



Bright From The Start
Child Development Center

Parent Handbook of Policies & Procedures

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WELCOME!!!

We would like to take this opportunity to welcome you and your family to Bright From The Start Child Development Center, LLC. The purpose of Bright From The Start is to provide safe, high-quality childcare to families with children between the ages of 6 weeks through 12 years.

Family is very important to us at Bright From The Start as it is owned and operated by a family partnership. We understand that leaving your child in the care of others can be a difficult decision. Our highly-trained and dedicated staff will nurture and care for your child in a home-like environment to facilitate a smooth transition. BFTS has 5 programs which are placed into 7 classrooms to meet your child's individual needs. Each classroom takes into consideration the age, maturity level, and developmental stage of your child.

This manual outlines what you may expect from Bright From The Start Child Development Center, LLC and what BFTS expects from you in return. We hope it will be helpful. Feel free to contact the Directors with any questions in relation to our policies and procedures.

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We hope your family's experience at Bright From The Start will be an enriching and delightful experience!

Megan Enger & Jillian Yeshnowski

Owners/ Directors

Bright Mission

Bright From The Start Child Development Center, LLC 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 Child Development Center, 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 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. Staff may be at the center earlier preparing the center for daily activity however children are not allowed to be brought into the center prior to 6:30. 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 every 15 minutes late. This fee must be paid in full the next time your child is dropped off at the center. No care will be given on Saturdays and Sundays.

Holidays

The following are paid holidays* at Bright From The Start Child Development Center, LLC. If a holiday falls on your child's contracted day, you are responsible for paying for that day:

*Paid holidays are days that the center is closed and staff is still paid for them. Parents are liable for that days' tuition.

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

Bright From The Start will be closed the day after Thanksgiving. You will not be billed for this day. If a holiday falls on a weekend we will close accordingly:

- Holiday falls on a Saturday, we will close on Friday
- Holiday falls on a Sunday, we will close on Monday

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 & clock their child out. **Children may not be dropped off at the center from 11:00-2:30 due to the classrooms napping schedules, unless previously arranged.**

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 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. In the event of an extended leave of absence families will forfeit their 5 days of vacation. An extended leave of absence is a period of greater than two weeks.

If you choose to have your child take an unpaid leave of absence (ie: summer vacation) you will then run the risk of losing your child's spot in the classroom. Unpaid spots will not be held throughout the summer. We cannot guarantee that there will be availability in your child's classroom after an unpaid leave of absence. If you do not want to risk losing your child's spot, then you are responsible for paying tuition during the leave of absence (ie: summer vacation) whether your child attends the center or not. Families that are on a wait list or wish to enroll will be filling unpaid spots in the classrooms. A director will call you while on a leave of absence if your child is in danger of losing their spot at BFTS. You will then have the option to bring your child back to the center at time. Occasionally special arrangements can be made. Please see director to do so.

Absentee Policy

In the event that your child is ill & needs to miss a day, please call at least 1 hour before 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, \$25/single child & \$50/multiple children in order to hold a child's position in the event of an extended leave due to illness, vacation, etc. if proper notice of 2 weeks is given. If proper notice is not given parents are responsible for full payment whether or not the child attends the center.

NOTE: An extended leave qualifies as an absence from daycare greater than 2 weeks time.

Supply Policy

The following supplies are needed while your child attends BFTS:

Infants

- Diapers
- Wipes as needed
- Bottles
- Formula/Breast Milk
- Change of clothes
- Ointment (Balmex, Aquafor, etc.)
- Infant food that is not supplied by BFTS
- Bulb syringe

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 brought 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

