Tomah School of Childhood Handbook



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**School Information**

We are located at 115 W La Crosse Street, Tomah, WI. Our phone number is 608-372-2969. Our email address is tomahschoolofchildhood115@gmail.com . Tomah School of Childhood is licensed for 35 Children at one time, from the ages of 3 -7, from the hours 7:30am -5:15pm, Monday thru Friday and the months of September – June. Our licensing rules, license certificate and results from our most recent inspection are located on the bulletin board in the entryway by the brown door where parents drop children off.

**School Philosophy**

The primary goal of Tomah School of Childhood is to facilitate the development of the whole child (social, emotional, cognitive, creative, and physical) in an environment of discovery and play.Early education experiences set the basis for later learning. The goal of Tomah School of Childhood is to provide a well-rounded, high-quality program which nurtures within each child a positive self-image as they continue to grow and develop.

**School Goals**

Our primary goal is to help each child develop a positive self-image and be accepted as a unique human being who realizes his/her feelings and ideas are valuable to others. We want all children to develop an appreciation and respect for one another. We will help each child begin to understand his/her physical world through interactions with a variety of materials, realizing that the process of creating is more important than the finished product. Finally, we will foster within each child a love for learning.

**Americans with Disabilities Act**

The Americans with Disabilities Act (ADA) gives civil rights protections to individuals with disabilities that are like those provided to individuals on the basis of race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services, and telecommunications.

**Non-Discrimination Policy**

Tomah School of Childhood does not discriminate in its intake services or personnel practices on the basis of age, race, color, creed, sex, sexual orientation, political persuasion, religion, national origin, disability, or association with a person with a disability.

**Cultural Diversity**

Recognition of and respect for cultural diversity is reflected through language, food, celebrations, and materials. We will work with our families to ensure all needs are met for all children.

**Photo Release**

Parents/guardians will be given a Photo Release form to fill out on the understanding that their child may be photographed at the center during normal daycare hours, field trips or activities. Also, that these photographs may be used in promoting childcare services in either print or on the internet, via Facebook. Photo release permission can be changed by parents/guardians upon request.

**Director – Michele Wedemeier**

Office hours are 7:45am – 3:00pm Monday, Tuesday, Thursday. Wednesday’s 7:45am – 5:15pm and Friday 8:30am – 2:15pm.

The Director may be reached at 608-372-2969 or tomahschoolofchildhood115@gmail.com

**4K- Mrs. Larson and Ms. Mesner**

4K runs from 7:45am – 3:00pm and the doors will open at 7:45am. Breakfast is provided by the Tomah Area School District and will be served from 7:45am-8:15am. Lunch is provided by the Tomah Area School District and will be served at 11:15am. Mealtime is a time for socialization, routine, and independence. Children are offered guidance and support during this time. Children may bring a special birthday snack for all of their classmates. The birthday snack must be store bought. Children have outdoor play time daily, weather permitting.

Classes are held Monday, Tuesday, Thursday, Friday unless otherwise noted. There is no fee for 4K. Parents are to supply a full-size book bag and requested supplies.

**3 Year Old Preschool Classes – Ms. Truly**

Monday/Thursday Class will run 8:00am– 11:00am, the doors will open at 7: 45am.Tuesday/Friday will run 8:00am – 11:00am, the doors will open at 7:45am. There is an option for all 4 days of school. There is no 3K class on Wednesday’s due to the Tomah Area School District schedule.

Cost: $400 per month for 4 days per week and $200 per month for 2 days. Parents are to supply a full-size book bag, a change of clothes, morning snack, water bottle filled with water, and/or other requested supplies. Children may bring a special birthday snack for all of their classmates. The birthday snack must be store bought. Children will have outdoor time daily, weather permitting.

**Aftercare Classroom – Ms. Truly**

Aftercare is provided every day starting at 11am to 5:15pm excluding Wednesday’s which runs 7:45am – 5:15pm. Parents will need to supply a zippered sleeping bag and a lunch. Tomah School of Childhood will supply a cot. All washable items will be sent home at the end of the week for parents to wash and return on the following Monday.

