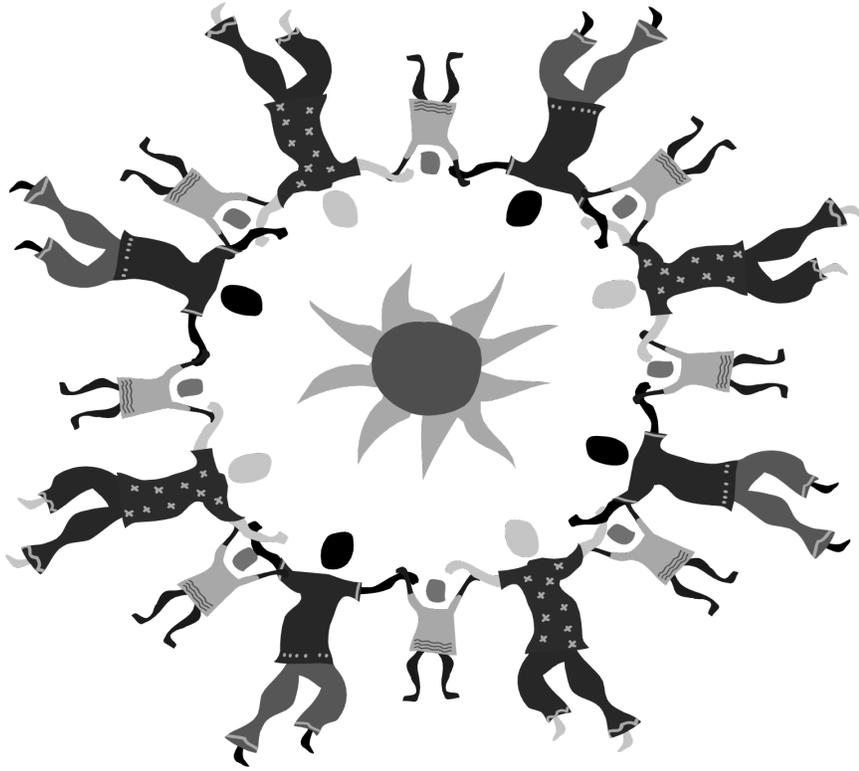
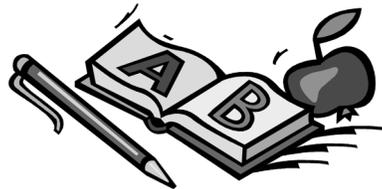


FAMILY HANDBOOK



**Bright Beginnings Learning Centers
Oxford, PA 19363**



Mission Statement

“Every child has unique, special gifts and talents that must be properly nurtured and developed.”

Contact Information

**Bright Beginnings
15 S. 2nd Street
Oxford, PA 19363
(610) 932-6700**

**Bright Beginnings at Sacred Heart School
205 Church Road
Oxford, PA 19363
(610) 932-2095**

**Bright Beginnings
2222 Baltimore Pike
Oxford, PA 19363
(610) 932-9900**

**Bright Beginnings at Jordan Bank Elementary School
536 Hodgson Street
Oxford, PA 19363
(484) 746-9599
(610) 932-3001 FAX**

WELCOME

Welcome to Bright Beginnings Learning Centers. Thank you for the opportunity to provide your family's child care needs. Our Center is open year-round, Monday through Friday between the hours of 6:30 a.m. to 5:30 p.m. We provide care for children 6 weeks to 12 years of age with various programs available.

All staff members are experienced early childhood providers or educators. All participate in a continuous program of in-service education and studies for professional advancement in order to remain alert to the ever-changing needs for today's families and to the findings of current research. All of our employees meet both the Commonwealth of Pennsylvania's licensing requirements and Bright Beginning's policy requirements.

Bright Beginnings policy does not allow for individual teachers to provide off-hours "babysitting" care for students enrolled in our Center.

Bright Beginnings has completed the state mandated Daycare Emergency Operations Plan required by the County of Chester Department of Emergency Services.

Our Center has in place a confidentiality policy to protect the children in our care. The information that is discussed in the center by the children, parents/guardians and employees is extremely confidential.



Ways in Which We May Be of Help to You

When you enroll your child in our program, we assume the responsibility of giving you assistance with special needs in relation to your child's adjustment, growth, and development.

