



Bright From The Start
Child Development Center

**PARENT HANDBOOK
POLICIES & PROCEDURES**

Bright Mission

Bright From The Start, LLC Child Development Center provides high quality child care to families with children between the ages of 6 weeks through 12 years. Children at Bright From The Start are nurtured and supported in such a way that promotes positive self-esteem and provides the opportunity for optimal growth in all areas of development.

Bright Philosophy

Our philosophy at Bright From The Start, LLC is that all children will be given the opportunity to participate in a wide range of experiences from which to grow. It is our belief that such experiences must be provided in a supportive and nurturing environment, be child oriented, be "hands-on" in approach, and allow children freedom of choice whenever possible.

Hours of Operations

Bright From The Start, LLC is open Monday through Friday from 6:30 A.M. to 6:00 P.M. Hours of care will be contracted from child to child. Children must be picked up by 6:00 P.M. or a late fee will be assessed to your account of \$5.00 per child per for every 15 minutes late. This fee must be paid the next time your child is dropped off. No care will be given on Saturdays and Sundays.

Holidays

The following are paid holidays for Bright From The Start, LLC if they fall on a contracted day for your child:

- New Year's Day
- Independence Day
- Memorial Day
- Labor Day
- Thanksgiving
- Christmas Eve (close at 1:00)
- Christmas Day

The following is a non-paid holiday for Bright From The Start, LLC if they fall on a contracted day for your child:

- New Year's Eve (close 1:00)
- The day after Thanksgiving

If Christmas & New Year's Day fall on a Saturday, we will close the Friday prior and if it falls on a Sunday we will close the Monday after.

Pick-up & Drop-off Procedures

Parents are responsible for bringing their child into the building each morning. When doing so they must clock their child in and take them to their appropriate classroom. Parents must come into the building in the evening when picking their child up & clocking out. Parents will be responsible for putting their child's belongings in their classroom & for taking them home.

Children will have individual cubbies with their daily work and notes from the teacher/office. Please be sure to check your child's cubby on a daily basis.

If the person picking up a child appears to be under the influence of alcohol or drugs, another authorized person will be called to pick-up both the child & adult. If there is a Court Order keeping one parent or guardian away from the child, BFTS must have a copy of the Court Order on file otherwise we cannot prevent the non-custodial parent from picking up the child.

Vacation Days

Parents will receive 5 days of vacation days after 6 months of continuous care. Vacation days will renew each year on the anniversary of your start date. Parents agree to give a week's notice before using vacation days.

Absentee Policy

In the event that your child is ill & needs to miss a day, please call at least 1 hour before your scheduled arrival time.

Parents will be responsible for that day's tuition. Parents agree to give two week's notice before ending a contract at BFTS.

If two week's notice is not given, you will be billed and responsible for two week's tuition. Parents agree to pay the re-registration fees to hold child's position due to extended leave due to illness, vacation, etc. if proper notice is given. If proper notice is not given parents are responsible for full payment whether or not the child attends the center.

Supply Policy

The following supplies are needed while your child attends BFTS:

Infants

- Diapers
- Wipes as needed
- Bottles
- Formula/Breast Milk
- Change of clothes

Toddlers

- Diapers/Pull-ups/Training Pants
- Wipes as needed
- Blanket for nap
- Change of clothes

Preschool & Pre-K

- Blanket for nap
- Change of clothes

It is important that you label all of your child's belongings that come into the center. If supplies are not supplied they will be purchased for you and charged to your account. BFTS has the right to terminate care if supplies are not made available. Notice will be sent home when your child's supplies are low. We ask that your child does not bring any personal items from home (toys, video games, trading cards, etc.) other than what is requested unless asked by the office or classroom teacher. BFTS is not responsible for any lost, stolen, or broken items. If such items are brought in they will be sent to the office and must be picked up by a parent.

Health & Illness Policy

Under no circumstances is a sick child to attend BFTS. Children should be allowed to recover fully in the comfort of their own home. The other children in care are exposed to any disease your child may bring into the center. If you are unable to remain home with your child, it is your responsibility to make substitute childcare arrangements. Obviously, it is not possible to prevent the spread of all illness however minimizing exposure & providing good hygienic practices in the center & home are means by which we can limit the problem & the resulting inconvenience. Accordingly, for the benefit for all involved, the following policies will be strictly enforced.

Children who have exhibited ANY symptoms of infectious illness within the 24-hour period are likely to be contagious & should remain at home. Examples of associated symptoms included, but are not limited to, fever of 100F measured orally or 101F measured rectally, nausea or vomiting, diarrhea, sore throat, loss of voice, hacking or continuous coughing, yellow or green drainage from nose, drainage from eyes or ears, rash or head lice. BFTS reserves the right to determine whether a child should remain at home or is okay to stay or return to the center when illness is a consideration. A doctor's note with permission to return to daycare may be requested. Parents of children who become ill during the day will be promptly notified & are expected to make arrangements for their child to be picked up immediately. The sick child will, if possible, be isolated from the other children in the center to minimize exposure. If the parent/guardian cannot be reached, the person designated as the emergency contact will be notified.

