



Welcome to **Bright Futures Early Learning Academy**, a Keystone Stars participating facility. We are pleased that you have chosen us to care for your children. We hope that this handbook will help introduce you to Bright Futures and answer many of your questions. Whether it is for infants, toddlers, preschoolers or school age care, we are here to meet your family's and your child's needs.

Our mission is to provide quality child care with a focus on education.

Our goals are:

- To provide affordable, convenient, dependable childcare services
- To create a learning environment for optimum social-emotional, cognitive, and physical development of all the children
- To provide a nurturing, caring and safe environment for the children to grow and develop.

Our staff of warm, caring, professional teachers and assistants will provide a positive and stimulating atmosphere for every child in our care. We understand that your child/children are the most important people in your life. Each and every child here is unique and special and will be treated as one of our own. We also believe that parents and families are an important part of our program, so please be as involved as you can in your child's experience here.

In addition, Michelle Robertson (one of the owners) is a **licensed nurse** and will be available all hours that the centers are open. If you have any questions about any of our policies, please contact her directly at 484-300-7461.

Sincerely,



Bright Futures Early Learning Academy

08/14/2019

Table of Contents

<i>Page 1</i>	<i>Days and Hours of Operation Days the Center is Closed Registration Fee and Tuition</i>
<i>Page 2</i>	<i>Registration Fee and Tuition (cont.) Enrollment Meals Diapers and Baby Wipes Program</i>
<i>Page 3</i>	<i>Health Policy Medication Policy</i>
<i>Page 4</i>	<i>Child Incident Form Behavior Form Inclusion Policy Disobedience Policy – intentional property damage (to include toys, games and books) -incidents of extreme aggressive behavior</i>
<i>Page 5</i>	<i>Suspension/Expulsion Policy Withdrawal of Child Authorizing Individuals to Pick Up Children</i>
<i>Page 6</i>	<i>Toys from Home Arriving and Leaving the Center After Hours Fees Special Provisions Fees Mandatory Child Abuse Reporting Field Trips</i>
<i>Page 7</i>	<i>Inclement Weather Assessments/Observations Transfer of Records Staff</i>

Days and Hours of Operation:

We are open Monday through Friday 6am – 6:30pm. Your child’s tuition covers a maximum of **10 hours per day of care and education**. Your child is more than welcome to be here longer than that, but there will be an **additional charge of \$5 per hour per child** added to your next week’s tuition.

Days the Center is Closed

These are the paid holidays that the center will be closed. Part-time flexible scheduled students are required to pay for five holidays a year as denoted by the astericks* Part-time students that are scheduled the same days every week are required to pay for the holiday that falls on their scheduled day. If you wish to switch days that week you are required to pay the extra day that the student comes.

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|--------------------|--------------------------------|
| *New Year’s Day | Labor Day |
| Martin Luther King | *Thanksgiving Day |
| *President’s Day | The day after Thanksgiving |
| Memorial Day | *Christmas Eve |
| *July 4th | Christmas Day |
| | New Year’s Eve we close at 5pm |

In addition, we will be closing at 5:30pm on the evening before each of the above Holidays, the evening of the Teacher’s Christmas Party and for occasional parades our school will be in.

Registration Fee and Tuition

*We charge an initial non-refundable registration fee of \$75 for one child and \$125 for two or more children enrolled.

*A spot will not be reserved for a child until the registration fee and the first week’s deposit is paid.

*The week’s deposit of tuition will be held until the child leaves the center permanently. If two weeks’ notice is given, the deposit may be used the last week of attendance. If two weeks’ notice is not given, your deposit will not be refunded. In the event that you decide not to send your child to Bright Futures Early Learning Academy, the deposit will not be refunded.

***Tuition is due on Friday morning of each week regardless if your child attends that day or not.** If your child is absent on Friday, you will still be expected to come to pay your tuition unless you notify us in advance of Friday of some unforeseen circumstance.

***There will be a \$15 per day late fee for tuition paid after Friday 12pm. If you pay on Monday include a \$45 late fee.**

*Tuition may be prepaid each month on the 1st for a \$25 discount for full-time students and a \$15 discount for part-time students.

*If tuition is not paid by Monday morning, AND you have not contacted Michelle regarding it, your child will be excluded from coming until it is paid.

*CCIS parents you are expected to pay your copay by Friday morning of each week. If you do not pay by Friday, we are required to report your delinquency to your county on Monday.

*Each family will receive one week vacation per year with 1/2 tuition charged with two weeks written notice of the date. You must have been a client for at least 6 months for you to take a discounted week. This is to be used per week and not per day. Parents with flexible schedules are required to pay 1/2 price for the number of days the child is normally in care.

*Part-time children may switch their scheduled days with two weeks' notice and prior approval, but not on weeks where a holiday occurs. Tuition for part-time children will not be reduced due to illness etc.

*In addition, there will be no reduction in tuition for missed days for illnesses, acts of God (school closures for snow day, tornados, or hurricanes – state of emergency), or other such reasons.