**PRICES:**

*11:00am-5:15pm*

*5 days a week: $700.00/month*

4 days a week: $460.00/month

2 days a week: $240.00/month

*3:00pm-5:15pm (After 4K PM Only)*

4 days a week: $260/month

2 days a week: $140/month

$30 nonrefundable application fee

**Tuition**

Tuition is due on the first school day of every month. We currently accept payment through the Lillio App unless you have made other arrangements. Please pay your tuition by the 1st day of the month. Tuition is billed monthly based on the *total* number of days in the school year (not number of days in the month). If tuition has not been paid by the 10th of the month, the Director will call the parents/guardians requesting payment. If no response is received by the 20th, the Director will call the parents/guardians to set up a payment date. If payment is not received by the agreed upon date, the student may not be allowed to attend. Refunds, if necessary, must be approved and authorized by the President of the Board and/or Director will be in the form of a check.

**Admissions**

 Prior to admission to the preschool, parents and children are encouraged to visit the classroom to meet the teachers and to observe the program. The school has OPEN HOUSE in August, before the first day of school. For the three-year-old and Aftercare programs, the registration form, and a once-a-year tuition fee of $30 must be submitted before a spot is held for the child. Tomah School of Childhood utilizes this fee to provide general supplies for classroom use. There is no fee for the 4K program, unless attending the Aftercare program.

**Enrollment**

Parents must complete enrollment forms **prior** to the first day of attendance. All records remain confidential. Information, which is pertinent to the care of your child, shall be given only to preschool teachers and the director. No information about the child’s progress or behavior shall be given out without written parental consent.

The following records shall be on file for each child: child enrollment form, child health report, health history, immunization record, an emergency medical consent card, names of persons authorized for field trips, publicity, and emergency care forms. **All forms must be on file within 30 days of attendance.**

**Curriculum**

We believe the intellectual, emotional, physical, social, and creative needs of young children are best met in an atmosphere of discovery and play. We strive to provide a safe and secure environment where children feel significant and successful as people. The overall program at Tomah School of Childhood is based on several fundamental beliefs about children:

* Learning is fun
* The early years are ideal for learning
* Children learn best by doing
* High quality preschool programs have a long-term positive affect
* Each child develops in skills and abilities at a different rate
* Programs should encourage a positive self-concept
* Conferences will be held twice a year for the 4K students

The curriculums that we participate in are: Handwriting without Tears, Creative Curriculum, Second Step and Conscious Discipline Wisconsin Early Learning Models.

Written thematic/curriculum plans are made by teachers based upon knowledge of child development and an assessment of children’s individual needs and interests. These weekly themes will be given to parents on a monthly calendar. The learning environment and the activities for the children reflect the philosophy and goals of Tomah School of Childhood.

**Activities will include:**

* story time, group time, music and movement, songs and finger plays
* creative art (thematic projects) and tactile play
* large and small motor activities
* free play including: dramatic play, social interaction, and sharing
* outdoor play and field trips (weather permitting)

Calendars and schedules will be posted on a bulletin board outside your child’s classroom and sent home in folders.

**Absences or Tardiness**

Your child will be considered tardy if the child is not here by the start of class. If your child is absent, please call no later than 30 minutes after their scheduled class time. If we do not hear from the parents, staff will contact you after 30 minutes of being late.

If you are delayed in picking up your child, call the preschool so we may inform your child that you will be later than usual and so we can arrange for the necessary staff coverage. Every teacher and assistant will know the whereabouts of each child. Children will never be out of our eyesight or hearing.

**Authorized Personnel**

Children will be released only to those people listed on the child’s enrollment form. We may ask for proper identification if we do not know the person. This is only to keep your child safe. In the event that custody becomes an issue, a court order stating that a non-custodial parent may not pick up a child at the preschool must be submitted to the staff/director before any changes are made in parental authorization to call for the child. Law enforcement officials will be called immediately should a custody issue arise at the preschool. Anyone picking up the child/ren appearing impaired by drugs or alcohol will result in a call to local law enforcement.

**Confidentiality**

The Tomah School of Childhood will not disclose any information about a child or their family, unless written consent has been given by the parent. The child’s record will be kept in the director’s office and discarded of properly when the child is no longer in attendance at the Tomah School of Childhood. Parents have access to their child’s record upon request.

**Parent Involvement**

The family unit is the most important influence in the life of a child. We respect parents as the most important provider of care and nurturing, and we believe parents and preschool staff are partners in each child’s care and education.

We encourage parents to visit the preschool whenever possible and to let the teachers know how we can best accommodate you and your child.

