

Bright Starts Daycare & Learning Center Policies

Parent's Name: _____

Child's Name: _____

Address: _____

street

city

state

zip

Communication

Good communication is critical. When a new family is accepted into our center, we like to be sure that we can share openly about any concerns or questions that may arise. It is important that there is a similar child care philosophy between the center and the parents. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private at a mutually beneficial time.

Enrollment

Bright Starts requires the completion of several forms during enrollment. These enrollment forms must be completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of state licensing guidelines. All forms will be reviewed annually. If there is a need to make any changes to any of the forms, please notify your director to update your records.

If you have any questions regarding the completion of these forms, please feel free to ask the Center Director.

Registration Fee: There is a \$100 Non-Refundable registration fee per child at time of enrollment.

Payment of Tuition

Your specific rates will be outlined in your Contract and Rate Agreement. Tuition is due every Friday in advance for the following weeks care, unless another arrangement is agreed upon. A late fee of \$10 will be charged if not paid by the end of the Friday prior to the following weeks care. An additional \$15 (a total of \$25) will be charged if not received by the end of Monday of that week's care. Late payments will continue to accrue at \$10 per day for each day balance is not paid in full. Bright Starts reserves the right to terminate care if payments reach 2 weeks past due.

If it becomes necessary to turn an account over to a collections representative, the parent agrees to pay any and all fees that might accrue for non-payment.

Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to amount due.

Return Check Policy

If a returned check is returned for non-sufficient funds there will be a \$30.00 processing fee. Bright Starts reserves the right to stop services until payment is made in full including NSF charges. In addition, upon the second returned check within 6 months, only cash will be accepted for 3 months.

Parent Initials

Charges For Late Pick Up

A \$20 late fee will be charged for each 15-minute increment (rounded up to the next 15-minute increment) that a child is picked up after closing. It should be noted that by law Bright Starts is required to contact authorities should a child not be picked up within 1 hour of their scheduled pick up time unless previously discussed with parent or authorized persons. Habitual tardiness is subject to termination of services.

Absent / Vacation Policy

Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason. All families are entitled to one half price week per calendar year should the child be absent the entire week. Please inform management and complete form establishing which week will be the half price week so the rate can be adjusted.

Center Hours

We offer both full and part time care. Full time is considered three or more days a week up to 50 hours per week. Part time is considered two or less days per week up to 20 hours per week. Add-ons or schedule changes may be accepted to our daily schedule only if there is a position open for that day, and they will be accepted on a first come, first served basis. Please remember that schedule changes of this nature create some disruption to our normal schedule. We would appreciate as much notice as possible, so that we can plan for meals, sleeping arrangements, and any changes in activities that may occur.

We maintain an open door policy for parents during daycare hours. This means that parents are always welcome to call or drop in to see their children. We would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner. If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you would leave a message, we will call you back as soon as possible.

Holidays

The following is a list of the holidays that Bright Starts will be closed:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve (center closes at 3:00pm)
- Christmas Day

It should be noted that Bright Starts observes and plans activities (parties, crafts, fun times) around major holidays such as Easter and Christmas. Santa Claus and Easter Bunny will make an annual scheduled appearance to Bright Starts around this time. We also celebrate fun aspects of Halloween as children will be permitted to wear age appropriate non-frightening costumes during their parties. We will honor a parent's religious or philosophical objections to these holidays and these children will participate in separate fun activities when holiday parties are scheduled.

Supplies

Parents must supply the following items to be kept in their cubby:

Diapers, wipes, pull-ups, powders/ointments, binkie (preferably on a binkie string), bottles, bibs, saline drops/gel and nasal

syringe, and a complete change of clothes (replace when soiled), sunscreen & bug spray.

All personal belongings should be marked with your child's name.

Center Rules

There are certain center rules that all children will be taught and expected to follow. This is for the safety and well-being of everyone. In addition, we realize that we must expect a certain amount of wear and tear where children are concerned, we do not want to have our center "demolished".

There will be no running permitted in the center. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Children may not walk around the center with food, cups or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, in order to create a better environment for all.

No smoking is permitted on the premises; this includes parents and staff.

Discipline

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there will be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed. Sometimes when children are fighting or throwing toys, we will put the toy in a short time out, and then bring it back into circulation a little later. This seems to work better than giving the child a time out.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

If a discipline problem arises that does not respond to the above mentioned techniques, we will hold a conference with the parents. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well-being of all.

Arrival and Departure

Children are to arrive clean and fed (unless arriving just before a meal time). We will try our best to send your child home with a clean diaper, and would appreciate the same consideration when you drop off.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. It is our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone.

Please be brief at pick-up times, as well. This is a time of testing, when two different authority figures are present (the parent and the provider). All children will test to see if the rules still apply. During arrival and departure, we expect parents to back up our rules. Please be in control of your child during pick up times.

Parent Initials

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate on the Authorized Pick up and Emergency Contact Form. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification. This is not meant to offend them. This is simply a measure taken for the child's protection. Drop off and pick up are not good times to discuss serious problems. Little ears and minds hear and understand everything. The Center Director can set up a time where the issues can be discussed in private.

Clothing / Attire

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. Please don't dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play.

Personal Belongings

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). Little ones have a difficult time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they may be put away, if they are the cause of disagreements among the children. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

Infants and Toddlers

Infants and toddlers will not necessarily follow the same schedule as the preschoolers. They are not capable of sitting still for circle time, may need a morning nap, etc. Infants are always fed on demand, but usually adapt to a set schedule over time. Breast feeding infants need to have an adequate supply stocked and properly labeled. Toddlers usually eat meals and snacks on a set meal schedule.

