



Bright Side
Early Care and Learning Center
FAMILY HANDBOOK

April 2025

WELCOME

Dear Family,

Welcome to Bright Side! It is an honor to partner with you in the daily care and early education of your child. The staff and I look forward to working with you and your child throughout their early childhood years.

At Bright Side, we are committed to creating a loving and nurturing environment where children feel safe to explore the world around them. We believe in learning through play. Children in our care will be exposed to fun and stimulating activities that will encourage exploration and growth in all areas of development and prepare them for their formal years of education. Our school age program will offer educational enrichment activities and support with homework. Over the summer months we look forward to a very active summer camp with students ages 6-12.

Caring for and educating your child is a privilege that we do not take lightly. I understand the value of the trust you have instilled in us and we strive to provide your family with an excellent experience. On a personal note, I have experienced putting trust in others in caring for and educating my own 4 children. I have been in your shoes as a parent. I desire for you to have peace in knowing that your children are here with our Bright Side Team- *"Where Children Always Shine"*!

Please always feel welcomed to share any questions or feedback with me. I look forward to assisting you and your family. Most importantly, in helping your child always feel loved, safe, encouraged, and proud of who they are and what they have accomplished.

We currently have 2 centers that host Infants - Toddler children; Bright Side at Dogwood Village and Bright Side at Spicers Mill. In addition, our Spicers Mill location hosts Preschool - school age students 3-12 yrs old. Some of our policies may vary per location. Please do not hesitate to contact me with any questions.

Sincerely,

Dori Boggs

Dori Boggs
Executive Director/Owner
Email: doriboggs@brightsidelearningcenter.com
Cell: 540-672-3659

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ABOUT US

Philosophy

Bright Side Early Care and Learning Center believes God made all children special and it is an honor to care for and educate them. We believe that children need to experience compassion, encouragement, trust, and freedom to explore the world around them in a safe environment.

Mission

It is the mission of Bright Side Early Care and Learning Center to partner with families to provide excellence in personal care and early education for their children, to encourage natural growth in physical, social, emotional, cognitive, and spiritual development, and to provide a solid foundation for the children's formal education years. With our school age program it is our intent to support the students' elementary education, offer quality enrichment activities, and a safe place for before and after school, school holidays, and summer camp.

VQB5- Virginia Quality Birth through age 5 System

Bright Side fully participates in the VQB5 program which was created by the state to prepare all children for kindergarten. Virginia's early childhood system must ensure that all children have quality teaching and learning experiences that meet their unique needs. In response to state law, Virginia has developed the Unified Virginia Quality Birth to Five System (VQB5) to measure and help improve the quality of all publicly-funded birth-to-five classrooms and support families to choose quality programming across program types.

VQB5 recognizes the impact of every classroom, provides feedback to every educator, and supports all publicly-funded birth-to-five programs to improve. VQB5 sets shared expectations for measuring quality and supporting teachers for all birth-to-five programs. Through VQB5, teachers and leaders will receive the feedback and support they need to help young children learn.

Definition of Family

In this handbook we refer to a family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Hours of Operation

Bright Side operates Monday through Friday, between the hours of 6:15 AM and 5:30 PM. Children can be in attendance up to 10 hours a day. Families will be charged \$2.00 per minute (per child) for picking up after 5:30 PM. Continued late pick ups can result in termination of service.

Holidays

Our center will be closed for the following holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day (Prof. Dev Day)	October 20 (Prof. Dev Day)
Good Friday (Prof. Dev Day)	Thanksgiving Day & the day after
Memorial Day	Christmas Eve
Independence Day	Christmas Day & the day after Christmas
July 18 (Prof. Dev Day)	Early closing on New Years Eve at 3:00pm

Additional days may be added

In the event of a holiday falling on a Saturday, Bright Side will close the Friday before. If the holiday falls on a Sunday, Bright Side will close the following Monday. If an unexpected calendar change is needed, Bright Side will give families a 30 day notice.

Admission & Enrollment

Families interested in their child(ren) enrolling in our center will need to follow the steps described below.