Medication Policy

No child will be given any medication, prescription or over the counter, unless the parent gives written permission. Prescription medication shall have the child's name, name of the medication, Doctor's name, name of pharmacy, prescription number, date, & directions for administering. The medication must be in the original container as dispensed by the pharmacy. A *Permission to Administer Medication Form* must be filled out each time your child will need medicine to be administered. Written permission is required in order to use diapering products, sunscreen lotion, and insect repellents.

Immunization Policy

Bright From The Start requires all children to have immunizations & a copy kept on file within 30 days of starting. If your child is not immunized you must complete a *Refusal of Immunizations Form* which are available in the office. Parents are responsible for sending an updated copy of child's immunization record each time they receive new shots.

Tuition Rates

Child Rates:

<i>Program:</i>	<i>Age:</i>	<i>Full-Time:</i>
Infants	6 weeks-12 months	\$205/week
Toddlers	18 -36 months	\$190/week
Preschool/Pre-K	3-5 years	\$165/week
Preschool Enrichment	3-5 years	\$220/month
School-age		
Before and After School		\$80/week
Summer Program		\$135/week
Non-School Days		\$30/day

All contracts will be for full-time children. Part-time openings & rates will be available only if enrollment allows. Please see Director for openings.

The initial registration fee of \$50.00/child or \$75.00/family secures your place on our enrollment list. There will be an annual re-registration fee of \$25.00/child or \$50.00/family thereafter.

Payment Policy

All payments are due by 6:00 P.M. Monday evening for current week's tuition. Unless other payment arrangements have been made with your contract, then payments will be made accordingly. After 6:00 P.M., a late fee of \$10.00 per day will be assessed. If payment is not made within 3 days at drop-off, your child will not be accepted into care until payment, including all late fees, is made. If a period of 1 week passes without payment received, the contract will be terminated, the position filled, and the collection process begun. You will be responsible for any costs related to collection of the childcare fees.

These costs will include late fees, collection cost fees, & childcare fees. Cash or check is accepted & a receipt will be given upon request. Automatic payments may be set up. Please contact the Director to do so.

Money Matters

A year-end statement will be made available by January 31st of the new year. A fee of \$30.00 will be charged for any returned checks. All future payments must be made in cash. Childcare fees are due regardless of whether or not your child attends. You are paying for a position, as well as a service. No refunds are given for late arrivals or early departures. All childcare services will be contracted. **The contract is a legal document obligating Bright From The Start to provide a service for you & obligating you to pay Bright From The Start for those services. There are other requirements in the contract. Bright From The Start urges you to thoroughly read the contract and parent handbook & recognize that it is legal & you will be held liable for each item in the contract. By signing the contract, you are accepting it in all its terms.**

An enrollment fee of \$50.00 will be payable upon enrollment at BFTS. A slot at BFTS will be considered open until the enrollment fee is received. This is a non-refundable fee.

Enrollment Policy

Before enrolling your child at BFTS there are several things you must do:

1. Read through & become familiar with the Policies. You will be required to sign a form that indicates you have read, understand, & agree to ALL the Policies as outlined.
2. An acquaintance visit must be made. BFTS will not enroll a child unless a visit has been made to become familiar with BFTS & its directors & staff.
3. All appropriate forms must be filled out, signed, & on file PRIOR to admission. All necessary forms/consents will be given to you in your admission package.
4. All required supplies must be brought on or prior to the first day care begins. If you do not bring the required supplies, they will be purchased for you & you will be responsible for reimbursement at full cost.

Termination Policy

Care can only be terminated with 2 weeks notice by the parent. BFTS reserves the right to immediately end care for non-payment; failure to respect staff, teachers, directors, supplies, & the building & its grounds; behavior of the child, which is harmful to the physical or emotional well-being of the other children and/or staff; or failure to abide by BFTS Policies. If you terminate care without giving appropriate notice, you will be responsible for payment of the final 2 weeks of care, whether or not your child attends.

Bright From The Start has the right to terminate a contract without notice in the case of harm to other children and/or staff, or a dangerous situation due to action that the child has caused intentionally or other wise.

