

Parent Handbook

of

Policies and Procedures

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**WELCOME**

Welcome to Bright from the start Childcare. This handbook contains information regarding the policies and procedures of my program. This handbook will answer many of the questions you may have. It is very important you read this handbook and keep it handy. Please know my program is licensed by the Ohio Department of Job and Family Services and approved to care for children 6 weeks- 12 years of age.

**General Information**

**Philosophy**

At Bright from the start Childcare, we believe that nurturing provides the strongest foundation for a child’s social, emotional and intellectual development. A nurtured child who feels healthy and safe develops the trust and confidence to be curious and explore. That’s why at Bright from the Start Childcare, nurturing and learning go hand in hand. We are passionate about supporting and celebrating each child’s uniqueness and individual development and we have the flexibility to customize our lesson plans to do so. Our programs take a balanced approach to whole child development with a focus on encouraging engaged and enthusiastic learners who will thrive as they go forward in life.

**Hours of Operation**

We are open Monday-Friday from 6:30 a.m. until 6:30 p.m.

**Holidays and Vacations**

The following legal holidays are observed, **Labor Day, Thanksgiving Day, Christmas Day, New Year’s Day, MLK Jr Day, Memorial Day, Juneteenth, and Independence Day**. If a holiday should fall during a weekend, I will announce whether the Friday before or the Monday after will be honored in its place.

***Basic daily schedule***

6:30 a.m.- 7:30 a.m. Arrival, rest or quiet play

7:30 a.m. - 9:00 a.m. Arrival and free play

9:00 a.m.- 9:45 a.m. Breakfast

9:45 a.m. - 10:30 a.m. Indoor gross motor

10:30 a.m. - 11:00 a.m. Circle time/morning meeting

11:00 a.m. - 11:45 a.m. small group activities

11:45 a.m. - 12:30 p.m. free play

12:30 p.m. - 1:00 p.m. lunch

1:00 p.m. - 3:00 p.m. Rest time, Nap time, and quiet activities

3:00 p.m. - 3:45 p.m. snack time

3:45 p.m. - 4:45 p.m. outside time

4:45 p.m. - 6:00 p.m. free play and departures

**Class Assignment**

Bright from the start childcare accepts children ages six weeks through twelve years of age. Each child is assigned to classes with the following child ratios:

Young Toddlers 1:5

Older Infants 1:6

Young Toddlers 1:7

Older Toddlers 1:8

Young Pre-Schoolers 1:12

Older Pre-Schoolers 1:14

School agers 1:18

**Supplies**

Parents are responsible for providing the items listed below. Please bring the supplies appropriate to each child’s age group on or before his/her first day of attendance. ALL ITEMS MUST BE LABELED.

The following list includes necessary supplies for each age group:

**Infant Supplies**

* Formula in labeled bottles (label must have child's name and date)
* Bottles filled with appropriate water levels
* Adequate supply of diapers
* Wipes
* Two complete changes of clothing
* Pacifier, blankets, and bibs

**Toddler Supplies**

* Adequate supply of diapers and wipes
* Two complete changes of clothing
* Blanket
* **Pre-School Supplies**
* Complete change of clothing, including socks
* Blanket and/or pillow

**Visitation/Parent Involvement**

We have an open door policy, parents are welcome to come in and participate any time. Families are encouraged to attend all family activities planned throughout the year but may need to provide their own transportation and cover their own cost. I will regularly post information to families regarding upcoming activities and events for the program on our parent information board.

**Parent-Provider Meetings**

Meetings can be scheduled at any time by either the parent or provider. In addition, I can be reached in the evenings or on my cell phone if you need to discuss something with me. I will briefly discuss your child's day at pick up and I will schedule at least one provider/parent conference each year.

**Payment Of Childcare Fees**

Upon enrollment, a deposit of one week’s childcare tuition is required. Publicly funded childcare (PFCC) is accepted. Full payment is expected even during weeks when the program is closed for a holiday or if your child is absent due to illness or another reason. For families approved for PFCC, if the child does not attend anytime during the week, there is no copayment due for that week. Payments can be made by Check, money order, cashier’s check (paid to the order of Bright from the start childcare). Or cash.

