. If your child becomes ill, your child's teacher will contact you. Next Door follows the guidelines outlined in DCF 251 Licensing Regulations for Group Child Care for excluding children due to communicable disease or illness. Next Door is not licensed to provide for the care of mildly ill children.

If your child is too sick to be at school, we will call you and ask that you pick him/her up within an hour of the phone call. While we are waiting for you, your child may be isolated to avoid spreading an illness that may be contagious. If your child needs a doctor's note to return to the center, you will be notified when he/she is picked up.

If your child has a communicable disease or is too sick to participate in the classroom activities, we ask that you keep your child home and notify the school.

Home-based Program

Please notify your Parent Educator prior to your scheduled home visit if you or your child is sick in an effort to re-schedule when you or your child is better able to participate.

Reasons for exclusion or non-participation:

- Fever (101° or higher) AND behavior changes or other signs and symptoms (sore throat, rash, vomiting, diarrhea).
- The illness prevents the child from participating comfortably in activities as determined by the staff and/or parent.
- The illness results in a greater need for care than the staff can provide without it affecting the ability to care for other children.
- Vomiting two or more times in the last 24 hours unless it is determined to be a non-contagious condition.

- Diarrhea two or more stools above normal for the child not related to dietary changes.
- Exclusion is required for diapered children whose stool is not contained in the diaper or for toilet-trained children who have accidents. Special circumstances that require specific exclusion criteria include:
 - o Salmonella
 - o Toxin producing E. coli
 - o Shigella
 - o Blood or mucus not explained by dietary change, medication, or hard stools.
- Other symptoms of concern would include a sore throat, red eyes with pus, impetigo, ringworm of the scalp, rash, or any illnesses or conditions having the potential to affect the health of others.

Examples of illnesses that do not warrant exclusion would include: a common cold, a runny nose, ear infection, sinus infection, or any illness that is being treated by a physician when proper documentation has been provided.

Accidents or Incidents

If your child receives a serious injury while at Next Door, you will be notified by your child's teacher immediately by phone. For minor injuries, such as a minor scrape, your child's teacher will notify you at pick up. All injuries will be documented on an Incident Report. A copy of the incident report will be provided to you.

All children requiring medical attention above and beyond basic first aid (cleaning with soap and water and providing an ice pack) will be transported to Children's Hospital via ambulance. You will be notified immediately regarding the situation. A familiar staff person will ride with your child to the hospital and will wait with your child until you arrive.



Medication Policy

We occasionally have children that need medication administered while they are at school. If the medication is prescribed for a child once or twice a day, it is preferable that the medication be given at home.

A medication authorization form must be completed and signed by the parent. A new signed medication authorization form must be submitted before the medication is started with each new medication or for changes in medication orders.

Over-the-counter medications required for short-term use (e.g. pain medication for several days) require a prescription medication authorization form signed by the parents and the child's medical provider or a Next Door health staff.

Medication must be in its original container. The medicine must be brought to school by an adult. Please do not leave medication in your child's book bag or diaper bag.

We cannot force your child to take medication. We will notify you if your child refuses/rejects their medication or if there is medication incident.

Developmental and Behavioral Screenings

Next Door is required to conduct a developmental and a behavioral screening within 45 days of enrollment for children in both Center-based and Home-based programs. We utilize the Ages and Stages Questionnaire (ASQ3) as the developmental screening tool and the Ages and Stages Questionnaire Social Emotional (ASQ SE) screening tool for the behavioral screening.

Special Needs

Next Door is committed to serving children with disabilities and their families. All children and families who participate in the program are treated with respect and dignity, regardless of special need or disability. If your child is already receiving special education services, please inform your Family Advocate Specialist, Parent Educator, or your child's teacher. We will request a copy of your Individual Family Service Plan (IFSP) or the Individualized Education Plan (IEP). If you have a concern regarding your child's development, you can request additional information from your child's teacher or the family support team.

If your child needs additional assistance, we will work with you to access professional resources including the Mental Health Consultant or Special Educational Services. Next Door strives to meet the individual education needs of every child including those children who enter Early Head Start with an Individual Family Service Plan (IFSP) through the Birth to Three program. Our aim is to meet the needs of all of our children through individualization and full inclusion.



Family Engagement

Becoming involved in your child's education will benefit your child, their behavior, and you! Next Door offers a variety of family engagement opportunities throughout the school year including family literacy nights, agency events like the annual Walk for Children, and site events, such as Black History, Week of the Young Child activities and end of the school year events.

Parent Orientation

Prior to your child's first day of attendance or participation in a Next Door program, you will be provided an orientation and an opportunity to visit the program with your child and family.

Home Visits

Center-based Program

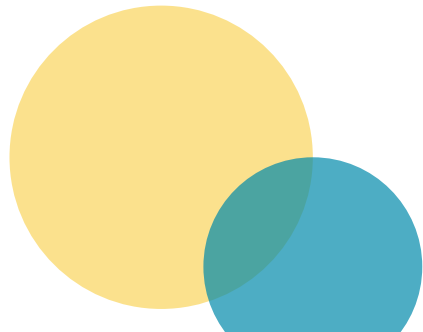
Two home visits will be scheduled during the school year. Home visits provide great opportunities to make connections between the home and school settings. They offer a chance for parents and staff to get to know one another, for staff to give individualized attention to family strengths, interests, and goals, and for parents to learn about their child's progress. We encourage both parents to be involved in the home visits. For families that are co-parenting, we will offer separate home visits.

Home-based Program

For children in home-based program options, Parent Educators (PE) will provide weekly 90-minute home-visits. These home visits are meant to support any needs the family may have and to assist the parent in completing activities to support the child's development.

Parent Teacher Conferences

Parent Teacher Conferences provide an opportunity to discuss each child's developmental accomplishments and growth opportunities. You will receive at least two Parent Teacher Conferences each school year. For families that are co-parenting, we encourage a joint conference. If preferred, we will schedule two separate conferences.





Volunteer

Next Door's primary source of funding comes directly from the federal government through Head Start and Early Head Start. The government provides 80% of the funds necessary to operate our program. The other 20% must be raised by Next Door through private contributions or in-kind donations of time, space, or materials used in the program that would otherwise be purchased. A dollar amount is assigned to all volunteer hours whether in classrooms, at the site, or at home. We encourage all parents to get involved in the program.

