

Parent Handbook



Oconto Area Non-Profit Child Care, Inc.

◆ Aimee Clough, Administrator
1007 Pecor Street, Oconto, WI 54153
(920) 834-5211
Email ocontochildcare@gmail.com
State Licensed ◆ Ages 6 weeks – 12 years
Capacity 65

The Zone

Aimee Clough, Administrator
400 Michigan Ave. Oconto, WI 54153
(920) 834-7806 EXT 2172
Email ocontochildcare@gmail.com
Certification for School Age Child Care: Ages 7 through 12 years of age.

Learning Through Play

Revised March, 2015

Program Philosophy, Goals, and Curriculum

To provide quality care for children regardless of their religious and ethnic background. This will be done by following state licensing standards which include qualified teachers, a stimulating environment, ample space, nourishing meals, snacks, and health and safety requirements.

1. To help children develop to their fullest potential, we focus on the whole child.
 - Self-awareness, confidence, and feeling of self-worth
 - Interpersonal relationships
 - Physical skills
 - Socialization
 - Health and nutrition
 - Experiences that foster exposure to cultural diversity and life skills.
2. To support and strengthen the family unit, focusing on:
 - Improving communication among family members
 - Increasing their ability to work and play together
 - Helping families share their values with each other
 - Increasing their sense of community with other families
 - Helping families improve their economic stability
3. To have a program in a positive safe and supporting environment, focusing on:
 - Creating an atmosphere which provides care and understanding
 - Bringing parents and teachers together to provide the opportunity to nurture a well- rounded child
 - Broadening the community and world understanding of children and parents
4. We focus on the whole child through developmentally appropriate experiences that support the children's approach to learning using goals and learning objectives. Wisconsin Model Early Learning Standards (WMELS)
5. The Five Domains are: Health & Physical Development, Social & Emotional Development, Language & Communication, Approaches to Learning, Cognition & General Knowledge

Parent's Center

Above the sign in sheets by the front door you will find the weekly menu, daily schedule, and other important information. Policies and licensing rules will also be located here. The Center's license and any violations along with staff registry certificates will be located in the entryway. Please watch the two front doors for center updates, communicable diseases that are going around, etc.

In the parent sign in and out area you will find the Center Handbook, containing nutrition, transportation and other policies as well as the State Licensing rules.

(DCF251)

Open Door Policy

We invite you to stop by and visit the center any time. Do not hesitate to ask questions or voice your concerns and opinions. We feel parent involvement is important for your child's development. You are always welcome for meals, field trips, special events, etc. We also encourage you to attend parent-teacher conferences in March and our family nights. Communication is the main tool to make home and childcare work hand in hand.

Between the doors you will find an array of information. There are helpful pamphlets and an information board. You will also find literacy bags, a variety of movies, and educational/ parenting books that you can check out for 10 days. Please complete the card and drop it in the box. Please return them to the administrator's desk when done. Items that are not returned will appear on your bill.

Non-Discrimination Policy

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, audiotope, 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.

Enrollment

Enrollment is available on a first come, first served basis. All families will receive a tour before enrollment takes place. Drop-in care is welcome under the following conditions:

1. Availability of space.
2. 24 hour notice.
3. Contract on file the previous week.
4. Pre-registration required.

All parents are required to fill out, sign and date the following forms prior to admission:

1. Child Care Enrollment form with information required by State licensing agency.
2. Child Care Immunization Record.
3. Authorization to Pick-up form – written permission of who can pick up your child.
4. Photo release, fieldtrip and handbook forms.
5. Alternate Arrival/ Release form: Child Care Center transportation for school age children. (Kiddy Safe Alarm is installed in the van.)
 - a. The Center will follow all transportation regulation as below:
 - i. Driving records and licenses will be checked.
 - ii. Children will be properly restrained.
 - iii. Safety Risk Reduction issued by National Safety Administration will be followed.
 - iv. Driver will do a physical walk through to check vehicle.
6. Child Health Report – signed by a physician within 90 days after admission, but not more than six months prior to admission.
7. Intake for children under 2years of age–updated every two months.
8. Infant Meal Notification Letter.
9. Health History and Emergency care plan, with any special medical/ behavioral conditions completed.
10. All About Me for above 2 years of age.
11. Emergency Contact (four-part form).
12. Household size, income statement.
13. CACFP Enrollment Form PI-6077.
14. Alternate Arrival/Release Agreement (If a child is expected to arrive or be released to someone different or a different activity)
15. First Weeks Fee/ Enrollment Fee/Key Card Fee. The Key card cost is \$10.00, for our security system. This is for you to let your child in. If you need more cards it will be an additional \$10.00 per card. When you are done with your card you need to return it and if the card is in good condition, you will receive the \$10.00 back. It may take up to 5 business days to refund the money. If you have an outstanding balance it will be applied to your balance.
16. Trial Period: If for some reason within 30 days it is not a good fit either party may cancel the contract without penalty.

* Updating all information, including additional immunizations, change in address, telephone numbers, etc. is the responsibility of the parent. Without compliance to these forms, your child can be terminated from care.

Absence Notification

If your child will not be at the center you must notify the center by 9:00 a.m. If the center doesn't have prior authorization and you don't call us, we will call you and there will be a \$5.00 charge. If a child is expected to arrive at the center from someplace other than home and doesn't arrive as scheduled we will attempt to contact the parent immediately to determine the child's whereabouts.

Every Child Will Need

- A complete set of extra clothes (including socks), appropriate for the season, labeled with child's name to keep at the center.
- Blanket (soft snuggle and pillow are optional) for children ages 1 to 5. They will be sent home on Fridays for cleaning.
- Summer: Swim suit, and towel. (Sunscreen and bug spray are provided by the center with parent signature.)
- Winter: Snow pants, jacket, boots, mittens, and hat. (We go outside daily. Staying indoors is not an option as staff are required to go outside with the children unless accommodations are made.)
- Infant/Toddler Parents: Formula (if not using Member's Mark w/iron or Parent's Choice with Lipids), breast milk, bottles, diapers, wipes (80 count each month); Children under 1 year of age are not allowed to have fluffy blankets, pillows, or stuffed animals to sleep with. Blanket will be sent home on Fridays for cleaning. Center will provide a crib sheet.

****Oconto Area Non-Profit Child Care, Inc. is not responsible for lost belongings.****

Termination

A two-week written termination notice is required by the parent unless you are within your 30 day trial period. You will be responsible for payment of the last two weeks of childcare, whether your child is in attendance or not.

Reasons for the center to terminate care include, but are not limited to:

- Failure to pay fees on time, according to fee policy.
- Failure to comply with center policies and procedures.
- Lack of cooperation from parents, abusive behavior and/or threats towards staff, other parents, or children.
- Failure to observe rules relating to arrival/departure of child (sign in/out sheets) and failing to call in your child when they won't be attending.
- The child demonstrates an inability to benefit from the care and program goals offered by the facility, after repeated attempts have been made by the facility and staff to meet the child's individual needs. The parent will be referred to other community resources.

Fundraising

The Center will hold fundraisers several times throughout the year. Each family will have the option of participating in the fundraiser or paying a flat fee.

When Fees Are Due

Fees are due on Friday for the following week of care. If fees are not paid, your child may be terminated after or before 2 weeks. You must use your vacation if you leave and want to return. You may pay monthly or bi-weekly, but this must be in advance and set up with Airnee. If a two week notice is not given, full payment is required. (Vacation time may not be used in place of the two-week notice.) A \$10.00/week late fee will be charged for fees not received on time (by Monday at 6:00 P.M.) for full-time children. Drop in Children have until Tuesday evening at 6:00 P.M. to pay.

Discounts

Second Child: Take \$10.00 off weekly rate for full time Infant, Toddler, Young Preschool, or Preschool children only.