Childcare fees must be paid in full on Monday for each week of child care. Fees not paid in full on Monday are subject to a $50.00 late fee will be charged, and your child will not be permitted to attend our program until the payment is received.

No refunds are given for services rendered. A reimbursement may only be issued for overpayment of services. Any parent who withdraws a child and has prepaid tuition may receive a reimbursement with a minimum one-week written notice to the center.

**Late pick up fees:** A late dismissal charge is enforced for all children picked up after closing time. This fee will not be waived under any circumstances. The charge is $1.00 per minute per child, for each minute after closing time. This charge must be paid directly to the center Teacher(s) who stayed after hours to supervise the child/ren.

**Delinquent Tuition**

I will give parents a minimum of two (2) notices regarding unpaid tuition. If any parent refuses to acknowledge or respond to these notices, I will not continue to provide services until the balance is resolved.

**Breastfeeding Mothers**

For privacy, breast milk may be expressed and/or children breastfed in the back office.

**Policies and Procedures**

**Enrollment Information**

Before enrolling, we ask that all parents and their children complete a brief interview to ensure that Bright from the start childcare will be a good fit for you and your child. Enrollment is based on space available. The following forms will need to be returned prior to the first day of attendance. All forms must be filled out completely, hand signed, dated, and returned to the Owner.

1. Child Enrollment and Health Information JFS 01234

2. Child Medical Statement JFS 01305 - (Signed by child’s doctor) - (30 days to complete and return and required for children not

yet attending school)

3. If needed, a JFS 01217 Request for Administration of Medication for Child Care

4. If needed, a JFS 01236 Medical/Physical Care Plan

5. For infants, a completed JFS 01218 Basic Infant information for Child Care must be complete prior to the child’s first day and updated periodically as the infant’s needs change.

**Care of children without immunizations**

My program does provide care to children who have not been immunized. A statement from the child's parent that he or she has declined to have the child immunized against the disease for reasons of conscience, including religious convictions is required at the time of enrollment

**Arrival and Departure**

For the safety of each child, I require that a parent accompany their child/ren into the center and make verbal contact with a staff member. It is the responsibility of the parent(s) to record their child’s arrival/departure in the TAP system. A family member under the age of 18 years **May Not** bring children in or out of the center. This includes older siblings. I request that parent's phone ahead if they plan on arriving later than their usual time. At departure, parents must make contact with staff, so it’s clear the child has been picked up. I will document arrival and departure of each child on a daily attendance form.

No child will be released to anyone other than the parent, guardian, or alternate pick-up persons without written consent. I require written notification in advance to release children to anyone other than the parents/guardian, or alternate pick-up persons as indicated by the Alternate Pickup Authorization form located in the Enrollment Packet. Any person picking up a child will be required to present a state-issued ID.

If there is a custody agreement for a child, the program must be provided with official written legal documentation indicating who has permission to pick up the child.

If your child is scheduled to arrive from another program and does not arrive, we will call the parent to make sure that the child was scheduled to attend that day. If we cannot reach the parent, we will reach out to the other program

**Absent day**

If your child is going to be absent from the program the parent must inform the center before the expected time of arrival. Please call or text me at least 30 minutes in advance. Publicly funded families will not be charged for any absent days that exceed 20 days in the 6-month periods between January to June and July to December.

**Supervision Policies**

At Bright from the Start Childcare out major responsibility is to ensure the health and safety of each child entrusted in our care.We are alert to the safety needs of the children, anticipate possible hazards and take necessary appropriate precautionary and preventative measures. Children will always be supervised within sight or hearing. At no time will a child be left unsupervised. School age children are permitted to play in the outdoor space without me or an appropriate staff member only when they are within sight or hearing of myself or an appropriate staff member. We will always be available to intervene and at no time would allow a child to participate in any high risk activities.