Center-based Program

Parents will receive Wednesday Folders with activities to do with your child that support what the child is learning through the weekly classroom curriculum, as well as activities that are individualized to support your child's individual curriculum plan goals (ICP). There will also be opportunities for you to volunteer in the classroom or program. You can contact your Family Advocate Specialist or your child's teacher to find out more information regarding volunteer opportunities.

Home-based Program

Parent Educators will leave weekly home activities for you to do with your child that support the skills and goals identified by you and your Parent Educator.

Program Governance

Parents are encouraged to be involved in making decisions for their school and program option through their involvement in Parent Committee and Policy Council meetings. Policy Council and Parent Committee meetings occur monthly. Parents are elected to the Policy Council. Policy Council members collaborate with program staff to make decisions on program policies and procedures, monitor program goals, and to improve services provided to children and families.

All parents of enrolled children are automatically members of the Parent Committee. Parent Committee meetings are held monthly. The purpose of the meeting is to give parents an opportunity to assist in the development of activities that address your interests and needs. Important program updates will also be discussed. All family members are encouraged to attend. Each site has a Parent Committee. Home-based Programs also have Parent Committees.

Family Services

Each family is assigned a Family Advocate Specialist (FAS). Families are supported by their FAS as the family meets goals and as they nurture the development of their children. The primary focus of family support is to support your relationship with your child, to encourage you to take an active role in your child's health, well-being, and early learning, and to assist the family in accomplishing family and child goals. The Family Support team provides individualized attention and are prepared to:

1. Assist families in developing a Family Partnership Agreement (FPA).
2. Identify family strengths and establishing goals.
3. Find community resources.
4. Respond to the needs of your family.

Confidentiality

Next Door collects a lot of information on your child and family. The information is used to assist us in meeting your family's individual needs. Your child and family's information is kept confidential and is only shared with those directly involved with you and your child. If you would like to see your child/family records, please see your Family Advocate Specialist. Next Door will not share information regarding your family outside the agency without a written release.

Other Important Information

Curriculum & Assessments

Next Door uses a variety of curricula and assessment tools to plan individualized learning experiences to foster and monitor your child's development. We selected curriculum that is culturally relevant, and that supports children gaining the skills outlined in the Wisconsin Model Early Learning Standards (WMELS) and the Head Start Early Learning Outcomes Framework (ELOF). The primary curricula used in our Center-based Program options are: The Preschool System, Creative Curriculum for Infant, Toddlers and Twos. We also incorporate Second Step in our Head Start classrooms. Our primary assessment system is Teaching Strategies Gold (TSQ). Our K4 classrooms also assess children using the Phonological Awareness Literacy Screening (PALS).

Our K5 staff utilizes a language arts curriculum called Reading Street. Reading Street integrates the core content areas of science and social studies. Our primary math curriculum for the Charter School is Every Day Mathematics. Both curricula support the Common Core State Standards. The children are assessed three times during the school year with STAR.

Our home-based program utilizes the Growing Great Kids (GGK) curriculum and the Hawaii Early Learning Profile (HELP) to assess children three times during the school year.

Multimedia Screen Time Policy

It is important for children, especially young children to have a well-balanced schedule consisting of enrichment activities throughout the day. As multimedia (TV, computers, tablets, phones) accessibility and use continues to increase among young children, Next Door limits use of children's electronic devices to no more than 30 minutes per week.

Outdoor Activities

It is important for children, especially young children to have an opportunity to develop their large muscle skills through active play. Classrooms will be provided scheduled times to take children outside to play, as well as opportunities to use the indoor area. Parents will need to dress their children appropriately for all children will be going out daily, weather permitting. Wisconsin Childcare License (DCF 251) requires all children go outside unless there is inclement weather. Inclement weather is defined as stormy or severe weather such as the following:

- Heavy Rain
- Temperatures above 90 degrees Fahrenheit
- Wind chills of 0 degrees Fahrenheit or below for children age 2 or above,
- Wind chills of 20 degrees Fahrenheit or below for children under age 2.
- A doctor's excuse must be provided, if parent is requesting that their child not go outside.

Dress for Play

Please have your child dressed to learn and play for school and home visits. Due to messy play with materials such as paint and water, as well as possible spills from food, your child's clothing may need to be changed during the course of the day. Please send a full change of clothing (shirts, pants, underwear and socks) to be kept in your child's personal cubby at all times. Clothing should be clearly labeled with your child's name. We will remind you to check the clothes periodically to adjust for seasonal and size changes.

Nap/Rest Periods

After a busy morning of play and learning, all children require a rest period. After lunch, children in full-day/school day programming will be provided a quiet time. The length of the rest period will depend on the age of your child and the grade level.

After 30 minutes, if children are not sleeping they may get up and do quiet activities until their classmates wake up. Soft, soothing music may be played and teachers may help children fall asleep by sitting near them or rubbing their back.

Your child will have their own cot/mat which is labeled and cleaned weekly with a cleaning solution. Sheets and blankets are sanitized and laundered at least once a week, or as needed. Children under age one are provided a crib.

Infant & Toddler parents should see your child's classroom for nap schedules.

Sudden Infant Death Syndrome Policy

To reduce the risk of sudden infant death syndrome (SIDS), we will always place children under 12 months on their backs to sleep. If your child requires an alternate sleep position, you must provide us with written permission from your child's health care provider.

Nutrition

Children are provided breakfast, lunch, and an afternoon snack. Children in after-school programming after 4:30 pm will receive an additional snack. Menus are posted for parents on the parent bulletin board in your child's classroom. If you would like a menu to be sent home, please make the request with your child's teacher.

If your child has special dietary needs, please notify your child's teacher or your Family Advocate. Food substitutions will be provided. Each classroom keeps a Food Allergy list in the classroom.

Home Based

Next Door's Home-based Programs provides meals during socializations. Please notify your Parent Educator if you or your child has a special diet.

Non-Discrimination Statement

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

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

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) Fax: 202.690.7442; or

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

This institution is an equal opportunity provider.