- Conferences in relation to your child's progress will be arranged two times a year.
- Assessments will be administered for developmental profile purposes. Your child may be referred to persons for special services pending the outcome of the assessment.
- Your own child will be given maximum consideration as an individual. We will look after your child's health and safety while he or she is at the center and present a planned program geared to what we believe to be developmentally sound and educationally beneficial.

Revised: July 6, 2020

This pandemic has changed the way we look at early childhood education and our daily practices and procedures in a group setting. Changes in Procedures and Practices have been developed to support the health and safety of your children, your families and our staff and to do all we can to remain open for families. The changes are meant to ward off Coronavirus and they are based on thorough research and guidance being recommended by experts such as the CDC. Thank you for your understanding and patience as we implement these new Policies and Procedures.

Communication

Communication has always been at the cornerstone of our practices and building strong family / child(ren) relationships. Open communication is more important now than ever as we work together closely and communicate any concerns, questions, or needs.

We will provide you with information as situations evolve and as experts determine appropriate public response. Please know that above all, our focus remains on keeping the families we serve and the children we care for as safe as we can especially during the uncertainty of this national health crises.

So, we may ensure that we have up-to-date contact information for each family, families will be required to supply the program with up-to-date emergency contact information for their family and child(ren).

- It is important for families and staff to communicate often and to be transparent with one another. Please voice concerns or questions you have with staff as soon as possible.
- Staff will use multiple methods to communicate updates with families. Methods may include email, text, website, telephone or social media.
- It is the family's responsibility to actively engage and follow up on communications.
- If the current situation changes and it becomes necessary to update our policies and procedures or close our program temporarily, we will notify key family contact by Email, Telephone, Text, or Means of Communication immediately.
- Families may follow our social media page or website for late-breaking program updates.

Check-In and Pick-Up

In effect until further notice. Regular policy included in this handbook.

Families will be greeted at their CAR DOOR where a staff member will greet the child(ren). Parents and other family members will not be allowed inside the childcare program. Prior to parents leaving the site, a trained staff member will take the temperature of their child(ren) and ask parents the following questions:

- Do you live with anyone or have you had close contact with anyone who has been diagnosed with COVID-19 within the past 14 days?
- Do you or anyone in your household have a fever, cough and/or shortness of breath?

- Do you or your child(ren) have any other signs of communicable illness such as a cold or flu?

Children and staff will be required to wash their hands immediately upon entering the building and hourly throughout the day. When children are received for drop-off, they will be escorted into the nearest bathroom where their hands will be washed prior to being brought to their classroom/childcare area.

Upon your arrival to pick up your child, a staff member will bring your child out to you. Doing so will limit direct contact and help us to maintain social distancing. Families will be provided specific instructions, per location, for picking up children. Essentially, you will text your name and parking spot number when you arrive.

Healthy Environment

- We will separate children into smaller groups that fall within state guidelines.
- We will not share equipment and will clean equipment between uses.
- All classrooms will remain separated to reduce the number of children in one area and to reduce the possibility of viral transmission.
- Staff will disinfect high-touch surfaces, such as door handles, light switches, faucets, toys and games that children play with at least once daily.
- We will perform an enhanced deep cleaning every night in all areas, on all touched surfaces.
- Staff will have access to anti-bacterial hand sanitizers and disposable gloves and use them as needed.
- Staff will wash/scrub their hands and children's hands a minimum of hourly (noted by the CDC as the most effective preventive measure).
- No program tours will be given until further notice to reduce the number of visitors in the building.
- All bedding, blankets, and change of clothes will remain onsite and be laundered by our staff.
- Children's items must remain onsite. No items will be permitted to go back and forth daily.

Meal Preparation & Service

- All surfaces will be disinfected before meal preparation and feedings using CDC- or EPA-approved products.
- All staff will wash hands before and after meal preparation and feeding.
- Each child's meal will be plated and served by staff, instead of served family-style.

Child Health

- Staff will receive education on COVID-19 symptoms as well as preventive measures.
- Children who start to experience symptoms of respiratory illness, including a fever of >100.4 while at child care, will be isolated from other children until they can be picked up.
- Until further notice, all program field trips will be suspended.