1. Contact the Enrollment Coordinator and complete an Inquiry Form over the telephone at 540-360-4044 or online at <http://www.brightsidelearningcenter.com/>.
2. Make an appointment with the Enrollment Coordinator for a tour of one of our facilities. During the tour we will discuss our programs, policies, tuition, and answer specific questions. At the end of the tour, the family may schedule a playdate for their child if they are interested in moving forward with the enrollment process.
3. Families will schedule a playdate for their child. This is a 30 - 45 minute appointment when the child stays with the class without the parent (with the exception of children who are under 2 years old). Parents may wait for their child outside of our center or in their vehicles, but are asked not to leave the facility property. Upon a successful playdate, the Enrollment Coordinator will call the parent within 24 - 48 hours to make an offer of admission. The parent will be given 24 hours in which to accept or decline the offer. If there is not a current opening available, the families may add their child to the waitlist at no additional cost.
4. The Parent will set a third appointment in which we will refer to as an "Intake Meeting" with the Enrollment Coordinator to review required paperwork and Bright Side policies. Once all paperwork is completed and turned in, the non-refundable \$100.00 registration fee is paid, then the parent and Enrollment Coordinator will agree upon a start date.
5. To comply with VDOE licensing requirements and Bright Side policy, **a child's file must be completed prior to the first day of attendance.** A complete file includes: Enrollment Application, Proof of ID (Copy of birth certificate or Proof of Birth Letter), Current Physical and Immunizations (**BOTH MUST BE SIGNED BY PHYSICIAN**), Any Action Plans (Allergy, Asthma, or Epilepsy Action Plans), Any Emergency Medications along with Medication Authorization Forms.
6. There are certain requirements that must be met for your child's physical and immunizations, so it is important to schedule a physical within the appropriate time frame for accuracy of the forms. The schedule of examine for the different age groups is as follows:

Age of Child	Physical Must Be Completed
6 weeks - 6 months	Within 2 months prior to admission
7 months - 18 months	Within 3 months prior to admission
19 months - 24 months	Within 6 months prior to admission
24 months and older	Within 12 months prior to admission

We must receive documentation that your child has received the immunizations required by the State Board of Health on or before their first day. To view the required immunizations please go to the following website: <http://www.vdh.virginia.gov/immunization/requirements/>

We must receive updated immunizations and physicals under the following conditions:

- Every 6 months for children under the age of 2 years old.
- Annually for children 2 years of age and older.
- *If a family does not provide the required update of a physical exam or immunization report as requested their child's care will be interrupted or terminated.*

It is important that Bright Side has all current information on file for parents and 2 emergency contacts (of adult age) at all times. This information includes, but is not limited to: Phone Numbers (Home, Work, and Cellular), Complete Addresses (Home and Work), and E-mail Addresses. **Families are responsible for updating the center at any time there is a change in any of this information.**

Based on the availability and openings, our facility enrolls children from 6 weeks old to 12 years of age. Employees of Dogwood Village of Orange County and of Bright Side may be eligible for a tuition discount.

Parents who wish to disenroll their child from our center will need to send a written two week notice or an email to the Executive Director, doriboggs@brightsidelearningcenter.com. Payment of tuition is required during the 2 weeks notice.

Children are admitted without regard to race, culture, sex, religion, national origin, or disability. We do not discriminate on the basis of a child's needs as long as a safe, supportive environment can be provided for all of the children enrolled in our care.

Inclusion

Bright Side 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 his/her individual capabilities and needs. In the event that Bright Side can not provide the appropriate accommodations we will try to assist in finding those resources for the student elsewhere. Bright Side does not employ a specialist in special needs care or special education, special physical needs, speech therapist or a specialist of any kind and therefore may need to assist a family with finding a more better equipped program for their child if special needs are discovered after enrollment.

If your child has an identified special need, please share this information with the Center Director as soon as possible so we may plan accordingly and be prepared to give your child the best early childhood experience.

Parents of a child with a health condition, IEP, development delay, or any other special need must give Bright Side a copy of medical or education documentation. This way we can fully understand each need and we can consider if we can meet the child's needs. All medical forms including but not limited to Allergy Action Form, Asthma Action Form, IEP, Seizure Action Form, Emergency Medication or Medical forms, and etc. **MUST** be provided and signed by the parent and medical doctor **BEFORE** the child's first day of enrollment. Failure to provide the needed document will delay enrollment.

Non-Discrimination

At Bright Side, 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.

Family Activities

Each family is their child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals. Parents are always welcomed to email the Executive Director to ask questions or to give feedback. The Executive Director can be reached by email at doriboggs@brightsidelearningcenter.com. All of our locations have a designated Director that can be available for questions and concerns. Please do not hesitate to call or email them as needed.