1. Temperature of 100°F orally, or 99°F axillaries, or higher.	1. Free of fever for 24 hours without the aid of medication.
2. Temperature of 100°F orally, 101°F rectally or 99°F auxiliary or higher, plus one of the following: a) severe cold with yellow-green nasal discharge b) cough c) sore throat d) sneezing e) swollen glands, or f) skin rash other than mild diaper rash.	2. a) Free of fever for 24 hours and b) Note is required from a physician or nurse practitioner stating that the child is not communicable.
3. Red, watery or draining eye(s).	3. All discharge has ceased.
4. Drainage from the ear(s).	4. a) All drainage from the ear(s) has ceased, or b) Note is required from a physician or nurse practitioner stating that the child is not communicable.
5. Lice.	5. After treatment, free of lice and nits.
6. Skin lesions, i.e., impetigo, ringworm, and scabies.	6. a) Skin sores are healed, or b) Note is required from a physician or nurse practitioner stating that the child is not communicable.
7. Vomiting.	7. Free of upset stomach and vomiting for 24 hours.
8. Diarrhea (2 or more loose, watery stools per day).	8. Diarrhea free for 24 hours.
9. Fainting or seizures or general signs of listlessness, weakness, drowsiness, flushed face, headache, or stiff neck.	9. a) Free of symptoms, or b) Note is required from a physician or nurse practitioner stating that the child is not communicable.
10. Fever with any specific signs and symptoms of a communicable disease to which the child has been exposed.	10. Free of fever for 24 hours.
11. Any combination of symptoms for consecutive days of attendance.	11. Free of symptoms.

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 of 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.

Please let the director know if your child has been diagnosed with a contagious illness. Notice will be posted to all families within the center, letting them know that their child has been exposed to a contagious illness/disease. For confidentiality reasons, the name of the child with the confirmed illness will not be released.

Common colds and allergies should not, unless causing the child to feel too uncomfortable, prohibit attendance. It is our policy to have conditions that encourage cleanliness and good health practices among both staff and children.

Medication Policy

Medication can be stored and administered at BFTS under the following guidelines which are set forth by the Nebraska Health and Human Services Regulation and Licensure division. BFTS requests that all medication be delivered directly to Class Teachers or Directors and that proper documentation is completed. BFTS will not store nor administer any medication that has not been delivered to the class teacher or Director by parent/guardian, accompanying proper completed documentation. Expired medication will not be kept on site as it is a violation of our licensing agreement with the State of Nebraska. All expired medication will be returned directly to a parent/guardian. It is the responsibility of parents/guardians to supply BFTS with non-expired medication, accompanying completed proper documentation in order to administer any prescription or non-prescription medication on site.

- Delivery of Medication: Any child care provider, center, or preschool staff person who gives or applies medication shall do so in accordance with the "5 Rights" as required in Nebraska Statutes 71-6718 through 6742. These are:
 1. The right drug;
 2. The right recipient;
 3. In the right dose;
 4. By the right route;
 5. At the right time;

- Parental Responsibility: Parents or any licensed health care professional shall determine if child care providers or center and preschool staff are competent to give or apply medication. The Directors have the responsibility to assess the ability of staff to give or apply medication safely.

- Confidentiality: Any child care provider, center, or preschool staff who gives or applies medication shall not disclose information about a child's medication unless such information is needed to protect the health of other children or staff.

- Written Permission and Instructions: BFTS staff shall give or apply medication, both prescription and non-prescription, only with prior written permission and written instructions from a parent. BFTS staff shall comply with the instructions provided by the parent. Medication shall be in the original container, stored according to instructions, clearly labeled for a named child, and returned to the parent when no longer needed. The dosage will not exceed that which is printed on the label. Expired medication shall not be given or applied to a child and shall be returned to the parent.

- Report to Parents: Any error in the giving or applying medication shall be reported to the parent.

- Unusual Circumstances: There must be a written statement from the licensed health care professional who prescribed the medication allowing the provider to give the medication when:
 1. Any prescription medication is given or applied as needed (PRN); or
 2. By route other than oral, topical, inhalant, or instillation.

- Hand washing: All child care providers shall wash hands before giving or applying any medication. If handling any bodily fluids is involved, caregivers must also wash hands after giving or applying medication.

Medication Log: BFTS has a designated medication binder in each classroom for children enrolled receiving medication. The information within the binder is kept confidential. For each child receiving medication there must be a completed medication log sheet signed by a parent or guardian which includes a competency statement permitting BFTS to administer medication to your child. If medication is to be given on an 'as needed' basis, prescription or non-prescription, a note from a licensed health care professional indicating that BFTS can administer the medication on an 'as needed' basis is required. Medication log forms are required to be updated with each medication (type, dose, route, and/or time of administration is modified).

Medication Storage and First Aid Kit: All medications and first aid supplies are kept on site and stored in an area that can be locked at all times. An additional locked box is provided for medications that may need to be refrigerated. The following first aid supplies are available at all times: fever thermometer, band-aids, sterile gauze pads, tape, and gloves.