**Child Guidence Policies**

All children will be treated with love and respect. We will focus on setting reasonable expectations. If "time outs" are given, no child will sit for over a one-minute per year of age maximum time frame. Children under the age of three, will not be asked to sit in "time out." Punishment that is humiliating or frightening to a child, such as hitting, spanking, shaking, verbal or physical abuse, withholding or forcing food or punishments for lapses in toilet training and other forms of physical punishment is PROHIBITED. Any child exhibiting unexpected behavior will receive guidance through positive reinforcement techniques such as redirecting or temporarily removing the child from a group.

**Suspension and Expulsion Policies**

When a child's behavior places the child, another child, or staff member at risk, I will verbally communicate with the parent regarding a behavior plan. If the behavior is not modified, I will communicate the behavior plan to the parents in writing. Should the behavior continue after the written behavior plan is shared with the parent, the child may be suspended or expelled from the program. I am required to report child expulsion for behavioral reasons to ODJFS.

**Americans with Disabilities** **Act policies**

Bright from the start childcare ensures compliance with the American with Disabilities Act (ADA) including the administration of medication and other care procedures for children with disabilities.

As my program administers medication, we administer medication to children with disabilities in accordance with the child's documented medical/physical care plan. Prior to caring for a child with a disability, my staff and I who are responsible for caring for the child will need to be properly trained regarding any necessary procedures.

**Outside Play**

It is my policy that children will not be taken outdoors in extreme cold/heat conditions. **(Temperatures higher than 90° or lower than 25°)** We provide outdoor play each day of care in suitable weather conditions of infants over the age of 12 months, toddlers, preschoolers, and school age children. Since the children play outside, I recommend they dress appropriately for the anticipated weather. This includes sweater, coats, comfortable shoes and socks,hats, gloves, and boots. Indoor play will be substituted when there is rain, snow or ice falling, high winds, emergency weather alerts. Indoor play will consist of large muscle group activities such as jumping rope, rolling balls, exercising, etc. Please be certain that you have provided me with is a change of clothes in order to accommodate children who may be wet or dirty after playing outside.

**Weather Policy**

It is my intention to provide service at all scheduled times. However, severe weather conditions may prevent this. Should I need to close the center for the day or before regular closing time due to extreme weather conditions, I will contact each parent individually. It is important in these circumstances to be prompt in picking up your child.

**Meals and Snacks/ Dietary Restrictions**

We serve breakfast, lunch, and an afternoon snack. Children enrolled for full days receive breakfast, lunch, and a snack.

A noon meal consisting of one third of the recommended daily allowances of vitamins and foods from each of the four food groups will be served. We offer the children each entrée and I encourage them to try all foods served that day. Weekly menus are posted in each classroom and the parent board, any substitutions will be noted as they occur directly on the menu.

**Any diet eliminating the use of any one of the four food groups or dietary allowances as required by Child Care Licensing must be written, signed, and dated by the child’s attending physician. The parent is responsible for any substitute items.**

**Policies on providing supplemental food**

If you choose to provide your child's food, I will provide supplemental food to give to your child when all required food groups are not included in your child's meals for the day. No child will go more than 4 hours without at least a snack or meal unless they are sleeping.

**Medical Foods**

If your child requires the administration of medical foods, you must provide a completed JFS 01236 "Child Medical/Physical Care Plan for Child Care."

All medical foods must be provided by the parent and must be in the original container with the child's name on it and must be handed to a staff member immediately upon arrival. We will follow the directions on the medical food container to ensure safe storage.

**Illness and Communicable Diseases**

**To prevent the spread of communicable diseases, We require that all adults and children wash and/or sanitize their hands upon entering the facility.**

Bright From The Start childcare will not care for sick children. Parents must find alternative care until their child is able to return to the program.

**Please notify the center by 9:30 a.m. if your child will be absent. Under no circumstances will we accept a child who is ill.** Please be sure to check your child each morning before sending him or her to the center.

I am trained by the Red Cross to recognize the signs and symptoms of illness and communicable diseases. I am trained in the proper methods of hand washing and disinfecting after diaper changes. I monitor children and their behavior for signs of illness throughout the day. You will be contacted immediately if your child becomes ill while under my care. Please be sure you have made provisions for your child to be picked up in the event such illness should occur. Your child must be picked up within 60 minutes of notification of the illness.