Infant Meals

Next Door is a Breastfeeding Friendly Program. We encourage moms to use our onsite lactation rooms at our Capitol Drive and 29th Street campuses to nurse your child. You can also provide breast milk to support your child's nutrition at school.

Next Door provides infant formula (Gerber Good Start), and infant jar foods (Gerber Cereals & Baby Foods). In the Center-based Program option, once your child transitions to table food, the meals are then prepared through our on-site food service.

Infant Toddler Supplies

As part of the Center-based Early Head Start program option, Next Door supplies diapers and wipes. Parents are asked to bring extra clothes in case of accidents. We do not use cloth diapers.

Toilet Training

When age appropriate, your child's classroom team will collaborate with you to toilet train your child. State licensing prohibits staff to toilet train toddlers younger than age 18 months.

Birthdays

Next Door understands that birthdays are a special occasion for your child and family. Parents may wish to celebrate their child's birthday by bringing in a treat for their child's classroom. Any food items brought for birthday celebrations must be store bought and pre-packaged. No homemade treats will be accepted. Next Door prefers the treats to be healthy or non-food items. Prior to bringing in treats, please consult with your child's teacher regarding classroom food allergies and the class size. Enough treats should be provided to feed each enrolled child and teacher in the classroom.

Encouraged Foods for Birthday Celebrations

Cheese crackers	Dips (ranch, cheese, veggie)
Fresh whole fruit	Yogurt cups and sticks
Pretzels	Graham crackers
Goldfish crackers	Vanilla wafers
Animal crackers	Whole grain muffins (must not contain nuts)
Tortilla chips and salsa	Whole grain cookies (must not contain nuts)
Cheese (cubes, slices, string cheese)	Bagels and low fat cream cheese
Fresh vegetables (baby carrots, carrot sticks, celery sticks, bell pepper strips, pickles)	Frozen yogurt
	100% fruit juice

Encouraged Non-Food Items for Birthday Celebrations

Stickers, Pencils, Activity Books

For items not on this list, you are encouraged to speak with a staff member for more information or approval.



Field Trips

Children will be provided opportunities to have experiences in the community that supplement experiences in the classrooms. We encourage parents to volunteer as chaperons on field trips. This will give you an opportunity to interact with your child and share the experience of the field trip together. Your child's teacher will notify you of the date, time, and destination of all trips in advance. You will be asked to complete a permission slip. If you are interested in chaperoning, there will be space on the permission slip for you to indicate your interest.

Children in Center-based Early Head Start do not go on field trips. We provide in-house field trips for these children.

Home based programs will occasionally provide family field trip experiences. Parents must attend these events with their child.

Pets

Next Door classrooms are permitted to keep pets in the classroom. In the event a pet is part of the classroom environment, staff ensures the pet has appropriate vaccinations, children practice proper hand washing, the pets are not kept in the food prep or eating space, no children are allergic or fearful of the pet, and all licensing and performance standards are followed. Reptiles, amphibians, turtles, ferrets, poisonous animals, birds, exotic and wild animals are not accessible to children or allowed as a classroom pet.

You will be notified in writing in advance if your child's classroom has a pet and or if your child will engage with animals as part of the curriculum.



S.T.A.R. Values and Behavioral Expectations

Our Families Can Be a S.T.A.R. at Next Door!

By fostering these values in every member of the Next Door family – students, parents, teachers and staff – we set a foundation for success that goes much deeper than academics. When children learn the power of respect, the value of owning their own behaviors, and the importance of thinking through challenges – all within a safe and loving environment – every child becomes a STAR.

Be Safe

1. Always sign in your child according to your assigned center's policies.
2. Keep your children with you at all times.
3. Hold your child's hand when crossing the street and walking through the parking lot.
4. Keep your phone numbers and the phone numbers of Emergency Contacts up to date with your child's teacher and Family Advocate Specialist.
5. Dress your children for the weather.

Be Thoughtful

1. Park only in designated areas.
2. Volunteer in the program when you can.
3. Turn in Weekly Take Home Activities and In-kind Sheets.
4. Communicate important information regularly to teachers and Family Advocate Specialist.
5. Call the center if your child will be absent or you will be picking up late.

Be Accountable

1. Follow your child's schedule.
2. Have your child to school on time.
3. Keep all required paperwork, forms and health requirements up to date.

Be Respectful

1. Refrain from using your cell phone during drop off and pick up.
2. Use appropriate language and tone of voice in hallways and classrooms.
3. Remain professional in your interactions with staff and children.
4. Wear appropriate attire when picking up and dropping off children.

Child Guidance

Children will be taught STAR behavioral expectations to ensure a positive learning environment. Teachers will redirect children, use Active Supervision strategies, such as, positioning themselves so they can observe play, anticipating potential behaviors, and giving children choices. When these strategies do not work, staff may ask children to walk-away from an experience. Corporal punishment is prohibited, along with forcing naps, withholding meals, or any strategies that are derogatory or humiliating.

When children consistently display behaviors that impede the safety of themselves or others, and/or their behavior negatively impacts their ability or other's ability to learn, your child and family will receive a referral for behavior. Once a Perceived Needs Referral is in place, the parent is required to collaborate with the Positive Behavior Support Team. The Positive Behavior Support Team (PBST) at Next Door is available for students who may need extra support with their social emotional development in the classroom setting.



Child Care Subsidy & Tuition

In order for your child to be eligible for services in Next Door's Full Day/Full Year program option, or to receive Before & After School Services, your family must meet the following requirements:

Eligibility

You must be in an approved activity to receive Child Care Authorization (CCA). An approved activity includes working, in training, or attending school. You must receive and maintain child care subsidy through Wisconsin's child care subsidy system.

Maintaining Eligibility

You are required to keep your Family Advocate informed of any changes in employment, schedule, or subsidy authorization, before, or as soon as, they occur.

Next Door will provide you with reminders when your authorization will expire to support you in avoiding lapses in authorizations.

It is your responsibility to renew and stay current with child care subsidy. **CCA expirations are established by the Milwaukee Early Care Administration (MECA).** Failure to renew the subsidy in a timely manner will result in a suspension of extended day services and or before and after school services for your child until such subsidy is in place again. If your child is in a full day, full year program option, your child's schedule will be reduced and or your child will be moved to a program option that does not require child care subsidy when a space becomes available. This could be a half-day classroom or the home-based option.