Staff Health & Wellness

- Staff will receive additional training on infection control and workplace disinfection.
- Staff will not share their phone, devices or meal or utensils with one another or children.
- Staff will check their temperature at the beginning of each shift and notify their supervisor if >100.4 as well as self-monitor for signs and symptoms of COVID-19 and notify their supervisor if any develop (fever or respiratory symptoms).
- Staff will wash their hands immediately upon entering the program and immediately prior to leaving.
- Staff will change into company provided uniforms daily and change during the day as needed. Also, the staff uniforms will be disinfected and stay onsite.
- Staff will not be allowed to work if they are feeling ill or experiencing respiratory symptoms.

Tuition

- No unpaid vacation weeks will be allowed to be used by families during this time period.
- If we are open and your child is in attendance, tuition will be due in full. This includes if we are only open for a portion of a week and need to close for the remainder of the week.
- If you can work from home and choose to keep your children at home, you will be required to pay ALL your normal weekly tuition to retain your spot.
- If you choose to pull your child out and not pay, there is no guaranteed spot upon a request to return.
- At this time, if the state forces a closure for an extended period, no tuition will be due to retain a spot for your child.

Please note that all other Policies and Procedures included in this handbook remain in effect unless otherwise noted.

The following policies and procedures outlined in the Parent Handbook are to ensure that we meet the overall goals for all children.

Health & Safety

Upon enrollment, you must file with us a health appraisal signed by a licensed physician or nurse practitioner. This form needs to be updated yearly with intervals of updated immunizations given to the director as mandated by the state of Pennsylvania.

Inclusion

Bright Beginnings believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on their individual capabilities and needs.

Non-Discrimination

At Bright Beginnings, equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Health Observations

In the event your child shows any symptoms of illness during the day, your child will be isolated from the other children and you will be notified immediately.

Exclusion from the Center

The symptoms of illness for exclusion shall include, but not be limited to:

- **Severe pain or discomfort, particularly in the joints, abdomen or ears.**
- **Acute diarrhea, characterized as two (2) times the child's normal frequency of bowel movements with a loose consistency within a twenty-four (24) hour period.**
- **Two or more episodes of acute vomiting with a twenty-four (24) hour period.**
- **Severe coughing or sore throat**
- **Oral temperature of 101 or auxiliary temperature of 100 F accompanied by behavior changes and/or other symptoms**
- **An infant with an oral temperature of 101 F**
- **Yellow (jaundiced) skin or yellow eyes**
- **Red eyes with green or yellow discharge**
- **Infected, untreated skin patches or lesions**
- **Difficult or rapid breathing**
- **Severe itching of body or scalp due to ringworm or pinworm**
- **Skin rashes, excluding diaper rash, lasting more than one day accompanied by any of the following: fever, behavioral changes, oozing or open wounds**
- **Swollen joints.**
- **Visibly enlarged lymph nodes with fever or behavioral changes**
- **Stiff neck**
- **Blood or pus from the ear, skin, urine or stool**
- **Unusual behavior for the child characterized by no playing, confusion and persistent inconsolable crying.**
- **Loss of appetite characterized by refusing solids.**

Symptoms, which indicate any of the following:

- **Chicken pox**

- **Impetigo**
- **Lice**
- **Scabies**
- **Strep throat**

The parent is responsible for picking up the child within sixty (60) minutes after being called. Your child may return to regular Child Care when the symptoms are no longer present or when a licensed physician indicates, in writing, the reason for symptoms and he/she poses no health risk to himself or others.

We will keep you informed of any instance of serious contagious disease affecting children at the center. Plus, we will immediately report such diseases to the local health authorities.

Medical Emergencies

In the event of a medical emergency or of an accident, we shall contact the parents and the child's doctor. If it is impossible to reach either, and should emergency treatment be required, the child will be taken to either Jennersville Regional Hospital or A.I. duPont Hospital. Authorization for the Center to contact your child's doctor and take whatever emergency medical measures are deemed necessary as part of this agreement.

Administration of Medication

Medication will not be administered by staff unless we receive written permission from the parent for each medicine to be given. A medication form must be completed for each day the child requires the medicine.

All prescription medication must be in its original container, properly labeled with directions for its administration and shall be labeled with the child's name. Any deviations from the label instruction shall be in writing from the child's pediatrician. Parents need to provide an administering device labeled with the child's name. Medication will not be administered without all of the above requirements.