Employee: 50% of fee at registration, this fee doesn't change with age

Vacation

Two weeks is granted without fees after enrolled full time for six months. These 10 days cannot be taken as individual days. If you are behind on payments, vacation without fees will not be granted. Your child can not attend the center when vacation is being taken

Other Fees

- Security Key Card: \$10.00 (If returned in good condition the \$10.00 will go towards your balance.)
- Transportation: \$5.00/Week
- Children on an hourly schedule that require transportation will also be required to pay the transportation fee
- Borrowed Blanket: \$5.00/Week
- Summer Program Activity Fee: \$30.00
- NSF fee of \$35.00 will be charged for returned checks
- When center clothes are not returned the following Monday, there will be a charge of \$2.00 per item (Non-Refundable).
- Late fee: \$1.00 per child per minute after 6:00p.m., according to the center blue clock.
- 10 hour rule: After you have reached 10 hours daily you will be charged \$5.00 for every extra hour.

Health and Safety Policy

Child Identification

In the attempt to keep illness to a minimum in the center, we ask that you keep your child at home when:

- He/She has a temperature of 101 degrees or more.
- He/She vomits within 12 hours of their arrival.
- He/She has had diarrhea within the last 12 hours.
- He/She is sufficiently ill to warrant staying indoors.
- He/She requires one-on-one care.
- He/She has head lice; your child needs to be nit free to stay or return.
- He/She has eye redness with drainage (pink eye).
- He/She has been diagnosed with any of the infectious diseases, but not limited to the list in the section "Communicable/Infectious Diseases".

Isolation

An isolation area will be provided for care of ill children until the child can be picked up. The procedure will be:

1. Provide the child a cot with a sheet, blanket, and any other special needed items.
2. Contact the parent or designated person to pick up within the hour.
3. A staff member will be in sight and sound at all times.

Observation

1. Each child will be observed upon arrival for any symptoms of illness.
2. Any evidence of unusual bruises, contusions, lacerations, and burns will be noted in the child's file or medical log and may require abuse and neglect reporting.
3. Staff will know food allergies and other allergies. They will be posted in the kitchen, above the phone in the cupboard.
4. Parents will be notified by phone, email, note, in person or posting on the door for the following:
 - Illness
 - Injury (including a human bite)
 - Exposure to a diagnosed or suspected communicable/infectious disease.
 - Fieldtrips stating the date, time and destination if leaving Oconto.

Communicable/Infectious Diseases

These are some of the highly contagious illnesses, but please check with Oconto County for all other illnesses. Please report them so we can contact all families and the Public Health Department, if needed. Rules for returning to the center are:

- "Pink Eye" Conjunctivitis – must be on medication for at least 24 hours.
- Lice – nit and bug free.
- Strep – on medication for at least 24 hours.
- "Hand, Foot, and Mouth" Coxsackie – fever free for 12 hours.
- Scabies – after treatment of child and environment.
- Impetigo – dry, healing skin with no pus or crust.
- Chicken Pox – seven days if all poxes are scabbed over and dry.

THERE IS NO REDUCTION IN FEES FOR SICK DAYS

Medications

- Must be in the original container, with instruction label attached and child's name.
- "Authorization to Administer Medication Form" must be filled out stating name, date, dosage and times, signed by the parent or legal guardian. Blanket authorizations that exceed the length of time specified on the label are prohibited.
- Must be given to a staff member.
- Medications must go home on Fridays and a new form completed for Monday.
- If on a 6 month or year prescription this form may be completed for the length of the prescription. (Example: Asthma medications)
- After administered, it will be written in the medical logbook.
- All medication will be stored in a medication container inaccessible to children.
- All children under 2 years of age must have a doctor's written permission if the medication isn't recommended for under 2 yrs of age. This needs to be updated by the doctor every 6 months.
- The medication must be for the age of the child according to the instructions.

S.I.D.S. Risk Reduction

S.I.D.S. is the leading cause of death in infants from month to one year of age. To help reduce these risks the following will be done at the center and can be done at home:

- All infants will be placed on their back to sleep, unless a note from a physician specifying a different position is received.
- The center will supply a safe crib with a firm mattress and fitted sheet.
- Only one blanket will be allowed in the crib and placed under the breast bone and the child's head will remain uncovered.
- Fluffy blankets, pillows, stuffed toys, sheepskin and beanbags are prohibited in the crib.
- Tummy time provided for awake, non-mobile children.
- All parents will be provided with the brochure, "Back to Sleep".