After enrollment, if my family is determined to be ineligible for subsidy, I understand that my family will:

1. Be offered a slot in our part day programming home-based program option (EHS/HS), or a school day option.
2. Be asked to contribute 15-20 hours per week of in-kind based on volunteering on site up to a two-week period. If your CCA is not updated within the two-week period, your child will be transitioned to another program option listed above.
3. Be asked to make weekly tuition payments, based on a sliding fee scale if you want to maintain your current hours of service.
 - a. Tuition payments are based on a Sliding Fee Scale for Next Door Full Day/Full Year programs.
 - o Tuition is paid the week before services are provided. It is applied to care for the upcoming week.
 - o If your child misses school for any reason, your bill will not be reduced.
 - o If your family fails to pay, the future status of your child's enrollment may be affected.

I understand that if my authorization has changed, I will need to complete a new authorization agreement form with my FAS.

Private Pay Tuition

In order to be approved as a private pay parent, you must be a current parent of Next Door, have lost your child care subsidy and no longer eligible to receive child care subsidy. Tuition is charged for parents in a full day, full year program option or before and after school care without a subsidy. Tuition is based on a sliding fee scale and requires a signed Tuition Agreement. The scale takes into consideration the following:

- Number of children in the program
- Age of children
- Household income

Parents can choose to pay weekly, bi-weekly, or monthly, and pay by check, cash, or money order. The money order or check should be made payable to "Next Door." There will be a \$35.00 fee for any check returned as Insufficient Funds, NSF. A receipt will be provided to you after each payment.

Tuition is paid prior to services being rendered. If you agree to pay bi-weekly, that means you are paying two weeks tuition up front before services are provided for those weeks. You will receive a weekly tuition billing statement that will be placed in your child's cubby on Friday. The statement will reflect charges and payments made as well as my current balance due.

You will receive an annual statement of tuition paid for tax purposes by January 31st of the following year.

If school is closed for two weeks, you will be billed half of the monthly tuition amount. If your child misses any school for reasons such as illness, vacation, etc., your tuition will not be reduced.

Past Due Accounts

1. If you fail to pay tuition when due, you will be expected to arrange a payment plan.
2. If you fail to arrange a payment plan, the future status of your child's enrollment may be affected.
3. You will receive a notice temporarily suspending services until a payment plan is made.
4. If you do not make contact with program staff within ten (10) working days to make a payment plan, your child may be withdrawn from the program.

Maintaining Private Pay

You are required to keep your FAS informed of any changes in employment or schedule before, or as soon as, they occur. If your status changes, your FAS will ask that you reapply for child care subsidy.

After enrollment, if you no longer want to pay privately, your family will:

- Be offered a slot in our half-day programming (3 year olds) or EHS Home Based (infants/toddlers), Head Start Home-Based, or K4 Charter School.
- If no space is available in another program option, enrollment will be suspended until a space becomes available, CCA is renewed, or tuition is paid.

Electronic Benefits Transfer Card (EBT)

The State of Wisconsin now requires parents to pay the provider for childcare services rendered using the EBT Card. The EBT Card will be used to activate payments on a monthly basis for childcare services. Payments can be processed by phone, computer, or Point of Service (POS) Machine. For your convenience, Next Door has computers and telephones in the Parent Room. Point of Service Machines are also available at each Next Door location. Instructions for processing child care payments are posted in the Parent Rooms and near the POS machines. A current EBT Agreement must be completed at the time of enrollment and will be updated when there are changes to your family's authorization.

Payment Due Dates

Next Door's full day, full year program for Child Care Subsidy is a prepay program and tuition is required prior to services being rendered. **Payments for child care services are due monthly on the first Monday of each month.** Reminders regarding payment due dates will be sent via Wednesday Folders, school messenger text and/or phone message.

Late Payment

Late payments are not acceptable. In the event payments are not made within five days following the due date and sufficient proof of updated authorizations in process is not provided, full day/full year services will be terminated and your child's schedule will be reduced to reflect only Head Start and/or Early Head Start service hours. Your child may be required to move to another classroom to accommodate the reduced services.

EBT Policies:

Your My WI Child Care EBT payment is due by the 1st Monday of each month. This payment is effective for the entire month.
If your child care authorization expires, you will be responsible for obtaining a new authorization within 30 days or your child may be transferred to a different program option.
There are no refunds from tuition or EBT payment transactions. Once a payment is made it is effective for the full month.
Changes to authorization will result in a new EBT agreement.
Next Door's Center-based Program is based on enrollment and fees are due regardless of whether your child attends.
Next Door requires a four-week notice to terminate services. Notices to terminate services shall be provided in writing. Monthly payments are due regardless of termination date within a given month of service. There are no refunds for early terminations.

Grievance

Next Door's goal is to partner with you to ensure your child and family are reaching their optimal potential. We understand that your child is your most prized possession, and we are thankful you have entrusted the staff at Next Door as your partner to prepare your child for school. Your input is always welcome.

In the event there is a concern or complaint about any aspect of the program, please complete a Written Complaint Form (see receptionist or staff member). Written concerns should include a description of the problem, date of occurrence, names of people involved and possible solutions. The written concern form will be completed by the individual(s) involved and given to the assigned Site Director or Parent Educator Supervisor within ten (10) working days. A meeting will be scheduled to discuss the situation. A written response will be prepared by the assigned Site Director or Parent Educator Supervisor outlining action taken and given to parent/community members within ten (10) working days of the meeting.

If the parent/community member is not satisfied with the action taken by the Site Director or Parent Educator Supervisor, the parent/community member can request a formal meeting with the Director of Family Services and if needed, with the Executive Committee of the Policy Council. A request for a formal meeting will be done in writing and a copy given to the Chair of the Policy Council. A written resolution will be provided to the parent/community member within 10 days after the formal meeting.

If the complaint/concern is still not resolved, the parent/community member can request a meeting with the Vice President of Programs. The request to meet will be made in writing. A face to face meeting will be scheduled. The Vice President of Programs will provide a written resolution within 10 days of the meeting. The Vice President of Programs resolution is the final resolution.