Pick Up

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE:

When your child is picked up at the classroom, it MUST be a person that is listed on the Emergency Contact Form. He/she must be 18 years of age or older and have photo identification. If the person who attempts to get the child is not listed on the Emergency Contact Form, staff will not let the child go to that adult.

If additions/deletions need to be made to the Emergency Contact Form at any time, you need to call the director. It is your responsibility to keep all phone numbers and addresses current for all persons on the Emergency Contact Form including yourself.

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE: Parents will sign the child out at the reception area prior to picking up their child (ran) in his/her classroom. It is extremely important that we protect each child in our care by ensuring that a child does not leave the Center with a person who is not authorized to pick him/her up.

Anyone authorized to pick up a child must be listed on the child's Emergency Contact Sheet. Parents must state, in writing, when someone else will be picking their child up. Even if it is an emergency, we must have the parent's permission to release the child to someone other than a parent or guardian. The Center must have a name and description of what the person looks like. The person picking up a child must show picture identification before a child can be released from our care. Unless otherwise noted, both parents have the right to pick up their child. If this is not the case, a copy of a court order stating otherwise will be on file in the office. In the event that a non-custodial parent arrives to pick up a child and a copy of the court order is not in our file, we will call the custodial parent immediately. If the non-custodial parent leaves with the child, we must immediately call the police and report the situation. We will not place the other children in the Center at risk in a confrontation with the non-custodial parent.

Release of Child

It is a top priority with our staff that each child arrives home safely. Therefore, if the person who arrives to pick up a child appears intoxicated or otherwise incapable of bringing the child home safely, the following procedure will be followed:

1. We will attempt to reach the other parent by telephone.
2. If we are unable to reach the other parent we will attempt to contact individual(s) you have listed on your "Emergency Contact Sheet" to come and pick up your child.
3. If we are unable to reach you or an Emergency Contact, the local authorities and Children and Youth Services will be called.

If the situation occurs a second time, it will be grounds for terminating the care of the child involved.

Children Not Picked Up on Time

When children are not picked up by the designated time, the following procedure will be followed:

1. We will attempt to reach you by telephone. If we are unable to reach you, we will notify the individual(s) you have listed on your "Emergency Contact Sheet" to come and pick up your child.
2. If we are unable to reach you or an emergency contact individual by 5:30 p.m., the local authorities and Children and Youth Services will be called.

School Bus Transportation

Bright Beginnings preschool program provides free transportation between our centers and convenient pick-up and drop-off locations in your neighborhood. Parents that wish to take advantage of this service must complete the Transportation/Escort form, detailing their needs and giving permission for Bright Beginnings to transport their child. An Escort is anyone that is designated by the parent to remove their child from the bus. Authorized person must be 18 year of age and must show ID. Students must abide by established rules and regulations concerning conduct on the buses. If the conduct of a student while riding a bus is such that it jeopardizes the safety of others, this privilege may be denied.

Weather Related Closings/Delays

Please listen to the following radio and television stations to check for cancellations or delays:

RADIO: WCOJ (Coatesville) 1420; WDAC 94.5; KYW1060

TV: WCAU-Channel 10; WGAL – Channel 8; Armstrong Cable – Channel 68

You can also sign up for weather related text alerts at www.nbc10.com.

Birthdays and Special Occasions

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE: NO ITEMS FROM HOME PERMITTED

When your child has a birthday, we want to help celebrate. We welcome any treat you would like to provide. We ask you to please send enough treats for every child in your child's group. There may be others in the class with specific food allergies, so please discuss and schedule your plans with our center director.

Toys and Candy

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE: NO ITEMS FROM HOME PERMITTED

Other than bringing a favorite stuffed animal at the beginning of the school year while the child is adjusting to the newness of the Center and of rest time, please do not send toys, candy or gum.

Supplies from Home

INFANTS

Port-a-crib sheets
Blanket
Bib
Diapers
Wipes
Soft cloth
Change of clothes

TODDLERS

Toddler bed/crib sheet
Blanket/Quilt
Change of clothes
Bib
Diapers
Wipes

PRESCHOOL

List provided by teacher



Meals

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE: NO ITEMS FROM HOME PERMITTED

MEALS MODIFIED – NOT SERVED FAMILY STYLE

Meals your child may receive during their school day include breakfast, lunch and afternoon snack depending on their schedule. These meals are served family style and children are encouraged, but never forced, to try new items. Food is never used as a punishment or reward. All meals are provided at no cost to the family.