EPI-PEN: If your child has an allergy that may require the use of an Epi-pen, BFTS will require their own Epi-pen kept on site which will be provided by the parent or guardian. If your child would require the use of the Epi-pen while in attendance the following steps will be taken:

1. The Epi-pen would be injected by a staff member.
2. 911 would be called after the Epi-pen is injected.
3. The parent or guardian would then be contacted and given further information.

Latex Gloves: Latex gloves are worn by staff when administering first aid. Please inform the Director and indicate on your child's registration form if your child has a latex allergy.

CPR/First Aid: At least one staff member who is CPR/First Aid certified must be on duty at all times. Often times several employees are certified on site, as Bright From The Start pays for any employee who desires to become CPR/First Aid certified.

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:

Program:	Age:	Full-Time:
Infants	6 weeks-18 months	\$210/week
Toddlers	18 -36 months	\$195/week
Preschool/Pre-K	3-5 years	\$170/week
Preschool Enrichment	3-5 years	\$220/month

School-age

Before and After School	\$82/week
Before or After	\$42/week
Summer Program	\$140/week
Non-School Days	\$28/day

*rates will be prorated if you need non-school day care and are currently contracted for school care.

All contracts will be for full-time children. 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. The annual re-registration fee will be billed in August of each year. Families that enroll after June 1st of the current year will not be billed for re-registration until the following August.

Payment Policy

All payments are due by 6:00 P.M. Monday evening for current week's tuition. If your child does not attend the center on this day, then payment is to be made the first day of attendance that week. When other payment arrangements have been made with your contract, then payments will be made accordingly. Payment made after 6:00 P.M. will assess a late fee of \$10.00 per day. 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 monthly 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 and tuition 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. A notice of no less than two weeks is required to terminate a contract by a parent or guardian.

An enrollment fee of \$50.00/child or \$75.00/family will be payable upon enrollment at BFTS. A slot at BFTS will be considered open until the enrollment fee is received. After payment is received BFTS will hold your spot for your start date. Families must start within 2 weeks of proposed start date to maintain a spot. The enrollment fee is non-refundable.

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 or guardian. BFTS reserves the right to immediately end care for nonpayment; 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 an action that the child has caused intentionally or otherwise.

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 7:30 A.M.-9:00A.M. followed by a morning snack that will be served from 9:30 A.M.-10:30 A.M. Lunch will be served from 11:15 A.M.-12:45P.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 foods, 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 registration form, any food allergies your child may have.** If your child needs a special diet, the parent is responsible for supplying the proper food. If your child is refusing to eat food that is provided for him/her, parents will be asked to bring meals to substitute daily meals/snacks. 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. There are also generator powered lights in the building in the instance of a power outage. 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 via ambulance 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. BFTS does not provide health insurance for enrolled children.

Field Trips

BFTS will have planned field trips for children which 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. Children under the age of 6 and/or weighing less than 60 lbs will be placed in a booster seat. Parents may be asked to bring a seat for their child in the event of a field trip. 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.

Inclement Weather Policy

If the temperature or wind chill is:

- Above +10 degrees Fahrenheit, children will be allowed to go outside.
- Between +10 and -10 degrees Fahrenheit, outside will be an option for children.
- Below -10 degrees Fahrenheit, NO OPTION. All children will remain inside
- Staff must use good judgment on days when the temperature or wind chill is in this range (example: shortened outside time)

Cold/Snow: Children must be properly dressed to go outside in cold weather. Coats, hats, & mittens/gloves must be worn at all times when the temperature is below 32 degrees Fahrenheit. If your child wants to play in the snow he/she must wear snow pants/suit, waterproof boots & gloves, a jacket, and a hat.

Heat: If the heat index is excessively high, staff will shorten or eliminate outside time. This includes heat and humidity factors. On these days, it is best for outside time to occur prior to 11:00 am. Sunscreen will be placed on all children before going outside by a staff member when there is direct sun.

Lightning/Severe Weather: At the first sign of threatening weather or lightning, staff will bring all children indoors into a safe area. Staff will need to monitor the situation.