Education Policy

We believe that each child is an individual. We recognize each child comes from a different background and has certain needs, skills, and talents and that each will succeed at their level. We work with families to help all develop to their fullest potential. The curriculum is planned for where the child is at developmentally. It provides for all areas of development: physical, emotional, social, and cognitive through an integrated approach with play. This is an interactive process where teachers prepare the environment for children with interest centers that reflect the 5 domains to learn through active exploration and interaction through play. The materials are real and relevant to the lives of the children.

The teacher is the facilitator who provides support, verbal encouragement, and focused attention. They recognize that children learn from trial and error so they plan open-ended activities that have no one right answer.

Each teacher develops a lesson plan for their group which promotes: self esteem, positive self image, social interaction, self expression, skills, creative expression, intellectual growth, and muscle development with each individual in mind. This is

done through group time, art activities, songs, flannel boards, music and movement, games, outdoor activities, manipulatives, dramatic play, puzzles, cooking, and sensory experiences. This plan is posted on the parent board when you enter the building, and in each classroom. The Wisconsin Early Learning Standard is posted next to the lesson plan. Transitions between activities are done without having the children stand in line.

The Center has Center wide themes to bring more continuity to the Center. Each theme is child oriented and lasts throughout the month. They offer a balance of activities including art, songs, finger plays, stories, music, movement, flannel boards, outdoor activities, games, letters and numbers, dramatic play, sensory experiences, and cooking. Each month, the Center has a special day all the children are involved in. It may be dressing up in a special color, bringing certain food, child's choice, or a certain type of material or toy.

We are also part of the Wisconsin's Child Care Rating Program "Young Star."

Daily Schedule

The daily schedule provides a flexible balance for each individual child including active, quiet, group, indoor and outdoor activities, and other choices. There will be A.M. & P.M. activities that will be different each day. (Table top activities, books, large motor, computer, etc.)

The center will have a master dry erase board that will contain all groups and children in each group. This board will be made from the typed weekly list. Each classroom will have a sheet that all the children in their room will be listed. They will match the master board. The master board will not be changed without permission from the person in charge. Play Is A Major Component Of Our Center!

- 6:00 – 7:00 Choice Time with quiet or table toys
- 7:00 – 7:20 Teacher Directed Time
- 7:20 – 8:00 Outside Time weather permitting
- 8:00 – 8:30 Games/Puzzles
- 8:15 – 9:00 Breakfasts and Clean up
- 9:00 – 9:20 Group Time (welcome, songs, stories, etc.)
- 9:20-10:00 Center Time
- 10:00 – 10:20 Art/Cooking Experiences
- 10:20 – 11:10 Outside
- 11:10 – 11:15 Get ready for lunch
- 11:15 – 12:00 Lunch and Clean up
- 12:00 – 2:00 Nap/Quiet Time
- 2:00 – 2:30 Teacher Directed Time
- 2:30 – 2:50 Snack and Clean up
- 2:50 – 3:55 Outside
- 3:55 – 4:30 Choice Time
- 4:30 – 4:45 Large Muscle Activity
- 4:45 – 5:15 Group Time
- 5:15 – 6:00 Choice Time

**Diaper changes done every two hours unless needed more often.

** T.V. is only a supplement to lesson plans and used during the transition from lunch to nap. It must be pre-approved by the Administrator. There will always be an alternative activity for children to do.