Please let our staff know if there are specific ethnic foods you would like to see served in the program. If your child has special dietary needs such as an allergy to milk, this must be documented by a physician on a prescription pad and given to the Director. The doctor must also include the substitution recommendation for the restricted food. It can be faxed to 610-932-3001.

All meals served to participants under the Child and Adult Care Food Program are served at no separate charge regardless of race, color, sex, age, handicap or national origin. There is no discrimination in admissions policy, meal service or use of facilities. Any person who believes that he or she has been discriminated against in any USDA related activity should write to the Secretary of Agriculture, Washington D.C. 20250.

Rest Time (age specific classrooms)

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE: NO ITEMS FROM HOME PERMITTED

Parents/guardians must provide all the bedding (sheets, blankets, pillow, etc.) for their child. Please bring in a blanket and sheet for your child to lie on. Bedding should be taken home weekly to be washed.

Academic Content

Young children learn by doing. Many children have a remarkable capacity for memorization. They can recite the alphabet and count from one to one hundred. However, for information to become truly meaningful to a young child, he must experience it concretely. Letters and written numbers are the symbols adults use to express ideas. When we stress learning the mechanics of letters and numbers in early childhood, it is often at the expense of learning the importance of expressing ideas. The symbols of written language and numerals are not as useful to children as they are to adults. Yet, children have important ideas.

An exceptional early childhood curriculum supports the child in learning many ways to express and refine those ideas. The child who sits down on her own to draw a picture or to write out a pretend shopping list is beginning to learn about symbols and writing more significantly than the three- or four-year-old who is asked to trace letters on a worksheet. The children who gather in the classroom library to look through books together or to listen to their teacher read to them are learning literacy on a deeper level than the children whose teacher drills them with flashcards. When a child sets the snack table with six cups for six chairs, he may begin to understand that the word or symbol "6" has a constant meaning whether applied to cups, chairs or children.

At Bright Beginnings, we expose our children to a great variety of hands-on experiences. Painting, building, cooking and outdoor explorations can offer a depth of learning to the young child, particularly when her experiences are supported and extended by an attentive and skillful teacher. Most importantly, each child must be encouraged to learn at his own pace and in his own way. Our early childhood program gives every child the opportunity to excel and allows each individual to feel important and valued both for himself, and for the part he plays as a member of his classroom group.

Assessment System

The use of assessments as an integrated part of the classroom curriculum is an indispensable tool in helping teachers design appropriate learning experiences. Children of any age learn most efficiently from materials that provide a level of familiarity the learner readily grasps, yet that are open ended enough to provide extended interest and challenge. This is particularly true for very young learners with their limited knowledge and experience. In addition to a firm understanding of child development, we rely on our assessment system to inform classroom teams on what to teach and how to teach.

Assessment fulfills five functions:

- Aiding the teaching team to plan curriculum for the group and for the individual child
- Identifying special needs
- Providing feedback and opportunities for collaboration with families
- Program evaluation
- Program accountability to the public and to funding entities

Our program makes use of both formal and informal assessments. Our formal assessments are the Ounce Scale, Ages and Stages Scale and the Teaching Strategies- Gold System.

IEP/IFSP IMPLEMENTATION PLAN

To ensure that the needs of children with an Individualized Education Plan (IEP) or an Individualized Family Service Plan (IFSP) are met, the following procedures will be implemented.

Director will:

- Ask all families to complete a request form for a copy of a child's IEP/IFSP. This request will be placed in each child's file.
- File all copies of IEP/IFSPs in child's file to be readily available to share with teaching team.
- Provide copies of IEP/IFSP goals to the child's teacher(s) and discuss strategies for meeting the goals.
- Ensure all teachers are trained on how to implement an IEP/IFSP. Training will be documented in each teacher's professional development record (PDR).
- Contact early intervention staff/consultants to schedule periodic meetings with child's family and teacher(s) to discuss the child's progress and to increase strategies in adapting IEP/IFSP goals in classroom activities and routines.
- Request permission from families to attend any meetings with the early intervention team related to changes to the IEP/IFSP.
- Monitor teachers' work towards supporting the child in meeting IEP/IFSP goals.
- Request additional help from early intervention team if needed.
- Ensure teachers conduct family conferences to report on progress.