Discipline Policy

No child will be hit, spanked, belittled, or otherwise intimidated at Bright From The Start-even with parent permission. NO corporal punishment will be used. Children will be treated with courtesy, respect, & patience. Guidance will be according to age & level of understanding. Younger children, babies, & toddlers, will be redirected to another activity. If redirection is

unsuccessful a time out of 1 minute per age of child will be given. Older children will be given time-outs depending on the severity of the offense (almost always 1 minute per age, never to be more than 15 minutes). Discipline & Plan of Action forms will be filled out to inform the parent of any behavioral problems and/or incidents. If a child displays persistent behavior problems, a parent-teacher conference will be requested to try to resolve the problem/issue at hand. AT NO TIME WILL A CHILD BE SUBJECTED TO PHYSICAL PUNISHMENT, SHAMING, FRIGHTENING OR HUMILIATING METHODS. NO TYPE OF VERBAL ABUSE, THREATS, DEROGATORY REMARKS, OR DEPRIVATION OF A MEAL OR ANY PART OF A MEAL, INCLUDING SNACK, WILL BE USED TO DISCIPLINE. NO CHILD WILL EVER BE PUNISHED FOR TOILET ACCIDENTS.

Bright From The Start Center Rules

1. No hitting, biting, pinching, throwing, pushing, hair pulling, or otherwise hurting ourselves or others.
2. No intentionally breaking anything.
3. No running, jumping, wrestling, climbing, etc. inside the center unless in designated areas.
4. Children may not pick up other children.
5. No leaving the center or playground without permission of a staff member. No children are allowed outside alone without adult supervision, even when a parent is here.
6. No name-calling, yelling, foul language, teasing or bullying. Everyone deserves to be treated with respect.
7. All food & drink will remain in the designated areas of the center/classrooms. Absolutely no gum chewing allowed by the children.

Meal & Menu Policy

BFTS provides nutritionally balanced meals & snacks for your child each day. Breakfast will be served from 6:30 A.M.-9:00 A.M. followed by a morning snack that will be served from 9:30 A.M.-10:30 A.M. Lunch will be served from 11:00 A.M.-12:30 P.M. followed by an afternoon snack that will be served from 2:30 P.M.-4:00 P.M. Please do not send any food or drink from home without prior approval through the Director. Infants that are eating solids & not eating table will be provided with 2nd & 3rd Stages Baby Food as well as Rice, Mixed Grain, & Oatmeal cereals. If your child arrives after a meal or snack has been served, he/she will wait until the next meal/snack is served. Meals & snacks are served Family-Style. Children are encouraged to use this time to share their experiences with each other. Manners are taught, and practiced during this time as well. Please list on the medical report, any food allergies your child may have. If your child needs a special diet, the parent is responsible for supplying the proper food. Weekly menus will be posted for parents to read. A copy of the menu is available upon request.

Emergency Policy

Fire: There are multiple fire extinguishers located throughout the center. The entire building is protected by an overhead sprinkler system. If there is a fire the children will be immediately evacuated from the building and 911 notified. We will practice quarterly fire drills so the children will be prepared in the event of a fire. The fire evacuation plan is posted in each classroom, including the kitchen, dining room, & office.

Tornado: In the event of a tornado warning, the children will gather into the storm shelter which is located centrally in the building. Children & staff will remain there until the inclement weather has passed & it is safe to return to their classrooms. Tornado drills will also be practiced quarterly so the children will be prepared in the event of a tornado. The tornado drill plan is posted in each classroom, including the kitchen, dining room, & office.

Power Outage: There are flashlights located in all classrooms, the kitchen, & office. If the power remains out for some time, there are non-perishables located in the kitchen that will be used to eat & drink. If the weather is inclement, and the center is getting too cold for the children, parents will be called to pick-up their child. If power is out before opening the center BFTS will reserve the right to close the center until power is restored.

Medical Emergencies: Although supervision is constantly given, BFTS staff cannot be by the child's side at all times to prevent falls, tripping, bumps, blows from the other children, etc. If the child is injured in a non-threatening way, BFTS staff will assess the child and provide necessary first aid. If the injury is more serious, the parent will be notified so the child can be transported to the hospital or doctor's office (i.e. needs stitches, broken bone, dislocation, etc). If a parent or emergency contact is not available, a child that needs medical attention will be transported to the nearest hospital (along with your signed consent to provide medical care form). All costs associated with injuries to the child will be the responsibility of the parent, unless BFTS has been found to be negligent. If immediate intervention is required, a staff member that is certified in Child CPR/First Aid, will take appropriate action including calling 911 & having your child transported to the hospital if necessary. You or your family's insurance will be responsible for the cost of medical help or treatment due to accidents or illness while in childcare.

Field Trips

BFTS will have planned field trips for children & that may require transportation from the center. A permission to transport form is provided at enrollment. If a permission form is not filled out & signed by a parent, BFTS will be unable to provide transportation for your child & he/she will be unable to attend the field trip. All traffic & safety laws will be followed. No child will ever be left unattended in a vehicle. Parents are encouraged to volunteer for any field trips. Please talk to your child's teacher and/or director if you are interested in doing so.