Next Door Staff Roster

Program Leadership

Staff Name	Office Location	Phone Number	Email
Melissa Brockie Director of Family Services	Capitol Drive	414.562.2929 x2534	mbrockie@NextDoorMKE.org
Dr. Felicia Saffold Director of Educational Services	Capitol Drive	414.562.2929 x2648	fsaffold@NextDoorMKE.org
Nichole Spooner Comprehensive Services Director	29th Street	414.562.2929 x2549	nsponer@NextDoorMKE.org
Mary Franklin Enrollment & Community Engagement Supervisor	Capitol Drive	414.562.2929 x2544	mfranklin@NextDoorMKE.org
Jenna Heinen Site Director	29th Street	414.562.2929 x2528	jheinen@NextDoorMKE.org
Marshall Collins Site Director	Capitol Drive	414.562.2929 x2612	mcollins@NextDoorMKE.org
Donna Morris Family Support Supervisor	29th Street	414.562.2929 x2530	dmorris@NextDoorMKE.org
Latrease Whitley Family Support Supervisor	Capitol Drive	414.562.2929 x2638	lwhitley@NextDoorMKE.org
Patrice Knox Parent Educator Supervisor	Capitol Drive	414.562.2929 x2541	pknox@NextDoorMKE.org
Linda Vang Parent Educator Supervisor	Capitol Drive	414.562.2929 x2594	lvang@NextDoorMKE.org

Support Services

Staff Name	Program/Service	Contact Information
Becky Williams Disabilities Supervisor	Disabilities Services	414.562.2929 x2527 bwilliams@NextDoorMKE.org
Megan Sinclair Health Supervisor	Health & Dental	414.562.2929 x2613 msinclair@NextDoorMKE.org
Douglas Essers Nutrition Manager	Nutrition	414.562.2929 x2546 dessers@NextDoorMKE.org
Jennifer Davis Mental Health Supervisor	Mental Health	414.562.2929 x2608 jdavis@NextDoorMKE.org
Jacquelyn Shanti Books for Kids Program Manager	Library	414.562.2929 x2509 jshanti@NextDoorMKE.org
Peter Kafkas Adult Education Instructor	Adult Ed and GED	414.562.2929 x2563 bschwartz@NextDoorMKE.org

Acknowledgment Page

I have read and understand all of the information presented to me in this Family Handbook.

Child's Name (print): _____

Parent's Name (print): _____

Parent's Signature: _____

Date: _____



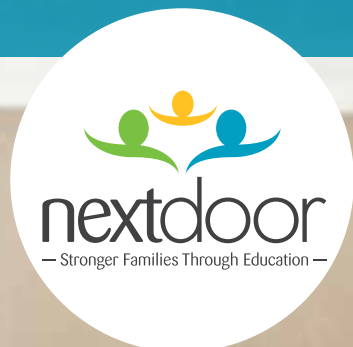
nextdoor
— Stronger Families Through Education —

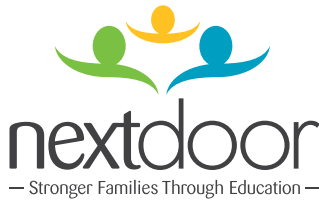
2545 N. 29th St. • Milwaukee, WI 53210 • 414.562.2929 • www.NextDoorMKE.org



Parent Handbook

Next Door • June 2020





Dear Next Door Parent,

This is such an unusual time, and I know we all have different feelings about what's happening in our world. As our community begins to open up again, we know the importance of being here for our families – to provide the best early childhood education to your children, and to be a safe, reliable place for your children to be while your work and tend to other obligations.

We have spent a lot of time preparing for your return. I know that if we all work together we will get through this challenging time.

What's really important is that we all continue to do the things that will protect each other including:

- Wear a mask when you are out in public
- Practice social distancing and maintain a distance of six feet between yourself and others
- Wash your hands frequently and use gloves and hand sanitizer properly

If you decide to be out and about, please think about protecting each other so that we can keep Next Door as safe as possible. We are going to be living with this situation for a long time, so the more we can work together to reduce the risk, the safer we will all be.

As we return and see people that we haven't seen for a long time, share some heartfelt words instead of a hug. Thank you all for your concern and support for everyone at Next Door.

Dr. Tracey Sparrow
President

You can help keep everyone SAFE!

Whether you are at Next Door or in your home, there is no way to completely eliminate risk. At Next Door, we are doing our best to minimize the risks and ensure a safe environment. We do this by washing our hands frequently, wearing a mask, maintaining social distancing, limiting the people we interact with, and ensuring that our work area is cleaned and disinfected regularly. We also can minimize risk by doing these same things in our homes.

Decisions about Next Door's policies and procedures are being guided by recommendations and best practices from the Centers for Disease Control and Prevention (CDC), the City of Milwaukee Health Department, the Medical College of Wisconsin (MCW), the Office of Head Start (OHS), the Educare Learning Network (ELN), the Society of Human Resource Management, and Next Door's employment attorney. In addition, we appreciate all of the ideas and input all our Next Door staff and families have contributed to developing our plan.

While we are opening Next Door classrooms, we will closely monitor any developments in our community and anyone who has contact with our programs who is diagnosed. In this case, we may need to close our on-site programs briefly to ensure the safety of all individuals.

Next Door's efforts to ensure a SAFE environment include:

- Limiting the number of people in the building
- Limiting deliveries to official Next Door business (ex. no food deliveries)
- Designated, separate staff and family entrances
- Special drop-off/pick-up processes for children
- Limit of two parent/guardians designated for drop-off / pick-up
- Staff self-declaration of health status
- Daily staff COVID-19 exposure questions for all individuals entering the building
- Temperature checks for all individuals entering the building
- Restricting access to only designated rooms/areas
- Signage designating rooms/areas closed
- Updated classroom practices to help social distancing (ex. food service, naptime)
- Mask-wearing required for all adults
- Proper handwashing instructions posted
- Proper glove removal instructions posted
- Increased cleaning and sanitizing procedures

Important Information

Main phone number: 414.562.2929

Next Door Behavioral Health Hotline: 414.999.2784

Website: www.NextDoorMKE.org

Locations:

Next Door – 29th Street Campus
2545 N. 29th Street
Milwaukee, WI 53210
Families should use the
main entrance on 29th St.