Parents are encouraged to participate through volunteering and contributing talents and cultural/ethnic interests. There are also times when we are in need of parental help for other projects. Volunteers work in many different areas and your willingness to help out is needed and greatly appreciated. Volunteers will be subject to a background check before being allowed inside our classrooms. This is to ensure the safety of all students and staff.

**Communication**

A parent bulletin board is displayed in the hallway of each classroom. On this board is posted a school year calendar, theme calendar, and upcoming events. We also distribute monthly newsletters, theme calendars, notices of upcoming events, postings of communicable diseases, and other items of interest for parents.

Please follow our Facebook page and use the Lilio app. Make sure we have your current email address on file. Information is also posted on our website at [www.tomahschoolofchildhood.com](http://www.tomahschoolofchildhood.com). A monthly newsletter and theme calendar are sent home. Please read these and any other notices regarding upcoming events. Ongoing communication is encouraged between staff and parents through verbal and written means.

4K Parent-teacher conferences are offered at the beginning of the school year and in the spring. Parents are encouraged to visit the preschool at any time. The only exception to parental visitation is a court order that denies such visitation.

**Positive Guidance Policy**

Distraught and Fussy Children: We understand that there will be times when a child will become distraught, fussy or will not stop crying. Our first action in these situations will be an attempt to determine the cause of the distress. It may be related to a basic need such as hunger or comfort, or it may be that the child just needs some extra time and attention. We understand that crying is normal. At these times, we will stay calm and will do whatever we can to soothe your child. Sometimes this may mean just allowing the child to cry for a few minutes and then trying again. However, there also may be times when we need your advice or assistance, and we will call you if we feel that it is necessary.

Guidance is the process through which young children will eventually learn to be self-disciplined. The development of social skills including emotional control, coping or delay of gratification, self-expression, problem solving, and decision making are important growth tasks for young children. The staff at the preschool will facilitate this learning through guidance that is related to the specific behavior and appropriate to each child’s needs and stage of development. General guidance will consist of the following:

* A planned environment which seeks to eliminate potential problem behaviors and promote the growth of independence and self-esteem.
* Clear limits for behavior which are firmly and consistently enforced.
* Many opportunities to practice positive behavior patterns with specific praise given when appropriate.

**Discipline**

“Breaks” are given for children only when all other methods of guiding the child have been unsuccessful. If a child continually hurts another child or the teacher, hurts him/herself, or damages the physical environment, a break will be given. A “Break” consists of removing a child from the situation (although they will remain within sight and sound of an adult) in a non-humiliating manner and placing the child in a designated location in order to interrupt the child’s unacceptable behavior. A “Break” will be administered by the teacher in the classroom for a period of time not to exceed 5 minutes. The teacher and the child will discuss the behavior at the conclusion of the “Break”.

Physical punishment such as spanking, hitting or pinching is never used to correct behaviors.

If a child shows a consistent negative or hurtful behavior pattern, the staff and parents will consult to work out a course of action which is beneficial.

The staff at Tomah School of Childhood will to remain calm, but firm, in correcting behavior. Children need to learn to take responsibility for their actions. Having the child experience the natural consequences for behavior is much more effective than nagging or arguing. When a young child hurts another child, damages the physical environment, or is about to hurt himself, we will always:

* Make clear to the child that it is the behavior and not the child that is unacceptable
* Help the child with appropriate language to understand the problem with the behavior
* Use redirection, logical consequences, or a “break”; depending on the age of the child, the misbehavior and the child’s emotional state
* Assist and encourage children to use language to express their strong feelings
* Remain confident and calm; knowing that our manner will affect the child’s decision to cooperate.

Parents will be contacted regarding any severe behavioral problems which may arise that we are unable to resolve.

**Transitions**

We also have several techniques to help with transitions to keep groups small and children are not waiting in long lines. We have appropriate spacing between tables and children throughout the classroom and day. Routines such as toileting and eating and intervals between activities shall be planned to avoid keeping children waiting in lines or assembled in large groups.

**Handwashing**

Upon arrival children use the bathroom and wash their hands with soap and water before playing. Children are also washing hands with soap and water before and after snack, after using the bathroom, and any other time deemed necessary. Staff also wash their hands with soap and water before administering medication, applying sunscreen and bug spray, after any first aid incident, before and after handling food, after bathroom use, and any other time necessary to maintain cleanliness and sanitation. It is of utmost importance to keep everyone safe and healthy.