****There will be no religious education provided****

Infant and Toddlers Routine

- Follow each individual's routine (eating, sleeping, waking, etc.)
- They will receive physical contact and attention from the teacher daily – talked to, sung to, rocked, read to and taken outside on playground or for walks.
- Play and exploration of materials in a learning and stimulating environment.
- Provide language through daily activities.
- A variety of toys and equipment will be provided.
- Outdoors each day except during inclement weather or health reasons from a doctor. Accommodations may be made if possible.
- Stomach time, creeping and crawling will be in a safe, clean, open uncluttered area.
- Encourage to experiment with self-feeding with hands and spoons.
- Non-mobile children will be moved and positioned frequently (held, floor time, vibration chair, jumper, exer-saucer, swing, placed in front of a mirror).
- Parents will receive a daily report on what their child did: eating, sleep, medications, diaper changes, and activities.

Child Guidance Policy

When you say “discipline”, most people think of punishment. Discipline is a positive guidance technique used to help teach children ways of dealing with other individuals, the world around them, self control, self esteem, and respect. Children count on the wisdom of adults to set clear limits. Limits are necessary to maintain safety, a stimulating environment, and a fun place to play. Prevent the behavior before it happens: plan group goals, choices, plan each minute of the day (transitions are always helpful to prevent children from standing in line), plan for each individual child. We feel children need to know the rules, expectations, and consequences so they can make the right choices. So we will state positively what children can do, using specific terms (e.g. “you need to walk” rather than “don’t run”)

We believe each child is an individual and no single technique will work with children every time. The teacher will look at the child first and then the nature of the problem. This is done as we feel that all behavior has a reason and the key to understanding a child's behavior is to understand the child (seeking attention, frustration, disappointment, rejection, problems at home, etc.). Seeing what they see, thinking what they think, and feeling what they feel often provides the missing link.

With a basic understanding of children's behavior, most problems can be resolved before they get out of control. Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age appropriate activities to choose from and will be given the attention they need before they demand it. Steps to follow:

1. Behavior management will be for the purpose of helping children develop self control, self esteem, and respect for the rights of other. Keep the Golden Rule in mind – A child's self esteem is very fragile and should

always be treated with dignity. "I care about you, but it is your behavior that I do not like."

2. Give sufficient warnings and redirect behavior. (Redirect means directing the child's attention to a different program activity.)
3. Say it once and mean it, as positive authority builds respect like no other process. Have clear-cut limits for children.
4. Behavior should be discussed so the child has a clear understanding of what they did and your expectations.

Time outs are used to interrupt the child's unacceptable behavior. A "time out" or "thinking spot" may be used when other techniques have not been successful. A time out will be used to remove a child from a situation that has gotten out of control before a child can hurt himself or others. Children may also remove themselves from a situation to the thinking spot. Time out will never exceed 5 minutes and will not be used with children under three years of age. When used, the time out will immediately follow the behavior. The teacher will talk about what behavior was unacceptable and what else they might have done or said instead. The child may choose to sit there until they are ready, but the teacher will invite them back to join the group. The time out or thinking spot is near others so the emphasis is on relaxation and cool down rather than isolation and punishment. The child will be praised after completing the time out and will be helped to rejoin the group. Time-outs are a last resort to deal with unacceptable behavior.

"Redirection," means directing the child's attention to a different program activity.

Example: Blocks are for building not throwing; remove the child and give them a new activity.

A recurring unacceptable behavior may constitute a meeting with the child, parent or guardian, teacher, or Administrator to consider how to deal with the behavior and set up a modification plan. If the behavior continues, the next steps may include referrals to appropriate community resources and may be terminated from the center.

Shaken Baby Syndrome: We understand that there will be times when a child will become distraught, fussy or won't quit 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. The teacher understands that crying is normal, and that all babies will have times when they cannot stop crying. At these times, they will stay calm and will do whatever they 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 won't hesitate to call you if they feel it is necessary.

All in all, 95% of your day should reap enjoyment and rewarding experiences from the entire group, including you! The other 5% may require you to demonstrate your child guidance technique skills. While 5% may not seem significant, how you handle these situations will have a direct effect on the degree of success during the other 95% of the day.

If you let minor incidents of negative behavior destroy the integrity of the group it will affect every child. Instead, focus on the positive actions of the other children in the group. That way you will not be physically and emotionally drained, so you can still provide the high quality of leadership that the group deserves.