Teaching Team will:

- Observe and document the child's progress towards goals weekly and use their notes to individualize lesson plans.
- Complete a communication log between home and the teachers daily

- for each child with an IEP/IFSP.
- Prepare for and conduct family conferences at least 3 times a year to share progress on IEP/IFSP goals, the child's development, and participation in the classroom.
 - Meet with the family to plan for and discuss transitioning to new classrooms or programs. An individualized plan will be created as needed to ensure successful transition for the child.

Guidance

Philosophy: We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. As part of a child's social development, emphasis is put on self-discipline. Age appropriate expectations and directions are given in the areas of respecting others, sharing, developing good manners, and following rules and directions. The children are reminded of the rules in daycare frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behaviors, hurting others or property, the following developmentally appropriate guidance techniques will be used.

Permissible Methods of Discipline:

1. **Positive Reinforcement:** Each child will be encouraged and celebrated when he or she is demonstrating acceptable behavior.
2. **Redirection:** The child is verbally corrected by the teacher and the child is redirected to another activity and given an opportunity to try the activity again at another time.
3. **Take a Break:** The child will visit the cozy area for an age appropriate amount of time (one minute per one year of age) to calm down and regroup before talking with the teacher. This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting ones-self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group again.
4. **Parent-Teacher Conference:** Should the problem persist, parent discussion and/or involvement would be requested. If necessary, counseling would be recommended for continuation in our program.
5. **Last Resort:** Our number one priority is to create a nurturing environment where all children are safe. When a child's behavior is continually upsetting or dangerous to others, a conference will be scheduled with the parents and staff. We will do our best to try everything we possibly can to help and support the child. Referrals for additional services and support will be made at this time. If the problems cannot be resolved after bringing in outside resources, the director will support the family by providing resources for other facilities and environments that would better support the child's individual needs.

Our philosophy is to reward good behavior as frequently as possible, to instill a sense of pride in the child. At the same time, limits and consequences are set with consistent reinforcement to develop an atmosphere conducive to the development of the children.

Problems which cannot be dealt within the classroom setting are handled on an individual basis. A team approach will be used revolving around parent-staff meetings to achieve as much consistency as possible both at home and in the classroom. Every effort will be made to resolve the problem. In the event that this cannot be facilitated and/or the child presents a safety issue to himself or others, dismissal proceedings will be instituted. Notice and support will be given to enable you to find alternative care for your child.

REDUCTION OF EXPULSION AND SUSPENSION IN ECE PROGRAMS

Bright Beginnings adopts Pennsylvania's Office of Child Development and Early Learning statement regarding reduction of expulsion and suspension in Early Childhood Programs in Pennsylvania. Bright Beginnings partners with families to prevent, reduce, and eliminate expulsion and suspension from our program. We will seek out resources to support social-emotional and behavioral development. When we detect social-emotional and behavioral concerns, teachers work to develop a list of areas of concern and create a tracking system for the behaviors to try and identify "behavior triggers." After all data is gathered, the teacher will sit down with the director and any other teachers that work with the child to discuss possible activities to support the child's social-emotional and behavioral development. If the behaviors continue to interfere with the child's learning, an ASQ will be completed by the classroom teacher to identify any developmental delays or areas of concern. If the child scores in grey/black area, a meeting will be arranged with the child's family to discuss areas of concern and offer additional supportive activities and/or suggest possible outside referrals. Outside referrals may include:

- Early Childhood Mental Health (ECMH)
- Chester County Intermediate Unit
 - Early Intervention (0 years – 3 years)
 - Preschool Special Education (3 years- 5 years)
 - Keystone Stars Technical Assistance

Our school provides a supportive school climate which puts a strong emphasis on social-emotional and behavioral development. Expulsion and suspension are negative and stressful experiences that can negatively affect child's development. In order to avoid such experiences, Bright Beginnings will put an emphasis on a positive learning environment and create a space that is nurturing, fun, and engaging for all types of learners. Teachers will be educated on how to identify developmental delays and attend specific trainings on how to support social-emotional and behavioral development in the classroom.

Parental Involvement

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE:

The Center encourages any involvement by parents with their children. We offer the standard OPEN DOOR policy. Also, throughout the year, the Center will offer a variety of family engagement activities.