**Cleanliness and Sanitation**

1. Bodily secretions, such as runny noses, eye drainage, and coughed-up matter shall be wiped with a disposable tissue used once and placed in a plastic-lined container.

2. Surfaces exposed to bodily secretions including walls, floors, toys, equipment, and furnishings shall be washed with soap and water and disinfected. The disinfectant solution shall be registered with the U.S. environmental protection agency as a disinfectant and have instructions for use as a disinfectant on the label. The solution shall be prepared and applied as indicated on the label.

3. As appropriate, children shall be protected from sunburn and insect bites with protective clothing, sunscreen, or insect repellent. Sunscreen and insect repellent may only be applied upon the written authorization of the parent. The authorization shall include the ingredient strength and be reviewed and updated every 6 months. If sunscreen or insect repellent is provided by the parent, the sunscreen or repellent shall be labeled with the child’s name. Recording the application of sunscreen or insect repellent is not necessary.

4. Children shall be clothed to ensure body warmth and comfort. Wet or soiled clothing shall be changed promptly from an available supply of clean clothing.

5. Center staff shall adopt and follow universal precautions when exposed to blood and blood-containing bodily fluids and injury discharges.

6. Single use disposable gloves shall be worn if there is contact with blood-containing bodily fluids or tissue discharges. Gloves shall be discarded in plastic bags.

**Child Abuse and Neglect**

Any teacher having a reasonable cause to suspect that a child has been physically abused, sexually abused, neglected or emotional damage, will result in Human Services in Sparta, WI being contacted immediately. We practice mandatory reporting.

**Illness Policies** Parents are to notify the preschool each day that a child is ill. Parents should call within 30 minutes of the beginning of the scheduled class time.

* It is recommended that parents obtain medical attention for a sick child. For contagious illnesses, the child must be symptom free for **AT LEAST 24 HOURS** and the child must have **RECOVERED COMPLETELY** from the illness.
* A child should be kept home if the parent is aware of the following conditions: sore throat, inflammation and/or mattering of the eyes, fever over 100, congestion, sneezing or coughing serious enough to hinder the child from participation in normal preschool routines including both indoor and outdoor play. Non-diagnosed rash or sores, stomach flu, vomiting or diarrhea, a discharge of thick yellow or green mucus from the nose, and any other suspicious signs (including unusual behavior) which might indicate the beginning of an illness.
* If throat cultures or other tests have been done to diagnose an illness, the child must be kept home until test results have been verified. Parents must notify the preschool of results.
* If a physician prescribes antibiotics, the child must stay out of the preschool for 24 hours or 3 consecutive doses of the medication. The only exception to this is a written statement from the physician that the child is not contagious and may return earlier.
* A physician’s written permission is required if a child returns to the preschool before the required absence time following a contagious illness, as specified in the licensing manual.

**If Your Child Becomes Ill**

If a child becomes ill while at school, we will have the child rest in our library area and will call the parents immediately. Parents are expected to arrive within 30 minutes of receiving the call from the teacher.

**Communicable Diseases**

When a child is suspected of having a communicable disease or condition such as, but not limited to: chicken pox, German measles, infectious hepatitis, measles, mumps, poliomyelitis, lice, ringworm, scarlet fever, whooping cough, diphtheria, or meningitis, COVID-19, we are required to notify the County Health Department.

When a diagnosis of communicable disease is made, the exposed children shall be watched for symptoms of the disease and the parents, of the exposed children, will be notified. The staff shall be made aware by the director of all such incidents, and the staff shall be responsible for reporting possible new cases.

Preschool staff will contact the County Health Department and the State Licensor to report any communicable disease cases. Their recommendations will be followed.

A child may be readmitted without a statement from a physician after a communicable disease if the child has been absent for a period of time designated by the department.

**Medication**

Preschool staff may give prescription or nonprescription medication to a child only in emergency situations. Teachers may apply parent-provided and labeled sunscreen or insect repellent to a child only under the following conditions:

* A signed, dated, written authorization is on file from the parent, person or agency having authority by court order to approve medical care.
* Medications must be supplied in the original container with child’s name and administration instructions clearly stated on the container.
* Written documentation including type of medication given, dosage, time, date, and the name of the person administering the medication (does not apply to sunscreen or insect repellent) shall be kept in the child’s record and in the preschool medical log. Parents will have access to their child’s records.
* All medication will be stored out of children’s reach in a locked container in the Director’s office. Medication requiring refrigeration shall be kept in a designated separate covered container clearly labeled.