Because we are concerned with the health and safety of all the children, it is extremely important for you to notify us immediately of all contagious diseases your child contracts other than the common cold. we must abide by state and health department restrictions and policies on return-to-school guidelines. We will not be held liable for lost wages or fees incurred in the event a child is unable to return to our care due to restrictions imposed upon the center by the health department in the event a communicable disease has been identified.

Any child identified with the symptoms listed below will be isolated from the other children, within sight and hearing of myself or a staff member. The child will wait on a cot in the office until the parent or guardian arrives. The cot will then be cleaned and sanitized after use. An ill child must be picked up immediately; dismissal procedures for a sick child will be the same as the procedures as listed in the departure policy. Return to care policies shall apply as directed below.

* **Temperature**. One hundred degrees Fahrenheit or higher in combination with any other sign or symptom of illness. Fever must return to normal for 24 hours before returning to care without the assistance of medication (ie. Tylenol/Advil). Call the doctor if your child suddenly develops a rash, especially if it is accompanied by a fever, sore throat, or swollen glands, as this may be a sign of scarlet fever. This is especially important if your child has any of the symptoms of strep throat, or if someone in your family or in your child's school has recently had a strep infection.
* **Diarrhea**. (three or more abnormally loose stools within a twenty-four-hour period). Your child may return to care after 24 hours without loose stools. In the event of a rotavirus diagnosis, please provide release from your physician before returning to care. In the event of a shigella case, parents may be required to exclude their child from my care until diarrhea has ceased and the child has two stools that have tested negative for the bacteria. A release from the physician or health department may be required.
* **Severe coughing**. A cough which causes the child to become red or blue in the face or to make a whooping sound as well as difficult or rapid breathing. Return to care when free of symptoms or with a physician’s written approval.
* **Ringworm**. A common skin infection which takes different forms depending on the part of the body infected. It is very contagious, so if you believe your child has ringworm, please see your healthcare provider immediately. Return to care 24 hours after treatment has begun. ***A release from your physician must be provided***.
* **Yellowish skin or eyes**. Return to care when free of symptoms or with a physician’s written approval.
* **Pink eye**. Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain. Return to care 24 hours after treatment has begun and a release from your physician is provided.

* **Untreated infected skin patches, unusual spots or rashes**. Return to care when free of symptoms or with a physician’s written approval.
* **Unusually dark urine and/or gray or white stool**. Return to care when free of symptoms or with a physician’s written approval.
* **Stiff neck with an elevated temperature**. See your healthcare provider immediately. Return to care when free of symptoms or with a physician’s written approval.
* **Evidence of untreated lice, scabies, or other parasitic infestations**. Return to care no sooner than 24 hours after treatment is begun. In the event of lice, your child must be “nit free” before being allowed back to care. Upon return, the child must check in with me for 4-8 days for a quick recheck in order to prevent recurrence. To assure effective treatment, please check previously treated children for evidence of new infection daily for ten (10) days after treatment. It is recommended you repeat the treatment seven (7) to ten (10) days after initial infestation.

* **Sore throat or difficulty in swallowing**. In the event of a strep throat diagnosis, your child must be fever free for at least 24 hours, and on an antibiotic for a full 24 hours before returning to care.
* **Vomiting**. Vomiting more than one time or when accompanied by any other sign or symptom of illness. May return to care after 24 hours without vomiting or other signs of illness.
* **Hand-foot-mouth disease**. Hand-foot-mouth disease is a common childhood illness featuring mouth sores, [fever](http://www.drgreene.com/21_832.html), and a [rash](http://www.drgreene.com/54_21.html). Often, the first thing parents notice is their children’s decreased appetite for solids. Children may also have a fever and a sore throat. A day or two later, many children develop sores in the mouth. They begin as small [red spots on the tongue](http://www.drgreene.com/21_367.html), gums, or mucous membranes. They may blister or form ulcers. A skin rash may also develop over a day or two, with flat or raised red spots. Unlike with many rashes, the spots are often found on the palms and soles. Symptoms and recovery time may vary, so please speak with me before returning to care.
* **Fifth’s Disease**. Especially common in kids between the ages of 5 and 15, fifth disease typically produces a distinctive red rash on the face that makes the child appear to have a "slapped cheek." The rash then spreads to the trunk, arms, and legs. Fifth disease is a viral illness. Recovery time may vary, so please see your child’s physician and speak to me before returning to care.