Please see the list of Family Activities at the end of this booklet. Bright Side reserves the right to cancel or reschedule any activity due to health or infectious disease concerns recommended by management and VDH, DOE, or the CDC.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Staff Qualifications

Our staff are hired in compliance with the Department of Education(DOE) requirements and qualifications as a minimum. Typical staff certifications and preferred experience are as follows:

Director/Assistant Director	Degree in child related field or CDA (Child Development Associate)	2 - 5 yrs of experience
Lead Teacher	Associate Degree in Early Childhood Education or CDA	1 - 2 yrs of experience
Teacher Assistant	CDA Credential or High School Diploma	3 m-1 yr experience

Staff participate in orientation and annual training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, signs of child abuse and neglect, playground safety, preventing accidents and injuries, safe sleeping and professionalism. All of our staff are CPR and First Aid certified and received training in Daily Health Observation of children. In addition our staff are required to complete 16 - 24 hours of staff development per year depending on their position.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). This is due to the changing relationship between the child and staff member AND due to uncomfortable conflict of interest on the part of the family, staff member, and child. Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by Bright Side.

Child to Staff Ratios

Children are supervised at all times. All staff receive scheduled breaks which reduce fatigue and help to ensure alertness. Each classroom is also equipped with a phone or walkie talkie. Support Staff are available to answer calls for assistance.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
6 weeks - 16 months old	4:1	12
17 months - 24 months old	5:1	15
2 - 3 years olds	8:1	24
3 - 5 years old	10:1	30
6 to 8 year-olds	18:1	30
9 to 12 year olds	18:1	30

Communication & Family Partnership

Daily Communications. All of our Lead Teachers communicate with our families by using an app called Procure. Parents will receive an email invite to join Procure on their child's first date of attendance. **It is a requirement for parents to be actively engaged on Procure to receive important messages and alerts.** You will receive weekly updates to include pictures and reminders from their child's teacher too. Our Infant and Toddler Classrooms will log all feedings, diaper changes, and naps on Procure for you to view.

Bulletin Boards. Located in each center's front lobby, a bulletin board provides center news, upcoming events, health information, exposure notices, faculty changes, holiday closing dates, announcements, etc. News and notices are also posted on Procure.

Newsletters. The Directors will send home informative newsletters each month with center specific information. Extra hard copies are available at the sign in desks.

Email. Parents will need to provide an active email address that they use regularly so that we may send you announcements, event invitations, newsletters and general updates. Also, Bright Side will use the email address to send the family's invoice every Tuesday.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. In the event that the child of the parent visiting grows upset or acts out in an unsafe manner, Bright Side will ask that the parent leave the building and try to visit at a later time. At times when there are infectious disease and/or illness concerns visits will be put on hold.

Family Night and Family Night Out. Family Nights and Parent's Night Out may be scheduled throughout the year. These nights may include snacks or a meal and fun filled age-appropriate activities for families. Family Nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families. Parent's Night Out is a special time when the parent's may sign the child up for a special event for an extra fee and enjoy time for shopping, running errands, date night, or some well deserved R&R.

Conferences. Teacher and Parent Conferences occur twice a year and as requested by teacher or parent. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns. Conferences are typically scheduled in fall and spring.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome for short visits to the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants. Please convey your plans to visit with your child's Lead Teacher.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

Occasionally, photos will be taken of the children at the center for use within the center, on Procure or on our website and facebook pages. Written permission will be obtained during initial enrollment and annually thereafter.

If the family indicates that they approve their child to participate, we will use pictures and names of children for publicity on our facebook pages, website, local newspapers, and marketing material.

CURRICULUM & LEARNING

Learning Environment

We provide a rich learning environment with a curriculum that is developmentally appropriate to the specific ages in each classroom. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through areas of interest. Our program is designed to enhance children's development in the following areas: physical, social/emotional, spiritual, creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curriculum & Assessment

Bright Side uses a variety of early childhood curriculums such as, but not limited to, Beautiful Beginnings, Read123, STREAMin³, and DOE Standards of Learning for 0-5 yr olds. In addition, we incorporate bible stories and Christian values into our weekly lessons. We gather information about each child's developmental abilities and evaluate their progress so we can modify and adjust what we are doing in our classroom to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources. Parent and Teacher conferences are offered specifically in November and May as well as times requested by the teacher or parent.

For information about your child's day, please refer to the Procure app. You may send and receive messages from your child's teacher. They are also able to reach out to you or reply during rest time or before or after teaching time.

Developmental Screening

Bright Side uses the ASQ-3 and the ASQ-SE along with curriculum-based assessments. We monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, Child Find, and early intervention and treatment. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider and health, education, and early intervention consultants. The information from our assessments will be shared with the family's during Parent and Teacher Conferences twice a year or as requested by the Lead Teacher or Parent.