Visits to the Classroom

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE:

Our classrooms have the bustling informal appearance of many developmentally appropriate early childhood classrooms. When you walk into your child's room, you will frequently find children in groups of three or four, painting, building with blocks, drawing, playing house, looking at books, talking, arguing, singing, etc. Please do not mistake this informality for random activity or unstructured "free play." Even though the children are not all seated at tables engaged in paperwork or listening to a teacher's lecture, there is both a structure and a schedule in each classroom, which teachers and children work hard to maintain. Everything you observe is planned intentionally.

If you are visiting a classroom, you may choose either to observe or to volunteer your help. If you are observing, you are welcome to enter the classroom quietly and to sit unobtrusively while you watch the children at work and play. Teachers will be glad to answer any questions you may have after class is over and all children have left the classroom.

If you would like to volunteer in the classroom, let the teachers know when you can come ahead of time and what sort of help you will be offering. You might like to plan a special activity around the study or unit the children are covering. An extra adult to read stories or to help children write stories is always welcome in any classroom. Do not hesitate to ask the teachers for suggestions or for any guidance you feel you need. Background clearances will be required for extended periods of volunteering.

Talking to the Teacher

Throughout the year, families and teachers will have information to share about children, school or child care and family matters. A change of routine at home or at the center, conflicts with another child, or a particularly amusing anecdote may all warrant a brief conversation. It is important to discuss these topics when all children are out of earshot. If a teacher is unable to leave his/her group at drop-off or pick-up time, you may leave a note and a staff member will get back to you or you may call the front desk and a teacher will return your call as soon as possible.

Conferences

Conferences provide an opportunity for families and teachers to share valuable insights and information about the child. This exchange helps families understand the teacher's perspective of the child at the Center. In turn, the teacher will benefit from the family's unique knowledge of the child to gain a fuller understanding of the child's growth and development.

Regular conferences are scheduled three times per year. You will be notified about conference time through an e-mail, phone call or a note home. If at any time during the year you feel that an extra conference is needed with the child's teachers, please contact us and we will arrange for one.

Disaster Preparedness and Emergency Procedures

Bright Beginnings has a staff handbook and the Emergency Plan to establish procedures for handling crises within our building and the local community. These procedures include means of handling crises such as weather related or other environmental hazards, individual medical and dental emergencies, intruders, and fire. Bright Beginnings posts emergency evacuation routes in classrooms and hallways throughout the building. Our emergency procedures are updated annually. The Chester County Emergency Management Agency reviews and signs our

Emergency Plan annually. All Bright Beginnings staff are trained and drilled in the emergency procedures outlined in the handbook. New teaching/childcare staff must be trained in emergency evacuation procedures within three weeks of hire. Additionally, all teaching/care giving staff receives annual emergency training, annual fire safety training, and pediatric first aid and CPR.

Confidentiality

All information concerning individual children is kept on file in the main office. All financial information pertaining to individual families is kept in a locked file. People who have access to a child's files include: the director, the child's classroom teachers, the child's parents, and the child care administrative assistant. **Only the Financial Assistance Director and the Center Director have access to a family's financial information.** Files must not leave the front office as long as a child is enrolled in school or child care.

Whereas we respect the confidentiality of children's health assessments, these must be reviewed by our licensing agency, the Pennsylvania Department of Human Services.

Information from the file may be released to schools or other agencies only with a signed parental consent form. Information about a child or his family is confidential and will not be shared with other families.

Camera Monitoring

All classrooms use cameras for monitoring in order to provide internet and closed-circuit observation service to the Director's only of children at Bright Beginnings Child Care and Bright Beginnings Education Center.

Daily Happenings

Each classroom will have a day sheet that has documented information regarding your child's day. This will be made available to parents daily. Preschool classes have a weekly newsletter.

Potty Training

The Center will assist parents in potty training by accompanying a child to the bathroom and placing him/her on the toilet. The staff will also work with the children on using words during diaper changing to identify potty times. We feel that this is a very intimate development task between parents and child, so we encourage the parents to play the more significant role in this stage.

Special Needs

We want to make your child's stay with us as comfortable as possible. It is important to communicate in writing any special needs you have for your child's care. This will enable all staff to have this available to them through shift changes and substitutes so that they may more completely address your child's needs.