A report will be prepared for each infant/toddler each day. It will include things such as, time of feedings, what was eaten, amount eaten, time of diaper checks and results, times of naps, any medication given, and various comments about the child's day.

Preschool Schedule

Preschoolers enjoy a structured schedule that allows for flexibility. It is our experience that children crave a structure. A structure allows the day to go more smoothly and children better understand what is expected of them throughout the day. We will follow our written schedule to the best of our ability. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over.

Our daily schedule, while very flexible, is as follows:

5:30 a.m. - Center opens – quiet time for early arrivals

7:30 a.m. – Free play as children continue to arrive

8:00 a.m. - Breakfast

9:15 a.m. - Circle time

9:30 a.m. - Structured activities (preschool program)

10:30 a.m. – Mid-morning snack

10:45 a.m. - Gross motor play (outside weather permitting)

11:45 a.m. - Story time/wash-up for lunch

12:00 p.m. - Lunchtime

12:45 p.m. - Naptime

3:00 p.m. - Afternoon snack

3:30 p.m. - Gross motor play (outside weather permitting)

5:00 p.m. - Free Play into quiet time late pick ups occur

Meals

All meals are provided at no cost to parents (with exception of infants that are formula and/or baby food which must be provided by the parent). Meals will consist of breakfast, mid-morning snack, lunch and afternoon snack. Children who arrive after meal times should be fed before they arrive. Menus will be posted on the bulletin board just inside the door. Copies of the menu are provided to parents upon request. We prefer that children do not bring food, drinks, etc. from home unless requested. We will honor a parent's religious or philosophical objections to a menu item and the parent can substitute any objectionable item with an item from home.

It is our belief that infants should be fed on demand, but infants tend to get on a schedule over time. If parents have another feeding schedule in mind, we will need to discuss, so that the infant's needs will be adequately met.

If your child has allergies, and requires a modified diet, we must be notified of this in writing. Parents must provide an Allergy Care Plan Form completed and signed by a physician. **The form must have written instructions from the physician describing any foods the child is not permitted to eat and actions to be taken if it is suspected that the child is having an allergic reaction.** An appropriate substitution will be made, if possible. If a child has so many allergies that he/she cannot eat from our menu, we may require the parents to provide his/her lunch and snacks.

We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like! All eating patterns will be communicated to the parents.

Toilet Training

When you feel your child is ready for toilet training, we ask that you begin this teaching at home during a weekend or vacation. We will follow through and encourage your child while in our care. Successful toilet training is only successful if consistently applied at home and in our care. The child must be showing signs of readiness. When a child is ready, the process should go pretty quickly. The child must be kept in pull-ups at all times with possibly the exception of nap time. Putting a child in diapers part time, and training pants part time, can be confusing and delay the training process. The exception may be at nap time when a child that is just beginning toilet training may require diapering as the frequency (and volume) of "accidents" is much higher. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we may continue to use diapers or pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Parents need to supply pull-ups, plus a couple of extra changes of clothing each day.

During toilet training, we ask that the child be dressed in "user friendly" clothing, as much as possible. The best items are

shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers, and overalls. These are difficult for children to remove "in a hurry".

Nap Time / Rest Time

There will be a designated nap/rest time each day. Most children will be required to nap or rest during this time. Older children may have the option to read or play quietly during this period. Rest time gives children a much needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not real happy when they go home in the evening.

Infants nap at varying times and their schedules will be accommodated. However, it has been our experience in time that infants that are in our care on a full time schedule will adapt to a routine nap schedule.

Health Policy

Bright Starts is a "well-child care facility". At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

Sick Child Policy: Under no circumstances may a parent bring a sick child to daycare, if the child shows any signs of illness, or is unable to participate in the normal routine and regular day care program. Sick children will expose all children and staff members who they come in contact with. These people can in turn expose the other children. Sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices.

If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child **MUST** stay home.

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick up the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to day care immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call your onsite director to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

Symptoms requiring removal of child from day care:

- **Fever:** Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. For children 4 months or younger, the lower rectal temperature of 101°F is considered a fever threshold; (a child needs to be fever free for a minimum of 24 hours before returning to daycare, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- **Fever AND** sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- **Diarrhea:** runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.

- Vomiting: 2 or more times in a 24 hour period. Note: please do not bring your child if they have vomited in the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

Parents will notify Bright Starts Daycare & Learning Center as soon as possible if their child has a communicable disease. Parents will notify Bright Starts within 24 hours after their child or any member of the immediate household has developed any reportable communicable disease as defined by the state board of health, except for life threatening diseases which must be reported immediately.

Medications

Parents will provide any medications needed by the child, including over-the-counter and prescription medicine. Written authorization is needed for us to administer ANY medication, prescription or over-the-counter. NOTE: All medicines must be in their original container with pharmacist's or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written.

Medical Emergencies

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners of Payne Childcare, Inc. DBA Bright Starts Daycare & Learning Center, will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.

Termination

We reserve the right to terminate services for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child

Parent Initials

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. Parents are required to give two weeks written notice when they decide to terminate child care. The two weeks will be paid in full, regardless of whether or not the child is in attendance.

We will give two weeks notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

I, _____

the parent of _____

have read and agree to all of the information listed above.

Name: _____

Signature: _____

Date: _____

Parent Initials