If you have additional questions concerning symptoms of illnesses, a complete “Child Day Care Center Communicable Disease Chart” is posted on the office.

All parents will be notified of a contagious disease by written notice.

A mildly ill child (minor cold, not exhibiting any of the listed symptoms or discharge) will be permitted to stay in my care and will be closely monitored for any communicable disease symptoms to develop.

**Your child will be readmitted to care after the signs and/or symptoms of any communicable disease are not present for a period of twenty-four hours without the use of fever reducing medication unless otherwise indicated by a physician's instructions**.

**General Emergency Plan**

General emergencies include any threats to the safety of children due to environmental situations or threats of violence; natural disasters such as fire, tornado, flood, etc.; and loss of power, heat or water if I learn of a significant health or safety hazard, I will immediately take the appropriate action. I will follow the posted Emergency Procedures and wait at the designated safety site in the event emergency.

A monthly fire drill is conducted, and emergency medical/dental/evacuation plans are posted in the office in the event of fire, severe weather alert, or any other emergency. Parents should refer to the Fire and Weather Alert written plan and diagram for instructions on evacuation and weather safe rooms.

**Procedure and Practices**:

There is always immediate access to a telephone within the center. I will monitor weather daily by radio/TV and advise staff of any pending weather-related emergencies.

* The Emergency Information for each child will be taken along during any emergency or emergency evacuation drill.
* First Aid Kits and other emergency supplies will be taken along during any emergency or emergency evacuation drill.
* There will be emergency supplies (food, water, clothes, blankets, flashlights, diapers and other necessary items) to care for children in the center or the designated “safe place.”
* In the event of a tornado warning, the children and I will go to the assigned “safe place,” bringing with them the aforementioned supplies and emergency information. All may return to normal activities when an “all clear” is given.
* In the event of a power failure, I will discover whether the power outage is only affecting the center, the neighborhood, or a larger surrounding area. Emergency lighting will be activated. I will call the local power provider to explain the situation and request assistance, if appropriate. If weather conditions do not allow for children to be cared for at a safe temperature, I will notify families by phone to make other arrangements for the children’s care. Unless the power failure is accompanied by an emergency, children will be kept inside. I will look for downed power lines that may require evacuation.
* Our designated evacuation spot is 4641 Bach Ln, Fairfield, OH 45014.
* In the case of a minor accident or injury, basic first aid is administered by a trained staff member. If the injury/illness is serious, any first aid possible is administered, and parents are contacted immediately to assist in deciding an appropriate course of action. When any injury or illness is life-threatening, EMS is contacted, parents notified, and the child's available health records are sent with EMS.
* I WILL NOT transport children in my vehicle in the case of an emergency. When any of the following occur, an incident/injury report is completed and given to the person picking up the child on the first day of the incident/injury: the child has an illness, accident, or injury that requires first aid, the child receives a bump or blow to the head, the child has to be transported by emergency squad, or an unusual or unexpected event that jeopardizes the safety of the child. In the case of a serious incident, I report it to ODJFS by the next business day and complete the required serious incident report.

**Medication**

For medication to be administered a JFS 01217 "Request for Administration of Medication for Child Care" must be completed unless the medication is required by a JFS 01236 "Child Medical/Physical Care Plan for Child Care" which is on file. Medications are stored in an area inaccessible to children. Any medication for your child must be handed directly to a staff member upon arrival, medications may not be brought in a child's backpack/bookbag, etc. Prescription medication must be in the original container and administered in accordance with the instructions on the label. Over-the-counter medications also must be administered in accordance with label instructions. If parents request any different dosages or uses, a physician must provide written instructions on the JFS 01217 "Request for Administration of Medication for Child Care." Signed written parental permission is required for topical products, except for lip balm and hand sanitizer to be administered. School age children can carry their own emergency medications, such as epi-pens and/or inhalers with a completed JFS 01236 on file. All topical products must be handed directly to a staff member upon arrival at the program.