**Accident and Injury Policy**

All children will have on file written permission from the parent to call a child’s physician or refer the child for medical care in case of injury. The preschool will contact the parent as soon as possible after an emergency has occurred or, if the injury is minor, when the parent picks up the child.

Tomah School of Childhood’s designated source of emergency medical care is Tomah Memorial Hospital (608-372-2181). A first-aid kit is kept in the classroom. All staff at Tomah School of Childhood have received training in Basic First Aid and CPR and are renewed (yearly) as part of their continuing education.

**Minor Injuries**

The following procedure will be followed

* Wash injury with soap and water and cover with Band-Aid or gauze and tape. No medication is used.
* Other minor injuries may be treated as appropriate and according to Basic Emergency Care.
* The teacher witnessing the incident shall file a report in the medical log and report the incident to the child’s parents.

**Major Injuries**

The following procedure will be followed

* Make child as comfortable as possible and apply emergency first aid if indicated by seriousness of injury.
* Contact the Paramedic Emergency Unit
* Contact the child’s parents or designated emergency person on call and notify them of the injury and name of hospital to which the child is being taken
* Take child’s file including emergency medical authorization for preschool to make emergency medical arrangements
* One staff person is to accompany the child to the hospital with the Paramedics
* The person who witnessed the accident shall file an accident report in the child’s file, a copy of which is sent to licensing, and document it in the medical log.

Field trip accidents will follow the same procedures as above. Teachers will carry a backpack with emergency supplies: emergency cards and first-aid kit. There will always be more than one adult on a field trip in case of an accident. In case of a serious injury, after calling 911, the teacher will contact the parents.

**Meal Preparation**

Our kitchen is inspected every year by the Tomah Area School District. The Tomah Area School District prepares our meals and delivers them to the school. The food is stored in the kitchen until time of meal then kept warm at 140\* or cool at 40\*. Hair nets and gloves are worn to serve the meal. Training is provided for staff as needed. Any food items remaining are properly disposed of as well as containers.

**Food Allergies**

Food allergies and other allergies must be known by all staff members having direct contact with your child. Please inform your child’s teacher of all allergies – **in writing.** Be specific about which foods cannot be eaten by your child. This information will be posted in the classroom. \*\*For 4K parents, Tomah Area School District will also need to be notified of allergies as they provide breakfast and lunch.

**Toileting Requirements**

**All** children are required to be toilet trained, before attending 3K, 4K and Aftercare. The Tomah School of Childhood is not licensed for diapers and pull-up changing.

**Toileting Accidents**

Toileting accidents may occasionally occur and to make sure that we are dealing with the situation in a manner that you would approve, a permission form will be sent home for you to review and sign at the beginning of the school year.

**Clothing**

Please label all clothing (first initial, last name) which may be removed at school (caps, sweaters, boots, mittens, coats, etc.). Children should wear clothing and shoes appropriate for the weather outdoors, as we will be going outside daily for walks or to play on our outdoor play equipment. Clothing should be comfortable.

**Sturdy safe shoes, appropriate for the playground, running, walking up and down the stairs, and on field trips are required. Tennis shoes, tie or Velcro shoes are acceptable. NO flip flops as they provide poor support and easily slip off during outdoor play.** For the safety of your child, please have them wear tennis shoes or shoes with a strap around the heel.

**We would also ask that when dresses or skirts are worn, that shorts will be worn underneath.**

During winter months the children play outdoors daily if the wind chill temperature is above 0°F. If the children do not go outside; they will play indoors.

**Field Trips** Field trips offer a unique opportunity to enrich the preschool and 4K curriculum. Tomah School of Childhood schedules two field trips each year; one in the fall and one in the spring. When needed the Tomah School of Childhood will contact the Tomah Area School District and reserve a bus and a bus driver. When traveling on the bus, the teachers will bring with them the daily attendance sheets, first aid kits and emergency cards. The bus driver will have a step-by-step procedure to ensure the safety of your child. The busing system also has a no child left behind procedure.

Walking field trips may occur, and parents will sign a form stating that their child may participate. One parent must attend with their child on any **3K** field trips.