Enrollment

The following must be completed and returned to the director before your child can start.

- 1) Parent Agreement Form
- 2) Health Assessment with current immunizations
- 3) Emergency Contact Form
- 4) Diaper cream form, if applicable
- 5) First week's tuition, a week's deposit and non-refundable registration fee.

Meals

*The tuition includes am snack, lunch and pm snack.

*Bright Futures does not provide formula, infant cereal, infant snacks or infant food.

*Please inform us immediately if your child has a food allergy.

Diapers and Baby Wipes

*The tuition includes Baby Wipes and Luvs Diapers.

Health Policy -

We strive to prevent the spread of illness, and your cooperation with our policies will be of great help. Our policy incorporates the manual “Caring for Our Children” which endorsed by the American Academy of Pediatrics.

This policy is for the health of the other children and our staff and is not meant to inconvenience anyone. Please keep your child home if your child has:

- A fever of 101 or greater before child care and before given Children’s Tylenol or Ibuprofen.
- Symptoms or signs of possible severe illness, such as; uncontrolled coughing, irritability, persistent crying, unusual lethargy, wheezing, or other unusual signs
- Strep throat until 24 hours after an antibiotic started
- Diarrhea; runny, watery, or bloody stools within the last 12 hours
- Vomiting 2 or more times in the last 24 hours
- Rash with fever or behavior change
- Scabies or other infestations
- Impetigo 24 hours after treatment has begun
- Chicken pox 5-7 days after blisters appear
- Pertussis, mumps, rubella, shingles, herpetic gingivostomatitis
- Sore throat with fever
- Eye discharge (white or yellow) or pink eye; until 24 hours after starting treatment; if treatment is not sought then when the discharge clears
- Mouth sores with drooling
- Severe respiratory illness such as exacerbation of asthma or RSV

Your child may return when:

1. They are fever or symptom free for at least 24 hours.
2. They have been treated by a doctor or a doctor permits them to return to the Center.

*In addition, if your child has a **communicable disease** or is suspected of having a communicable disease they will be sent home until cleared by a doctor.

*Exposure to **communicable diseases and any infectious illness** should be reported promptly to the center, so our staff can look for any early symptoms. The center will notify parents when a child has been exposed to an infectious disease.

Medication Policy

Medication prescribed or ordered by a physician or dentist can be administered during the time the child is at daycare. Parents will need to give written authorization and instructions by filling out a Medication Permission Form. This form needs to be filled out before the child will be given any medication at the center. All medications brought to the center have to be in its original container. We will administer over the counter medications on a case by case basis. Again, the medication needs to be in its original container. The parent must fill out a medication administration form and sign it before any medications will be given to your child.

The medication needs to be in original bottles, properly labeled and put in a plastic baggie with:

- your child's name
- medication name
- and amount to be administered and how often

Child Incident Form

Our staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur from time to time. In case of that event, a boo boo report will be filled out by our staff for every detected injury that occurs at our center. You will be given a copy that evening, and a copy will be retained for your child's file. A child coming into the center with injuries may require report, so that both the parent and the staff are aware that it did not occur at the center.

Behavior Form

A behavior form will be filled out by our staff if your child has exhibited behavior that is not acceptable, and who do not adhere to the classroom rules and/or discipline policy. This will be for extreme behavior situations such as: biting, hitting, consistently not doing what the teacher asks, etc. We can assure you that every child will be given at least a couple of months to adjust to our routines.

*A copy of this form will also be kept in your child's file.

*If you receive this form it will be necessary to schedule a meeting with the director and teacher to discuss the situation and any possible solutions.

Inclusion Policy

*If your child has an individualized plan, such as an IEP or IFSP, please share it with us so we can be sure to address your child's specific needs in the classroom for inclusion. We will work with other professionals from community agencies to include your child in our regular program of activities within the confines of their IEP/IFSP.

Discipline Policy

We use positive guidance techniques such as modeling and encouraging expected behavior, redirection, and setting clear limits. "Time Out" is used when necessary, with one minute per year of age used as the maximum time away from the regular activities. Children feel comfortable and confident knowing their child care teacher's expectations match and respect their developing capabilities.

Intentional property damage is a serious matter. Any cost for repair or replacement for damage done to the building, furniture, books or toys will be billed to the child's parents or guardians. If it is not possible to determine who is responsible, the cost of replacement or repair will be assessed equally to all children involved and their parents. You are expected to replace the item, pay for the damage or if possible, repair the damage

(such as if your child puts a hole in the wall) within a week.

Incidents of extreme aggressive behavior towards other children or staff will be reported to families in writing. The parent should have a conference with the teacher after each incident. After the third incident, a conference will be held with the family, childcare staff, and Director.

Suspension/Expulsion Policy

Our policy is to include all children regardless of their limitations. We will work with families to explore every avenue and resource available to the community to help your child.