Next Door – Capitol Drive Campus
5310 W. Capitol Drive
Milwaukee, WI 53216
Families should use the west door
(right-hand side) at the main entrance.

Hours of Operation: 7:30 am – 5:30 pm

Children's drop-off/pick-up time has been provided directly to each family.

COVID-19 Attendance Policy

Attendance and punctuality play an important role in the success of your child. Regular attendance supports your child's learning and keeps a consistent schedule and routine for your child. We have made modifications to our attendance policy due to COVID-19, that are outlined below

To ensure the safety of our children and staff, Next Door will not allow parents/guardians or other family members in our building during our initial reopening phase. Children will be accepted into our building by a staff member and escorted to their teacher and/or classroom.

Due to our COVID-19 screening process, families will be given a 30 minute window to check their child into the building. If you arrive past 30 minutes of your child's start time, your child will not be accepted into the building.

If a student must be absent, please inform the staff of the reason for the absence by calling your child's classroom or Family Advocate. If your child is home due to COVID-19 related symptoms or someone in the home has tested positive please notify your family advocate immediately. Excused absences will not impact your child's enrollment in the classroom. In accordance with Child Care licensing, if we do not receive a call, we will be contacting you regarding your child's absence.

If a student is absent for (3) three consecutive days without an excuse, has two late pick-ups or is below 80% attendance overall, your child will be placed into our virtual learning classroom where you will remain enrolled but will not attend our center unless notified in writing.

COVID-19 Child Exclusion Policy

The health and safety your child and our staff is of the utmost importance. We have made modifications to our child exclusion policy due to COVID-19, that are outlined below.

To ensure the safety of our children and staff, Next Door will provide a temperature screening of all children before entering the center. Children will not be accepted into our building if they have one or a combination of these symptoms.

Reasons for exclusion:

- Fever (100.4 or higher) AND behavior changes or other signs and symptoms (dry cough, shortness of breath, sore throat, rash, vomiting, diarrhea).
- The illness prevents the child from participating comfortably in activities as determined by the staff and/or parent and the illness results in a greater need for care than the staff can provide without it affecting the ability to care for other children.
- Vomiting two or more times in the last 24 hours unless it is determined to be a Non-contagious condition.
- Diarrhea two or more stools above normal for the child not related to dietary changes.
- Exclusion is required for diapered children whose stool is not contained in the diaper or for toilet-trained children who have accidents.
- Other symptoms of concern would include severe eye infections, impetigo, ringworm of the scalp, unknown large rash, or any illnesses or conditions having the potential to affect the health of others or symptoms from using the WI Communicable Disease Chart.

If your child becomes sick within the school day, your Family Advocate and/or Teacher will notify you that your child will need to be picked up within an hour of the time of call. Your child will then be brought down to a designated sick classroom with a Health Advocate to help alleviate the spread of a potential contagious illness.

If your child is suspected to have COVID-19, we will ask for your child to be tested and provide free testing sites available. If your child is deemed positive, your child will need to be symptom free for 10 days and you will need to provide documentation of a negative test result before entering. If your child is deemed negative, your child must be symptom free for 72 hours without medication before returning. Please communicate your results to your Health Advocate.

If your child is suspected to have COVID-19 and you opt out of testing, your child will need to be symptom free for 72 hours without medication and must remain home for 10 days after being symptom free.

Examples of illnesses that do not warrant exclusion would include: a common cold, a runny nose, ringworm treated and covered by band aid, ear infection, sinus infection, or any illness that is being treated by a physician.

You can help keep everyone SAFE!



You can help keep everyone SAFE!



Proper Handwashing

Handwashing remains the No. 1 tip for preventing the spread of Coronavirus (COVID-19). It's common sense and it works. However, it must be done properly and with soap and water. Proper handwashing not only reduces the spread of Coronavirus (COVID-19), it can prevent the spread of other viral illnesses such as cold and flu. Handwashing also reduces the risk of getting other easily spread infections.

Handwashing requires five steps:

- 1 Wet:** Put both your hands under clean, running warm water.
- 2 Lather:** Apply a generous amount of soap to the inside and back of your hands as well as your fingertips and thumbs. Wash your hands for at least 20 seconds (sing Happy Birthday) and don't forget to wash under jewelry and fingernails. Your fingertips are especially important as people often put their fingers on their face, nose, and eyes. This is how the virus spreads.
- 3 Scrub:** Rub both hands together and move your fingertips around both hands. You don't need a scrub brush. You don't need to make harsh, scrubbing movements.
- 4 Rinse:** Return both hands to the running warm water and gently wash away the soap.
- 5 Dry:** Completely dry the water from your hands. Using a disposable towel (paper towel) is best to avoid leaving germs on towels. Air dryers, commonly found in public bathrooms, are also effective.

When do I need to wash my hands?

Handwashing throughout the day is important, but even more important during an outbreak. Always remember to wash your hands in these situations:

- Before leaving the bathroom – both at home and in public bathrooms.
- Before, during, and after preparing food, especially raw food.
- Before eating food.
- Before and after caring for someone who is sick.
- Before and after treating a cut or wound.
- After changing diapers or cleaning up a child who has used the toilet.
- After blowing your nose, coughing, or sneezing.
- After touching garbage.
- After putting on your shoes.
- After using public computers, touching public tables and countertops, cash and coins, other people's phones, etc.

When should I use hand sanitizer?

When soap and water are not available, the next best option is to use an alcohol-based hand sanitizer. Alcohol-based hand sanitizer (containing at least 60% alcohol) is helpful in protecting against the spread of germs and viruses. This includes when taking public transportation and it's difficult to get to a bathroom (airplane, train, bus). Carrying a travel size bottle of hand sanitizer makes it easy to disinfect your hands in these situations.

Apply a generous drop of hand sanitizer to the palm of your hand and rub it across both hands, front and back, and fingertips.