Closing due to inclement weather:

SNOW DAYS: If schools are cancelled due to weather conditions, Bright From The Start will make every effort to open, There are many factors we must take into consideration when making the decision to close. First and foremost is safety, the ability to remove snow at the center, or other conditions that could pose a danger to the children, staff, or facility. In the event that BFTS is closed we will place the closing on the local television stations. **Always call ahead, as our voice messaging system would reflect whether or not Bright From The Start will be open or closed.** Please note that no credit will be given for a snow day.

If school is closed due to weather conditions, the decision will usually be made by the school district before 6:30 am and announced on local television and radio stations. School-aged children may attend BFTS when school is cancelled due to weather and the center is open. A debit will be made to your account accordingly for the snow day and is due by 6:00 PM that day unless other arrangements are made with the director(s).

School closings announced during the school day

If school is closing due to weather conditions during the school day, BFTS will provide transportation from schools to the center. If BFTS must close throughout the day, the decision will be made no later than 6:30 AM. We will announce this at the center, via message, signage, and on the local news stations.

For all weather conditions, periodically check the news for weather information or closing or call and speak with the Program Director.

Parental Involvement

Parental involvement is a very important part of our program. Parents and children working together with staff members is an important element in a quality child care program. Visitation is encouraged by parents and other interested parties who wish to visit the site. A solid relationship with the BFTS employees at your school, built on mutual trust and respect, is key in making your child care arrangement work well for everyone. Keep these tips in mind as you begin to build your relationship:

- ✓ Keep the lines of communication open at all times. Let your teacher or directors know if there is something going on in your child's life that may be affecting behavior.
- ✓ Be aware of program policies and honor them. Respect drop-off and pick-up times.
- ✓ Get involved with the program. The more you participate, the more dedicated you will feel.

There are bound to be certain topics or situations that are difficult to talk about with BFTS employees. If you have developed an honest, open way of communicating with one another, discussing these issues as they arise will not be as difficult.

Things to consider when discussing difficult issues:

- ✓ Raise issues when they first develop. If you put off a discussion, it may be harder to bring it up later.
- ✓ Avoid confronting BFTS employees in front of other parents or children. Set up a time to speak privately, in person, or over the phone.
- ✓ Think about what you want to discuss ahead of time, and even practice how you want to say it.
- ✓ Be specific about your concerns. Give examples of things that have happened or observations you have made.
- ✓ Never discuss a problem when you are feeling angry or not in control of your emotions.
- ✓ Remember that conflicts are normal and part of most relationships. They can usually be resolved when both parties can see the other's views and are willing to compromise.

To keep our commitment we need your help throughout the year!

Help us "stay in tune" with your needs and interests!

- Tell us about your day when you pick up your child.
- Help us learn about your child's special talents and strengths.
- Tell us when your child needs extra help or support.
- Keep us informed about any important changes we need to know about to serve you well.
- Let us know about your family and cultural traditions.
- Make suggestions when you think we could serve you better.
- Ask questions if you don't understand our policies or procedures.
- Tell us the best ways for you to connect with your child's experience in our program.

Visit whenever you can - You are always welcome!!

We want to build positive relationships with all of our families.....help us achieve this goal!

Communication Tools:

The list below indicates strategies which BFTS feels are helpful in communicating with families.

- A parent bulletin board is posted at each room with reminders, policies, and general information specific to your child's classroom.
- Each family has their own child cubby and parent file.
- Monthly/Weekly newsletters will be distributed by each classroom highlighting program events and news.
- Talk to your child's teacher each day at drop off and pick up times.

Visitors: BFTS welcomes you to visit the center at anytime and wants you to feel free to ask questions. Please consult with the Directors should any problems arise concerning your child, whether at home, school or at BFTS.

Family Information: It is the responsibility of parents to notify the Directors of any changes in employment, address, phone numbers, care and/or custody arrangements, and any other important information regarding the child or family situation. All changes must be completed in writing and submitted to the office.

Parent/Guardian Responsibilities:

- Call BFTS if your child will not be attending.
- Notify BFTS in advance if anyone other than the parent or guardian will pick the child up.
- Notify the Director(s) of any special needs your child may have. The information must also be listed on your child's enrollment form.
- Clock your child in/out daily.
- Honor BFTS operating hours by not dropping your child off before 6:30 am, and picking your child up by 6:00 pm.
- Update your child's records as changes occur.
- Notify the Director(s) in the event of questions or concerns with BFTS staff or policies.
- Have your tuition account current.
- Notify in writing any changes to your child's enrollment status or intention to withdraw from BFTS.
- According to Nebraska law [Section 28-710](#), it's considered child abuse and neglect to leave a child who is six years old or younger unattended in a motor vehicle and goes against the Child Protection Act.