The owners and management will make every effort to work with the family to provide needed community resources to help the child and family. We will work together with the family, child and other professionals to develop an individualized plan that supports the child's inclusion into our program. We expect the parents to comply with the plan at home in order for the child to be successful in our school.

Some situations include but are not limited: numerous instances of hitting and/or kicking staff or other children, excessive biting of staff or other children, excessive and continuous disrespect to the teachers and requiring consistent one on one supervision of the child to keep him/her from harming themselves, others or property.

Every effort will be made to work with the child and parents to redirect, limit, stop the behavior or provide assistance in seeking intervention services through the CCIU and other community resources before the child will be excluded from our center. If all interventions put into place are deemed unsuccessful, or the parents refuse to have their child tested for additional help and services Bright Futures ELA, reserves the right to consider expulsion of the child.

Withdrawal of Child by Parent

If you desire to withdraw your child from our center two weeks written notice is to be given to the director. If notice is not given as described, you will not be given back your deposit and the extra week will be charged to your account as debt that is owed.

Authorizing Individuals to Pick Up Your Child

*On the enrollment form, you will find a line asking for the names of the individuals who are authorized to pick up your child. You may authorize as many individuals as you wish in writing on your form.

*You must leave a written note in the morning or tell the staff member if such a situation arises.

*We will not allow your child to leave with an unauthorized person, this is for the safety and protection of your child.

*We will check the ID of the person listed to pick up your child. Please remember to keep this form updated with your current phone number and address changes.

*We will also not permit your child to leave with an individual under the age of 18 years.

Toys

Toys from home may **NOT BE BROUGHT TO SCHOOL**. We will **NOT** be responsible for lost or broken items that are brought from home. **This includes electronic items such as computers, book readers, or hand-held games.** Toy or real guns and other weapons are not allowed at our center at any time. If they come into the center they will be confiscated and held in the Director's office. In the event a real gun or weapon is brought into the center, the police will be notified.

Arriving and Leaving the Center

It is required that all children be escorted inside the center and that the arrival time and signature is to be recorded on the attendance sheet. When picking up your child please be sure to notify a staff person and record the departure time and signature on the attendance sheet.

For the safety of all concerned, parents or visitors may NOT pull up in front of the center and leave your vehicle to bring your child inside.

You are required to notify us when your child is absent from school on a regularly scheduled day.

After Hours Fee

The Center closes at 6pm or 6:30pm depending on location. Service beyond that time necessitates paying staff overtime. Consequently, *a fee of \$2.00 per minute per child will be charged for each minute past closing time.* This fee should be paid immediately to the teacher on duty who had to wait with your child.

Special Provisions Fee

When circumstances require special diets, equipment or staffing, there will be additional charges for those items. This will be discussed with parents before implementing.

Mandatory Child Abuse Reporting

We, as child care providers, are mandated by the state to report any suspected child abuse or neglect to the appropriate authorities.

Field Trips

Bright Futures Early Learning Academy likes to plan field trips two to three times a year for students three years and older.

In addition, we will be planning weekly field trips for our summer camp school age students. It may be a walking field trip or driving. Also, the price of admission to certain places may also require a fee. A signed permission slip will be required for your child to attend any field trip with our school.

Inclement Weather Policy

We will make every effort to keep the center open. In the event that it is just too dangerous to do so, the director will make a call prior to opening of the center. Each family will receive a phone call, email or text. We will also have the information displayed on NBC10 by 5am in the morning. There will not be a reduced fee on tuition for school closings due to weather beyond our control. If our school closes early we will notify you immediately and wait for your arrival.

Assessments/Observations

*Within the first 45 days of enrollment, a short formal written observation will be completed for your child. You will be asked to review the observation notes and provide your signature. It will then be placed in your child's folder in the Director's Office.

*A lengthier formal assessment will be conducted at least twice per year. You will be invited to attend a parent-teacher conference at least once per year. You may request an individual meeting with your child's teacher at any time convenient to the teacher's and your schedule. Please let the Director know if such a meeting is needed.

Transfer of Records

*Upon parental written request, we are happy to transfer your child's/children's records to another educational/care facility. Please provide specific facility name and address and allow 14 days for the transfer.

Staff

All of our staff have been carefully screened. They each have on file a current criminal background check, child abuse check and FBI background check. Each staff member has had a current health assessment and TB test, Fire Safety and Emergency Preparedness Training. In addition, 95% of our staff members have received training in Pediatric First Aid and CPR. Our teachers have been carefully chosen for their professionalism and training, as well as their kind and caring nature. We value our employees and offer them an above average salary and compensation plan in order to keep staff turnover at a minimum. Before we hire a staff member, they are required to go through two interviews, a reference check and two volunteer days. We hire on a 90- day probationary period that allows us a chance to make sure the staff person hired suits our needs and fits in with the high standards that we set for our company. In addition, all of our teachers receive ongoing training as per the guidelines of the Department of Public Welfare. Our center also participates in the Keystone Stars Child Care Quality Initiative Program. Keystone STARS members have quality programs that far exceeds the Department of Public Welfares guidelines.