**Transportation**

Bright From The Start Childcare does take routine trips, such as to the local park, and will take periodic field trips.

Routine trips are taken by walking or in my personal vehicle. Travel to field trips are taken by walking or in my personal vehicle. Before a child may participate in the field trip, a written permission form signed by the parent is required. Before we leave the center, I will complete name-to-face attendance and mark the children on a separate attendance sheet specifically for the trip. Upon arrival at our destination, I complete another name-to-face attendance to ensure that all the children have arrived safely. This process is repeated upon leaving the destination and returning to the center.

**Water Activities**

Children are provided with water play opportunities at my program. These include sprinklers and small wading pools with a wall that is less than 18 inches high. Parents are asked to sign written permission slips prior to children engaging in water play. Parents must send bathing suits and towels for their children on water play days. At no time is a child left unsupervised.

**Infant Care**

Infants will be supervised closely and will not be permitted to sleep in bassinets, swings, car seats or other equipment. Infants will sleep in cribs or playpens according to the child’s individual needs.

**Infant Feeding**

Infant feeding occurs according to the child’s individual needs, based on written feeding instructions from parent, physician, physician assistant, or CNP. Bottles of breast milk are required to have the date it was expressed, the date the bottle was prepared and labeled with first and last name of the child on the bottles. Formula bottles must be labeled with first and last name and the date the bottle was prepared. Food intake and times for each infant are recorded on individual bottle and food intake charts.

**Diaper procedures**

Diaper checks will occur every 2 hours, and diapers will be changed immediately if wet or soiled.

Parents must provide all diapers and wipes as necessary. Diaper changes are recorded on each infant’s daily record.

**Infant Daily Activities**

Infants require individual care plans. During the enrollment process we will discuss the individual needs and demands of your infant. We will provide activities to help your child develop and grow socially and cognitively. Infants will be given supervised tummy time each day. A written record for infants is provided to parents daily that will include, sleep patterns, when, what and how much each infant eats, diaper changes including times and results of diaper changes and information about other daily

activities.

**Policies regarding sleeping, napping and resting**

Individual infant nap schedules are followed throughout the day. It is required that all children under the age of 5 and in care for more than 4 hours have a rest time. Children 0 weeks – 18 months of age will sleep in a crib. Children 12 – 18 months need written permission from their parent to sleep on a cot. We will provide children over the age of 2, or 12-18 months with written parent permission, with a cot (cots will never block exits). A non-school age child, over the age of 18 months, can bring a small blanket (washed weekly or as needed, at home) or stuffed animal from home to have at naptime. Children that are not sleeping after ½ hour rest can get up to have quiet play, like books, puzzles, coloring, etc. If your child falls asleep, they will be allowed to sleep for the

entire naptime. No items are permitted in the crib or playpen with an infant. The infant’s head shall always remain uncovered. When an infant can roll over from back to belly, they will be put down on their backs but will be allowed to adopt whatever sleep position they prefer. Infants shall be placed in their cribs or playpens for sleeping, and shall not be allowed to sleep in bassinets, swings, car seats or other equipment. If a medical condition exists where a child needs to sleep in equipment other than a crib or playpen, written permission shall be obtained from a physician and shall be on file. Infants under twelve months old shall be placed on their backs to sleep unless the parent provides written authorization on the JFS 01235 “Sleep Position Waiver Statement for Child Care” signed by the child’s physician. The JFS 01235 shall be maintained on file for review and is valid for one year. Infants who are able to roll from back to front and front to back shall be placed initially on their back for sleeping but allowed to remain in a position they prefer.