Acknowledgement of Policies

To ensure that you, the parent, have read & agree to the Policies of Bright From The Start you must complete, sign, & return the following form to the office at the time of enrollment. A copy for your records will be made available upon request.

I, _____ and _____ have read and understand all Policies & Guidelines of Bright From The Start Child Development Center.

I/We agree to abide by all policies stated in the Parent Handbook. I/We understand that we will be notified, in writing, of any changes in these policies. Any complaints, concerns, or grievances against Bright From The Start Child Development Center will be made in writing and/or telephone call and will be followed up in a timely manner.

I/We also understand that any breach of policies & contracts may be grounds to terminate childcare. A two week notice will be given in such circumstances unless the infraction is severe enough to warrant termination without notice.

This arrangement will come into effect on _____.

Parent Signature _____

Parent Signature _____

Childcare Provider **Bright From The Start Child Development Center**

Witnessed by _____

Today's Date _____

Photograph Policy

I, _____ give Bright From The Start Child Development Center permission to photograph my child, _____ for the following purposes:

Type of Use:	Grant Permission	Decline Permission
Still Photographs:		
Display in providers personal scrapbook		
Give photographs to current clients		
Display in facility's scrapbook or bulletin Boards, shown to current and prospective clients		
Display still photos on facility's website☼		
Use still photos in promotional materials		
Use for classroom projects		
Videos:		
Give video to current parents		
Display video on facility website		
Use videos in promotional materials		

☼ Only first names and possibly last initials (in the event of two or more children with the same first name) will be displayed on the facility website.

I understand that it is my responsibility to update this form in the event that I no longer wish to authorize one or more of the above uses. I agree that this form will remain in effect during the term of my child's enrollment.

Signed:

(Parent/Guardian's signature and date)

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Parent Contract & Rate Agreement

We (I), _____ & _____ have received and read the Bright From Start Child Development Center Handbook of Policies & Procedures and will comply with all provisions contained therein, and shall at this time enter into an agreement on _____ (date) with Jillian Beller & Megan Enger, Co-Owners of Bright From The Start Child Development Center, for the care of my (our) child(ren):

1st Child's Full Name _____

DOB _____

Status: Full-Time/Part-Time (Circle one)

Date of Enrollment _____

2nd Child's Full Name _____

DOB _____

Status: Full-Time/Part-Time (Circle one)

Date of Enrollment _____

3rd Child's Full Name _____

DOB _____

Status: Full-Time/Part-Time (Circle one)

Date of Enrollment _____

We (I) understand that all contracts will be for full-time children. Part-time openings & rates will be available only if enrollment allows. The initial registration fee of \$50.00/child or \$75.00/family secures your place on our enrollment list. There will be an annual re-registration fee of \$25.00/child or \$50.00/family thereafter. X _____ (initial here)

We (I) understand that all payments are due by 6:00 P.M. Monday evening for current week's tuition as set up in this contract. After 6:00 P.M., a late fee of \$10.00 per day will be

assessed. If payment is not made within 3 days at drop-off, our (my) child will not be accepted into care until payment, including all late fees, is made. If a period of 1 week passes without payment received, the contract will be terminated, the position filled, and the collection process begun. We (I) understand that we (I) will be responsible for any costs related to collection of the childcare fees. These costs will include late fees, collection cost fees, & childcare fees. Cash or check is accepted & a receipt will be given upon request.

X_____ (initial here)

A year-end statement will be made available by January 31st of the new year. A fee of \$30.00 will be charged for any returned checks. All future payments must be made in cash. Childcare fees are due regardless of whether or not our (my) child(ren) attends. We(I) understand that we are paying for a position, as well as a service. No refunds are given for late arrivals or early departures.

X_____ (initial here)

Our (my) contracted days and hours (not to exceed 10 hours in one day) for our (my) child(ren) beginning on _____ (date) are as follows:

Monday	Tuesday	Wednesday	Thursday	Friday
Hours	Hours	Hours	Hours	Hours

We (I), agree to pay \$_____ per week for my child, _____.

Payments will be made weekly, bi-weekly, monthly (circle one).

X_____ (initial here)

Field Trip/Transportation Policy

I, _____, give my permission for Bright From The Start to transport my child, _____, in the event of a field trip or transportation to & from _____ school.

I understand that there may be a fee charged in the event of a field trip. Notice will be given to all parents when their child's class will be leaving the premises.

However, I do give permission for my child to participate in the following activities:

Participate in walking field trips around the area of BFTS.....;;..... YES / NO

Visits to local library.....YES / NO

(Parent/Guardian Signature)

(Date)

(Provider's Signature)

(Date)