Child Abuse and Neglect

***Child Abuse** - any physical injury inflicted on a child, sexual intercourse, exploitation and or allowing or encouraging a child to engage in prostitution.

***Neglect** - when a parent or guardian refuses to provide the necessary care, food, clothing, medical, dental care or shelter seriously endangering the physical health of a child.

***Emotional Damage** - harm to a child's psychological or intellectual functioning, or anxiety, depression, aggression caused by child's parent, guardian, or legal custodian.

****Reporting****

The State of Wisconsin requires professionals who work with children to report known or suspected abuse or neglect. Anyone may report suspected abuse or neglect. Every employee and volunteer will receive training every 2 years in child abuse, neglect law and how to identify who has been abused.

Hours of Operation and Holidays

Hours of operation are from 6:00 a.m. to 6:00 p.m., Monday through Friday. The center is closed on Holidays (see Holiday Schedule).

Inclement Weather

Listen to WOCO 107.1 FM or watch for an e-mail.

Holiday Schedule

The center will be closed on the following days. Full tuition will be charged for these weeks. A holiday schedule is published for families at the beginning of each year.

- New Year's Day
- Good Friday, Close at 1:00 p.m.
- Memorial Day (observed)
- Independence Day
- Staff Cleaning Day/ Education Day
- Labor Day
- Thanksgiving Day/Day After Thanksgiving
- Christmas Eve/Christmas Day

Center Pets

Pets will be allowed in areas accessible to children during the hours of operation. The children will be closely supervised when the animals are accessible. Prior to adding a new pet to the center, we will notify parents in writing or email. If your child has pet allergies, please inform us verbally and also be sure to write it down on the Health History & emergency Care Plan under the non-food allergies section. The center has a fish tank during certain times of the year. We also have guinea pigs in a cage

Policy and Procedures

- **WHEN IS THE CENTER LEGALLY RESPONSIBLE FOR MY CHILD?**
The center is legally responsible for your child **ONLY** during the time that your child is signed into the program.
- **DO I HAVE TO SIGN MY CHILD IN AND OUT DAILY?**
Yes! Children should never be dropped off or picked up without signing them in and out. This is what we use if we need to evacuate the building. There will be \$1.00 charge for each time we need to sign your child in or out.
- **WHAT IF MY CHILD BECOMES ILL OR INJURED?**
The authorized person will be contacted. The child will be isolated if ill and given a cot with a sheet and blanket. If injured, first aid will be administered as needed and an ambulance called if needed. Parents are responsible for the cost.
- **INCLEMENT WEATHER DAYS?**
Listen to WOCO radio or watch Channel 11 for cancellation notices. If schools are closed, we urge parents to pick children up as soon as possible for the safety of parents, children, and staff. School Age parents need to call for a spot as soon as they know school is cancelled due to limited spots.
- **WHO IS AUTHORIZED TO PICK-UP MY CHILD?**
The only people who can pick up your child are those you have listed on your Authorization To Pick Up form. The staff will ask for I.D. if they do not know the pick-up person. Parents will be contacted immediately if an unauthorized pick-up is attempted. Court orders must be on file for custody issues before we can contact the police about a parent picking-up.
- **WHAT IF THE STAFF FEELS THAT THE ABILITY TO TRANSPORT MY CHILD HOME SAFELY IS IN QUESTION? (ALCOHOL, DRUGS, ETC.)**
The staff will release the child to any authorized person. If they feel the child is in danger, the staff will notify the local police or sheriff's department.
- **WHO WILL HAVE ACCESS TO MY CHILD'S PERSONAL INFORMATION?**
Personal information is available to center staff, the child's parent or guardian and the State Licensing Specialist, Human Services and Police Department.
- **WHAT ABOUT INSURANCE CONVERAGE FOR MY CHILD?**
Every precaution is taken to ensure the safety of the children. However, if a child is injured and medical attention is required, please file medical claims with your insurance carrier. The Center staff must complete the appropriate accident form, and send to the State Licensing Specialist within 48 hours.