Photographs and Publicity

Photographs and/or video of the children participating in our programs may be taken from time to time and may appear in newsletters, newspapers, magazines, brochures and other publicity material including Facebook and our company website. Your permission for photographs and/or video including your child, to be used without compensation, is part of this agreement.

Transferring Records

The Center will transfer child records, at the request of the parent, when the child transitions to another educational setting.

Clothing

Please choose comfortable clothing that allows your child to play and create without being afraid of "getting dirty." Going outside is part of our daily curriculum. Please dress your child appropriately for the weather, including hats, gloves and boots when necessary. Rubber soled shoes, preferably sneakers, are recommended. Open-toed shoes should not be worn. A backpack or book bag is recommended for daily communication purposes. We also ask you to bring a change of clothes, just in case.

Child Abuse

Bright Beginnings staff are mandated reporters according to the Child Protective Service Law. When any staff has reasonable cause to suspect a child is being abused, Childline will be called. Our program encourages parents who suspect child abuse to contact Childline at 1-800-932-0313.

Security Door

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE:

Parents/guardians agree to the following policy regarding the use of the combination lock door for entrance into our Center: Only give the code to person(s) authorized to drop off and pick up child. Do not hold the door open for any persons including other parents or employees of the Center. Bright Beginnings Child Care reserves the right to terminate this contract if this policy is violated.

CURRENT FEE POLICIES

In our effort to continue to provide the kind of care and education you want for your child, we are constantly improving our facility and resources. For this reason, tuition fees are reviewed annually.

Nonrefundable fees and applicable rules are as follows:

Registration Fee: At the current time there is no registration fee charged to our families.

Tuition:

Weekly payment of tuition is due by closing time on the first day of attendance. A late pickup charge of \$1.00 for each minute after 5:30 p.m. will be assessed and paid that evening. If late pick-ups continue, the child is subject to dismissal from our Center.

Sick Days:

If your child misses the entire week, we will only charge half the regular week's tuition. We define a week as five consecutive days, Mon.-Fri.

Vacation Days:

SEE REVISED POLICY DURING PANDEMIC. NEW POLICY REPLACES THE FOLLOWING UNTIL FURTHER NOTICE:

We also offer 100% discount off weekly tuition for up to ten (10) consecutive days or two occurrences of (5) consecutive days per calendar year. We require one (1) month advanced written notice verifying the dates your child will not be attending the Center for the discount to apply. No credit is given for holidays or childcare closing due to unforeseen circumstances, i.e. inclement weather.

Observed holidays: Center Closed

We follow federal observance if holiday is on a weekend day:

Christmas Day, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday following Thanksgiving.

Please note: There is no tuition discount during a week that the center is closed a day due to a holiday.

The week between Christmas and New Years may or may not be closed depending on year. If closed, parents are not responsible for that week's tuition if they have not used all of their vacation days.

10 Hour Maximum: Children may be in the care of the Center for a maximum of 10 hours per day.

Withdrawal Policy: Two (2) weeks prior notice or two (2) weeks tuition is payable upon each child's withdrawal from the Center. Upon request and two (2) week notice from a parent/guardian, Bright Beginnings will transfer a child's records when child is transitioning to another educational setting.

When Schools Are Closed: If your school-age child does not attend school because of a holiday, snow day, or any other reason, an additional fee will be charged for staying the entire day at the center.

Outdoor Policy

We will go outdoors in almost any weather. Pouring rain will keep us indoors, drizzle will not. Dangerous conditions, such as a play yard slicked with ice or subzero temperatures, will lead us to skip outdoor time, but snow, even slush, may send us bounding out the door. Our policy is based on the belief that weather has little, if any, effect on the children's health. We understand that not everyone shares this view. Please let us know your feelings.

Sunscreen

Please apply UVA/UVB sunscreen protection to your child before drop-off in the morning during weather warm enough for your child to be outdoors in short sleeves.

Field Trips

Bright Beginnings preschool classrooms schedule field trips periodically throughout the year. The program staff encourages parents to assist in the planning and to support the teachers during these trips. Signed permission slips are required for a child to participate in a field trip.

Other

- The Commonwealth of Pennsylvania requires all staff and volunteers of a child care facility to be on the lookout for, and report to the Commonwealth, any and all cases of abuse of a child. Therefore, we are obligated to report to the Commonwealth any suspected cases of child abuse and/or neglect.
- The Center admits all children regardless of race, color, nationality, or religious background.