Face Coverings

How to Put on Mask

- Wash your hands with soap and water for at least 20 seconds. Dry your hands with a clean paper towel and throw the paper towel away.
- Check the mask for any defects such as a tear or missing tie or ear loop. Throw away any that are defective.
- Make sure the exterior side of the mask is facing out, away from your face.
- Place the mask on your face with the stiff, bendable edge (if your mask has one) at the top by your nose.
- If the mask has ear loops, put one loop around each ear.
- If the mask has ties, pick up the mask by the ties and tie the upper ties behind your head with a bow.
- Once the mask is in place, use your index finger and thumb to pinch the bendable top edge of the mask around the bridge of your nose.
- If the mask has a lower tie, then once the mask is fitted to the bridge of your nose, tie the lower ties behind your head with a bow.
- Make sure the mask is completely secure. Make sure it covers your nose and mouth so that the bottom edge is under your chin.
- Wash your hands.

How to Take Off Mask

- Wash your hands before removing the mask.
- Do not touch the inside of the mask (the part over nose and mouth). It may be contaminated from your breathing, coughing or sneezing.
- Untie or remove the ear loops and remove the mask by the straps.
- If the mask is disposable, throw the mask in a garbage can lined with a plastic bag.
- If the mask is reusable, place the mask in a plastic bag until you are ready to wash. Dispose of the plastic bag when you wash.
- Wash your hands.

How to Hand Wash A Mask

The five Next Door-branded masks that you were given are **HAND WASHABLE** only. To hand wash your Next Door masks, use a hand wash or regular laundry detergent. First, wet the mask and rub vigorously with soap so you have a lather. Many recommend soaking the mask in hot water and soap for 30 minutes to ensure you've killed all the germs. Line-dry or dry flat. If you are using your own reusable cloth or homemade mask that can be machine washed, place it in a pillowcase or laundry bag to keep the ties with the mask.

You can help keep everyone SAFE!



How to properly remove gloves



1 Grasp the outside of one glove at the wrist. Do not touch your bare skin.



2 Peel the glove away from your body, pulling it inside out.



3 Hold the glove you just removed in your gloved hand.



4 Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



5 Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



6 Dispose of the gloves in a garbage can lined with a plastic bag. Do not reuse the gloves.



7 Wash your hands immediately after removing gloves.

Community Resources

Behavioral Health Virtual Care

Behavioral health virtual visits at home
www.liveandworkwell.com/content/en/public.html

The Sanvello Mobile App

On-demand help with stress, anxiety, and depression
www.sanvello.com

Mental Health America National

<https://mhanational.org/covid19>

Milwaukee County Transit System

www.ridemcts.com/about-mcts/covid-19

Community Advocates Help for Renters

Rent HelpLine: 414.270.4646 or renthelp@communityadvocates.net

Domestic Violence Services

In an Emergency Situation: 911
Milwaukee Women's Center's 24/7 Crisis Line: 414.671.6140
Sojourner Family Peace Center 24-Hour Hotline: 414.933.2722

Food Pantries

For a list of food pantries in the greater Milwaukee area, visit www.NextDoorMKE.org/foodpantries

Managing Your Finances Through These Tough Times:

<https://fyi.extension.wisc.edu/toughtimes/covid-19-financial-resources>

COVID-19 Resources

City of Milwaukee Health Department

www.city.milwaukee.gov/coronavirus

Centers for Disease Control and Prevention (CDC)

www.cdc.gov/coronavirus

Federal Resources

www.coronavirus.gov or www.usa.gov/Coronavirus

World Health Organization

<https://www.who.int>

COVID-19 Diagnostic Testing

Milwaukee Community Health Centers

If you do NOT have a doctor and have ANY of the following symptoms:

- Fever
- Headache
- Vomiting
- Cough
- Fatigue
- Loss of smell
- Shortness of Breath
- Body or muscle aches
- Loss of taste
- Sore throat
- Nausea

Call your nearest Milwaukee Health Center or 211

Diagnostic testing is by appointment only



If you have symptoms, call your nearest health center to see if you need to be tested before going to a clinic.

No insurance, income, or immigration restrictions.

Call 211 to help get connected.

Milwaukee Health Center Diagnostic Testing Sites

North Side Health Centers

Milwaukee Health Services, Inc.
Call: (414) 372-8080 | www.mhsl.org
2555 N. Dr. Martin L. King Junior Drive, 53212 OR
8200 W. Silver Spring Drive, 53218

Outreach Community Health Centers
Call: (414) 414-727-6320 | www.ochc-milw.org
210 W. Capitol Drive, 53212

Progressive Community Health Centers
Call: (414) 882-2040 | www.progressivechc.org
3522 W. Lisbon Avenue, 53208

South Side Health Centers

Gerald I. Ignace Indian Health Center
Call: (414) 383-9526 | www.gliihc.net
930 W. Historic Mitchell Street, 53204

Sixteenth Street Community Health Centers
Call: (414) 672-1353 | www.sschc.org
2906 S. 20th Street, 53215 OR
1032 S. Cesar E. Chavez Drive, 53204



Testing Resources

COVID-19 Testing

The following are current known information about testing for COVID-19. Be sure to call ahead or look online for current hours and qualifications. Some locations may require authorization before testing. All information is current as of May 2020.

FREE Milwaukee COVID-19 On-the-Spot Testing

No appointment necessary. Walk up or drive up.

Monday – Saturday (Closed Sunday), 11:00 am - 8:00 pm

Midtown Center, 5825 W. Hope Ave., Milwaukee

UMOS, 2701 S. Chase Ave., Milwaukee

City of Milwaukee Health Department

www.city.milwaukee.gov/coronavirus

If you have symptoms, call your healthcare provider or call 2-1-1 (Monday – Friday 8:00 am - 7:00 pm and Saturdays 9:00 am - 1:00 pm) to determine if you need a test.

Walgreens

www.walgreens.com – Click “Coronavirus Questions?”

Drive-thru COVID-19 testing is available at select locations in Wisconsin.

Use the site to determine if you are eligible for testing and to find locations.

Advocate Aurora Health

COVID-19 Online Resource Center

www.advocateaurorahealth.org/coronavirus-disease-2019

At these locations, testing requires authorization. If you think you’ve been exposed or are experiencing symptoms, start with their COVID-19 Symptom Checker or call 866.443.2584.