**Withdrawal/Disenrollment Policy**

Bright From the Start Childcare request a minimum of a two weeks’ notice in writing prior to withdrawing a child. That allows me to use that time to collect the child’s belongings, zero out your accounts and receive necessary tax filing information. It also gives each child an opportunity to say goodbye to his or her and friends. Following withdrawal, all belongings and personal effects must be removed from the center within one week or they will be donated to charity. At this time, your last 2-weeks payment will be due regardless of your child’s attendance.

We reserve the right to terminate immediately or at any time for, but not limited to:

1. Failure to pay fees on time

2. Failure to pay additional fees

3. Failure to comply with policies

4. Failure to attend regular hours as scheduled per signed contract

5. Excessive absenteeism

6. Lack of parental co-operation, communication, or respect for my business and/or my Staff.

We will work with you and your child as much as possible but ultimately, I cannot put my business, the other children in our care, or my staff in a compromising situation.

We carry an open-door policy – please contact me if you have any problems with my program. I work with parents and attempt to resolve any problems or concerns you may have. The Butler County Department of Job and Family Services also may be contacted at 513-887-4000 to report suspected violations of licensing law or administrative rules. The licensing rules governing child care are available for review on the ODJFS website.

**Screenings**

My program does not perform any formal assessments or screenings.

**Parent Responsibilities**

Listed below are areas in which we require active parent involvement in order to offer your child the best possible care at all times.

**Maintain Current Files:**

It is the responsibility of each parent to work with me to maintain current and accurate emergency contact information, as well as update each child’s medical file yearly. Failure to provide up-to-date medical forms as requested may lead to a suspension in services rendered.

**Children's Needs**

Reporting important information about your child is the responsibility of the parent. Please communicate each child’s needs to me. This includes but is not limited to, allergies, changes in behavior and illnesses.

**Medical Insurance**

I will not pay for any medical expenses for any child, including but not limited to, accidents and/or illnesses children may have at the Childcare facility. It is the responsibility of the parent/guardian to provide health coverage. **Normal childhood related accidents may happen at the childcare facility including falling, bumping into objects, tripping etc. Bright from the start childcare shall not be responsible for medical expenses resulting from these types of incidents.** It is my policy to screen the center for potential hazards as well as maintain a clean, safe environment. Even with all the safeguards in place, children can still have accidents. Parents will be notified by myself or a staff member immediately following an accident and I will advise if a visit to the hospital is recommended.

**Damage to the center or Equipment**

In the event a child maliciously damages equipment, toys or the center, the parent may be asked to reimburse me for the replacement cost of said item/s.

**Child abuse and neglect policy**

If I suspect a child has been the victim of child abuse or neglect, I am required by law to report my suspicions. Similarly, no physical punishment of a child will be tolerated on the premises. Should I observe a parent physically punishing a child on my property, I will report the behavior to the appropriate authorities.

**Incident Reporting**

Any time a child has an accident or receives an injury that requires First Aid, we will fill out a report, in duplicate, explaining the nature of the accident and any resulting injuries. This form is completed on the day of the incident. A copy of the form is given to the parent and the original is placed on file.

We may contact the parent at the time of an injury or incident, even minor incidents. Please be certain that We always have a current phone number or method of reaching you at all times.

**Serious injury or illness**

The following procedures will be followed in the event of an accident, injury, or illness.

1. The parent/guardian will be called immediately, and 911 when necessary. I Will transport children in my vehicle if necessary.
2. If the parent/guardian is unavailable, the emergency contact listed on the Emergency Medical and Transportation Authorization form will be notified.
3. The physician or dentist listed on the Emergency Medical and Transportation Authorization form will be called for instructions.
4. The child and the child’s health record will be taken by ambulance to the physician’s office, clinic, or hospital of the child’s parent’s/guardian’s choosing.
5. A copy of the incident report completed will be issued to the parent/guardian. The original report will be kept on file.

\*Parents must arrive at the hospital no later than 15 minutes after the emergency vehicle transporting their child.

**Biting**

Biting is a typical and often common problem amongst toddler aged children in a childcare setting. I am trained in how to prevent and reduce biting incidents. When biting occurs, written documentation is sent home with the offending child’s parents. An incident report is provided to the injured child. Under no circumstance will names be given to either family. In the event a child continues to bite without showing signs of progress, I may suspend him or her from the Childcare until the problem is under control.