Outings and Field Trips

Weather permitting; we conduct 60 minutes or more of supervised outdoor play and/or walking trips around the campus each day for all children. Children are accounted for at all times. Permission for walking trips will be a part of the Enrollment Packet for children attending Bright Side at Dogwood Village. All families with school aged children who ride Bright Side's transportation vehicles to and from school will also sign permission slips to allow us to transport their children.

From time to time, there may be supervised field trips. Permission Slips for each trip will be distributed and must be signed by the child's family. Field trips will always be planned and

announced in advance and an alternate activity will be provided if parents choose not to give their child permission to attend.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips. Bright Side will only transport children over the age of three by our company vehicle. Proper child car seats must be used and provided by the family.

Transitions

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced. We highly recommend that parents say goodbye quickly and allow the staff to engage and comfort the child as they need. When the parents return, we encourage a long hello with many hugs and kisses. Parents are encouraged to call the center or message their child's teacher on Procure to check in during their child's transition. We understand that it may be an emotional transition for the parents as well and ask that parents not allow their child to see them upset as it is a confusing signal to the child. Staff members are always available to help with the transition of an upset child once they have been dropped off into their assigned classroom. However, staff members are not permitted to assist in getting your children in or out of their carseats at any time.

School age children must be escorted to the classroom's door and an in person exchange of custody between the parent and staff member. Please do not allow your child to walk into the center unsupervised. This is a safety and security concern. Bright Side does not allow school age children to check themselves in or out by themselves unlike other school age programs parents may have experienced in the past.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you. Discuss the transition with your child's teacher. Parents of infants should discuss how to prepare their child for childcare with the enrollment coordinator or director at the time of enrollment. Our center provides an information sheet in our enrollment packets of how best to prepare for your child's first days and weeks of care in our program.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, space availability, and under the discretion of the Executive Director. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a field trip to the local elementary school (Orange Elementary) may be coordinated between Bright Side and OCPS to help ease the transition to Kindergarten. We

will provide you with information on Kindergarten Registration, what to expect, and ideas on how to talk to your child about entering into Kindergarten.

Transition for Before and After School Care

Children who are of school age may continue in our school age program (SAC). Bright Side offers transportation to Orange Elementary School. The center will provide staff to ensure that your child arrives at Orange Elementary (before school) and back at Bright Side (after school) in a timely manner. Full day care on school holidays, closures, and inclement weather can be arranged as space allows. Parents will need to contact the School Age Coordinator via Procure when they have a need for care for their school age child and not assume that we will have space if the public school is closed. Spaces in our SAC program fill quickly and we will accept children on a first request basis. Families of children who attend Bright Side before or after school from other programs (not OES), need to make sure we receive their child's schedule in advance each week. If we are not informed the child will be attending before or after school, we will not plan to meet the bus stop outside of our center.

Electronic Media

Bright Side may use tablets, Chromebooks or television for fun, educational videos, yoga, sing-a-longs that enhance our planned lessons for children over the age of two. Screen time is limited to 30 minutes a day for interactive music, educational videos, and yoga for our preschool classrooms (ages 2 and up). This time is limited at the discretion of the Executive Director. It is Bright Side's intent to limit screen time at our center.

Our SAC Program (School Age Children) has access to fun and fitness video games on the Wii for their use during downtimes in our school age program. The remote controls are sanitized daily. Educational websites like Dreambox, Prodigy, Cool Math, and other similar programs are allowable.

All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic Media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 30 minutes a day for Pre-K and 60 minutes for SAC.

Bright Side prohibits any screen time for children under the age of two. This includes TV, videos and computers.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. Bright Side practices and teaches Christian beliefs. We say prayer at mealtimes and at the beginning of each day. At Christmas, Easter, and throughout the year we read Bible Stories and support those stories with activities we introduce and reinforce. Bright Side does recognize that your child's birthday is also a

special occasion. If you do want to bring a food item for any celebration, we ask that you purchase items that have been processed in a health department certified location (aka the grocery store, baked goods manufacturer, formal bakery, or other regulated environment), to limit the possibility of cross-contaminated services due to potential allergies.

Rest Time

Infants (age 16 months and under) sleep according to their own schedule and are put to sleep on their backs. Staff directly observe infants by sight and sound at all times and check on sleeping infants every 15 minutes. Sleep sacks without arms may be used for children up to four months old.