Ascension Health

www.ascension.org/covid-19

COVID-19 tests at Ascension facilities are only available following receipt of an order from a medical professional. COVID-19 test orders are not available through the toll-free helplines or Ascension Online Care.

Froedtert & Medical College of Wisconsin

www.froedtert.com/coronavirus

If you think you’ve been exposed or are experiencing symptoms, call their hotline at 414.805.2000.

ProHealth Care

www.prohealthcare.org/covid-19

People who think they may have COVID-19 should discuss their symptoms with their physician or call ProHealth’s Coronavirus Hotline at 262.928.4499.

Coping with CORONAVIRUS (COVID-19)



CONNECT

Social distancing is an act of caring for others. By staying home (except when food shopping or seeking medical care) you can limit the spread of the virus, and help your family, friends, neighbors and community stay healthy.

We all need social contact, and in these unique times it is even more important to reach out to others. As you connect, remember to laugh, smile and talk about a range of things. Showing your humanity in times of struggle will bring out the best in others.

- Let others know how much you value or care about them
- Share something about yourself or learn something about them
- Spend quality time with those in your home. For example, play a game, dance or sing, paint
- Find creative ways to connect virtually to share stories, games, activities
- Consider important acts of kindness, such as donating blood or giving thanks to others

OPPORTUNITIES

Take this time to reflect on how you have been living your life. Reassess and commit to your values and the areas of life that are important to you. Build your resilience by putting time and energy into things that matter to you.

- Routines are comforting and reinforce a sense of control. Keep up your daily schedule for waking up, personal care, eating, sleeping and other activities
- Think about ways you can adapt the things you normally enjoy doing. For example, if you are used to going to the gym, what exercises can you do at home?
- Allow yourself to grow during this time by learning or doing something new

TAKING CARE OF YOUR MENTAL HEALTH

- Adult telehealth services through MCW Psychiatry - call 414-955-8900
- Child telehealth services through MCW Child Psychiatry - call 414-266-2932
- For mental health and other community resources, dial 211

Download here:
mcw.edu/covid-19

May 1, 2020

Coping with CORONAVIRUS (COVID-19)



PRACTICE HEALTHY HABITS

You can prevent and treat health problems and improve your well-being by eating healthy, exercising, getting restful sleep, having positive relationships, managing stress and avoiding misuse of substances such as alcohol or drugs.

- Have two weeks of food, medication and general supplies on hand
- Find a new recipe or make food from scratch
- Go for walks or runs outdoors
- Focus on what is happening in the moment, and find healthy ways to take breaks and recharge mentally and emotionally
- Gather your news once a day from a trusted, concise news source
- Focus on what you can control and what you can do to make a positive difference during this time. Remember you cannot control how others think, talk, feel or act.

EXPRESS EMOTIONS

During times of distress it is normal to experience a range of emotions. Respect how you and others are feeling. Remember, feelings aren't right or wrong, they just are. When you recognize your feelings, you can choose how to respond, rather than just reacting.

- Keep a journal or diary about your circumstances, how you feel and what you can do to positively cope
- Schedule a "daily check-in" with yourself to notice your emotions
- Take selfies or draw pictures of yourself to capture how you are feeling
- Call a crisis line if you need professional help immediately

MEDICATION NEEDS

- Make sure you have enough medication. Stay on top of refills so you don't run out.
- Contact your pharmacy to see if they will deliver your medication or can fill a prescription for a 90 day supply.

Download here:
mcw.edu/covid-19

May 1, 2020

Grief and CORONAVIRUS (COVID-19)



TYPES OF GRIEF

Grief is a natural response to loss. As we continue to navigate life during the COVID-19 pandemic, loss is being experienced in many ways. There is no right way to grieve and grieving takes time.

- **Primary loss** includes loss of a loved one or a major life change (loss of a job, divorce, homelessness, etc.)
- **Secondary loss** may not be obvious and could include a perceived or real loss of freedom, loss of companionship, support services, recreational, school and spiritual activities, family gatherings, etc.
- **Anticipatory loss** may appear with the anticipation of an unknown future such as someone who has a family member who has COVID-19 and/or COVID-19 complications.



SYMPTOMS OF GRIEF

Grief manifests itself in emotional/psychological symptoms as well as physical symptoms.

Emotional/Psychological

- Disbelief
- Avoidance
- Trouble accepting the loss
- Difficulty concentrating and thinking clearly
- Anger
- Difficulty making decisions
- Sadness
- Loss of interest
- Sense of guilt
- Feelings of disconnectedness
- Fear
- Social withdrawal

Physical

- Fatigue
- Nausea
- Trouble breathing
- Weight loss/weight gain
- Aches and pains
- Difficulty falling or staying asleep
- Restlessness

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May 8, 2020

Grief and CORONAVIRUS (COVID-19)



STRATEGIES FOR COPING WITH LOSS

Remember that everyone grieves in their own way and in their own time. Below are some helpful strategies for coping.

- Acknowledge your pain
- Focus on healing
- Be kind to yourself
- Accepting help
- Exercise regularly, eat healthy and practice good sleep habits
- Ask for support
- Honor your loss
- Engage in activities that bring you joy/peace
- Keep a journal
- Talk to those who bring comfort when you're ready
- Seek support from family, close friends, spiritual leaders, therapists, etc.
- When others reach out, be honest and clear



WHEN TO GET HELP

Reach out to a licensed professional if you feel any of the following:

- Feeling like life isn't worth living/thoughts of suicide
- Wishing you had died with your loved one
- Guilt over the loss or for failing to prevent it
- Feeling emotionally numb
- Difficulty trusting others
- Unable to perform your normal daily activities
- Difficulty planning for the future and feeling that life is unbearable

WHERE TO GET HELP

- Adult telehealth services through MCW Psychiatry - call 414-955-8900
- Child telehealth services through MCW Child Psychiatry - call 414-265-2932
- For grief counseling and other community resources, dial 211
- In the U.S.: Crisis Call Center at 775-784-8090

Sources: National center for PTSD, Center for the Study of Traumatic Stress, The Center for Complicated Grief, Harvard Medical School Special Health Report, Mental Health of America Wisconsin

Download here:
covid19.mcw.edu

May 8, 2020



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