**Change of Clothing**

Upon enrollment, each child is to have two complete changes of clothing. Whenever a child is sent home with soiled clothing, parents must replace the clothing for the following day. Replacement clothes should be sent in a marked bag. If I provide clothing for a child, I ask that the garments be replaced as soon as possible.

**Change of address, Home/Office phone numbers**

Parents must submit any changes of work or home addresses and/or phone numbers **in writing** as soon as they occur. This is extremely important for the safety and wellbeing of the children. This also applies to emergency contact number and physician information. I will ask each parent to update enrollment records annually.

**Guidance and Discipline**

Our philosophy at Bright From the Start Childcare for discipline is to create a positive atmosphere that emphasizes self-esteem, self- control, and self-actualization. Our approach rewards positive behavior and ignores the behavior we wish to discourage.

**Allowable Discipline Techniques**

* Setting clear limits.
* Redirecting to an appropriate activity.
* Showing positive alternatives.
* Modeling the desired behavior.
* Reinforcing appropriate behavior.
* Encouraging children to control their own behavior, cooperate with others and solve problems by talking.
* Separation from situation, if used, shall not last more than one minute per each year of the child's age and shall not be used with children under the age of three. Upon the child's return to the activity, We will review the reason for the separation and discuss the expected behavior with the child.
* Holding a child for a short period of time, such as in a protective hug, so that the child may regain self-control.

**Prohibited Discipline Techniques**

* Abuse, endangerment or neglect of children, including shaking a baby.
* Utilizing cruel, harsh, unusual, or extreme techniques.
* Utilizing any form of corporal punishment.
* Delegating children or anyone else other than myself to manage or discipline other children.
* The use of physical restraints on a child.
* Restraining a child by any means other than holding children for a short period of time, such as in a protective hug, so that the child may regain self-control.
* Prone restraint of a child is prohibited. Prone restraint is defined as all items or measures used to limit or control the movement or normal function of any portion, or all of a child's body while the child is in a face-down position.
* Prone restraints include physical or mechanical restraint.

Each child helps contribute to the rules. Doing this allows each child to be aware of what is inappropriate behavior and to understand the consequences of their actions. Positive guidance methods are part of my philosophy for discipline. Positive directions are used to tell children what they ***are*** to do rather than focusing on what ***not*** to do, (i.e. "walk please" instead of "no running"). Redirecting the child to another activity and keeping the child’s goals or interests in mind is another technique used. Words are the tools I use to teach and encourage problem solving skills between children. This enables them to make careful judgments, choose appropriate solutions and to understand the consequences of different choices. The last resort used would be a "thinking time," when a child might be given time to sit and determine a better choice of conduct for their actions. The maximum thinking time allowed is one minute per year of the child’s age. I will keep and record of all excessive and inappropriate behavior. If the inappropriate behavior continues, a meeting with the child’s parents will be scheduled so that we can devise a plan to work as a team to eliminate behavior issues.

I would never utilize physical or verbal punishment as a form of discipline. Discipline will not be administered for a child’s failure to eat, toilet accidents or for not wanting to participate in certain activities. Techniques of discipline shall not humiliate, shame, or frighten a child. It is my purpose to provide a safe, healthy, and caring environment for each child. Through my discipline policies and procedures, I hope to teach each child to understand rules of safety and help them take ownership of their own behavior.

I believe that open communication between myself and the parents is the best tool for conquering behavioral problems. I have many resources to assist and aid parents in need, and feedback from the parent is the key to resolving behavioral situations. I will happily assist my parents in any way possible. However, if a situation is out of control, I reserve the right to discontinue care for any child.



I have fully read and understand the Parent Handbook Policies and Procedures. I understand and acknowledge my acceptance of the policies stated within this Handbook. I have been offered an opportunity to ask questions. I will direct any further questions or concerns to the Director.

Child’s Name(s) (Please print)

Child’s Name(s) (Please print)

Child’s Name(s) (Please print)

Child’s Name(s) (Please print)

Parent Signature

Director Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_