When left unattended in a motor vehicle, children are at risk for bodily harm or death due to factors including extreme hot and cold temperatures, kidnapping, and tampering with the vehicle's gear setting or ignition.

Please do not leave your child unattended in your car!!! Thanks for your cooperation.

BRIGHT FROM THE START CHILD DEVELOPMENT CENTER, LLC.

BITING POLICY

Explanations, policies and procedures regarding
biting in the child care center.

Children biting other children is one of the most common and most difficult behaviors in group childcare. It can occur without warning, is difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the caregivers involved.

For many toddlers, the biting stage is just a passing problem. Toddlers try it out as a way to get what they want from another toddler. They are in the process of learning what is socially acceptable and what is not. They discover that biting is a sure-fire way to cause the other child to drop what they are holding so the biter can pick it up. However, they experience the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings.

For other children, biting is a persistent and chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.

No matter what the cause, biting in a group situation causes strong feelings with all involved. It does help, however, to be aware of the potential problem before it happens, and to form a plan of action if it does occur. The staff of the Center, after consulting child care experts and manuals, has developed the following plan of action to be used if and when biting occurs in any of our rooms.

Before biting occurs:

1. Discuss the issue of biting with all parents at the time of enrollment.
2. Distribute written policy to all families and include the written policy in the enrollment packet.

When a child is bitten:

For the biter:

1. The biter is immediately removed with no emotion, using words such as "biting is not okay - it hurts." Avoid any immediate response that reinforces the biting or calls attention to the biter. The caring attention is focused on the victim.
2. The biter is not allowed to return to the play and is talked to on a level that the child can understand. "I can see that you want that truck, but I can't let you hurt him. We don't put our teeth on people." Or "That hurts Johnny when you bite him, he is sad."
3. Redirect the child to other play.

4. Write an accident report and notify the parents of the biter.

For the victim:

1. Separate the victim from the biter.

2. Comfort the child.

3. Administer first aid.

4. Write an accident report and notify parents of the victim (in writing).

If biting continues:

1. Room staff meet with the director on a routine basis for advise, support and strategy planning.

2. Chart every occurrence, including attempted bites, and indicate location, time, participants, behaviors, staff present, and circumstances.

3. Let all parents know that there is a problem and the procedures that will be followed to deal with it.

4. "Shadow" children who indicate a tendency to bite:

- Head off biting situations before they occur.
- Teach non-biting responses to situations and reinforce appropriate behavior.
- Adapt the program to better fit the individual child's needs.

5. "Shadow" children who have a tendency to be bitten:

- Head off biting situations.
- Teach responses to potential biting situations: "No" or "'Don't hurt me!"

6. Work together as partners with the parents of both biting children and frequent victims to keep all informed and develop a joint strategy for change.

7. Hold a conference with the parents of the biting child to develop a written plan of action. Schedule follow-up meetings or telephone conversations as needed.

8. Consider early transition of a child "stuck" in a biting behavior pattern for a change of environment, if developmentally appropriate.

9. Prepare the parents of the biting child for the possibility that the child may have to be removed from the Center and help them to make contingency plans.

10. If it is deemed in the best interest of the child, center, and other children, termination of the child from Center enrollment for the duration of the biting stage may occur. Written warning will be given to the parents before this action will be taken.

**BRIGHT FROM THE START CHILD DEVELOPMENT CENTER, LLC.
BITING POLICY**



I have received and read the Bright From The Start Biting Policy and agree with its terms.
I will contact the director immediately with any questions or concerns.

Please sign, date, and return to the office. Thank you for your cooperation.

Parent signature and date

Director signature and date

Acknowledgement of Policies

To ensure that you, the parent, have read & agree to the Policies of Bright From The Start Child Development Center, LLC 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, LLC.

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 _____.

***Please complete this form and turn into the office at time of enrollment.**

Parent Signature _____

Parent Signature _____

Childcare Provider **Bright From The Start Child Development Center, LLC.**

Witnessed by _____

Today's Date _____