**Fire Drill**

Evacuation diagrams are posted in each classroom. In the event that evacuation due to fire is necessary, each teacher shall lead the children in his/her class outside the building to a prearranged meeting area. The assistant teacher will be the last person out of the classroom. Children will be accounted for at the prearranged meeting area. Emergency evacuation procedure is practiced on a monthly basis. Children’s records will be taken during the fire drill or an actual evacuation.

**Tornado Drill**

In the event of a tornado, children will be gathered in the designated area in the school. Children will be positioned with their faces to the wall, heads down, with their arms covering their heads. Tornado drills are practiced in order that children know the procedure in case of an actual tornado warning. The teacher will take the children’s emergency contact cards with them during all drills and actual emergency events.

**Other Emergencies** In the event of an emergency due to some other hazard (lack of heat, no water, no electricity, plumbing problems, no telephone) children will remain at preschool until parents are notified and parent/authorized person is able to pick up their child. Emergency numbers will be posted by the phone. Please make sure to inform us of any changes with emergency contact and we recommend having a second contact available to pick up your child within 5 minutes.

**Lost Child Procedures**

ALL teachers are responsible to know which children are in their care and where the children are at any given time. Periodic head counts are taken throughout the day; especially when children move from one location to another or gathering together after free play or less structured activities.

In the unlikely event that a child should become lost while in the care of the Tomah School of Childhood, the following procedures shall be followed:

* All available staff will search the premises, or if on a field trip, the staff of designated field trip will be alerted to assist preschool staff in conducting a search.
* If the child is not found within 15 minutes, local law enforcement shall be notified.
* Parents will be contacted as soon as law enforcement are contacted.

**Snow Days and Late Starts**

In the event of inclement weather, please tune to radio stations: WBOG or WCOW and local TV stations. We also notify all parents via Lillio, and our facebook page.

If the public school is cancelled, we are also cancelled. **In the event of a late start for the Tomah Area School District, the 4K class will have a two hour delay starting at 10:00am (doors open at 9:45am), and the Tomah School of Childhood 3K Class will be cancelled. Aftercare will start at 10:00 a.m. (doors open at 9:45am)** In the event of three or more snow days; the Tomah School of Childhood will follow the 4K make up days required by the Tomah Area School District and any 3K make up days will be decided by the Board.

**Staff Requirements**

The state of Wisconsin requires that preschool employees who work directly with children undergo a brief health exam within the first 30 days of employment. Staff will follow common health policies and procedures. A Wisconsin State teaching license is required or registration with the State Registry. Fifteen hours of yearly continue education is required for teachers to maintain the position.

**Withdrawal from the Three-Year-Old Preschool Classes or Aftercare**

Tomah School of Childhood requires that parents provide **at least one month written notice** when terminating their child’s enrollment. **Parents will be responsible for payment** until the end of the present month. Please contact the Director at 608-372-2969.

**Termination from the Three-Year-Old Preschool Classes or Aftercare**

In the event that a child cannot adjust adequately to the program, it may be mutually agreed upon by staff and parents that preschool is not in the best interest of the child. Parents will be liable for payment until the end of the month.

When a situation arises that involves a child’s chronic misbehavior pattern, teachers will consult with parents in the form of a special parent-teacher conference. The teacher, using documentation that he/she has collected about the child and the behaviors, will enlist the help of the parent in coming to a solution. If after a given period of time, it is found that the child is unable to function in a group setting; because the child’s behavior is disruptive or is endangering the safety of him/her or others in the preschool, then the preschool reserves the right to terminate the enrollment of that child.

Enrollment may also be terminated under the following conditions:

* Habitually late when calling for a child at the end of the class session
* Failure to observe school policies
* Failure to submit required physical and immunization records within the designated time
* Failure to pay tuition, registration fees, or any other fees assessed by the preschool in the manner agreed upon
* Closing of the preschool

The DCF Equal Opportunity Office investigates all discrimination complaints that are submitted to DCF by its clients and customers that are based on practices prohibited by relevant state and federal civil rights laws. Contact the DCF Equal Opportunity Office at 608- 422-6889 or the U.S. Department of Health and Human Services, Office for Civil Rights 800- 368-1019 (voice) or 800-537-7697 (TDD) or see the ADA website https://www.ada.gov/filing\_complaint.htm to file a complaint.