After lunch, all children ages 5 and younger participate in a quiet rest time. Children are not required to sleep and may be given quiet activities after 30 minutes.

Potty Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. **Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready.** Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Parents should talk to their child's Lead Teacher when they feel ready to put their child in underwear. The best time to start this at school is after a successful weekend in underwear at home. Parents will need to provide at least 4 pairs of extra clothing, a pair of extra shoes and dress their child in potty-training friendly clothes. Clothing with few fasteners/buttons/zippers/snaps/buckles will allow young children to be more independent in their clothing and toileting needs. Items that are not potty-training friendly are onesies, overalls, tight fitting clothing. If a parent supplies pull-ups, they will need to be the type that opens at the sides. However, we prefer to begin potty training while the children are in diapers and lead right into underwear.

Parents should not send their child into school in underwear for the first time without preparing the staff, conferencing with the Lead Teacher and signing off on our potty training contract first. We must be in agreement of the child's readiness and our center needs to be prepared to support the family in potty training their child.

Bright Side requires all children to be potty trained before entering our preschool program.

GUIDANCE

General Procedure

Bright Side is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Bright Side works to

ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions. We encourage the values introduced to the children through the Bible and character education programs. The staff participate and lead in verbally coaching the children during social conflicts with others.

Discipline Policy

An expectation of the center staff is to know, understand, and be sensitive to the characteristics and natural development stages of children of all ages. In addition, the staff will follow the steps below when managing a group of children. We strive for a classroom setting that provides children with opportunities to explore and learn consistent with age-appropriate expectations. We want each child to feel successful, safe, and secure. By using the following guidance techniques, we strive to minimize inappropriate behavior while creating a positive environment for all of our children.

1. Classroom Management-

Teachers will manage individual classrooms by:

- Setting reasonable expectations for children's behavior based on their developmental levels and individual differences.
- Maintaining consistent and interactive supervision.
- Modeling and reinforcing appropriate behavior.
- Getting to know each child's needs, likes and dislikes.
- Providing interesting, challenging, age-appropriate things to do
- Maintain the classroom, furniture, and materials in a child-friendly, clearly organized, and uncluttered manner.
- Provide a daily schedule that provides specific times for age-appropriate activities to include a balance of very active physical activity, learning time, and quiet rest time.
- Provide a calm down or "cozy" area to comfort a child experiencing big emotions that promote a calm space for using a self-regulation technique.

2. Redirection/Distraction-

Maintaining consistent and interactive supervision will allow the teachers to see and predict social conflicts before they arise. We will offer alternatives to children who are behaving inappropriately by offering them a different toy, suggesting a new area or activity, engaging the child in an activity with a teacher or another child, or by suggesting independent play. Redirection and distraction are the two best behavior guidelines to use with children under the age of three.

3. Ignoring/Natural Consequence-

Some negative behavior is produced by a child to get attention. It can be stopped when it does not get the attention desired. We will utilize this technique unless a safety issue is involved. Sometimes a teacher can use a simple non-threatening gesture to get the child to stop the unwanted behavior without having to verbally address the child. For example, if a child is distracting his/her peers during circle time by tapping their fist onto a nearby shelf, the teacher may simply lay her hand gently on top of the child's shoulder for a 1 – 2 seconds and smile at the child when he/she stops the undesirable behavior. All the while, the teacher can continue the story or morning routine without stopping the activity.

4. Verbal Intervention/Verbal Coaching-

The teacher explains to the child the inappropriate behavior, and shows him/her the appropriate way to handle the situation. It is important that the teacher walks over to the child and gets on the child's eye level when talking to him/her. If the child is not close enough to where the teacher can touch the child, then the child is not close enough for the teacher to talk to. Verbal intervention works best on a personal level. Teachers should never discuss a child's behavior in front of the other children; publicly shame a child for making a bad choice, or use group punishment.

The teachers have been trained to encourage the children to "stop and think" when they are illustrating bad behavior choices. We also talk about what are good choices a child can choose to make instead of the bad choice that he/she made earlier. Children who are of school age may be asked to complete a "Stop and Think Sheet". The purpose of this documentation is to give ample time for the staff and child to discuss the behavior and what the child can do better next time. Sometimes the sheets are sent home to be signed by the parent. However, if the situation was handled at Bright Side and no further disciplinary action will be requested other than the parent having a conversation to review the choices the child made. More serious discipline issues will be recorded on an Incident Report. Incident Reports are used with all age groups to report/record incidents of behavior that result in an injury of another child or staff member.

5. Take a Break- (also known as "time out")

The child is separated from the group, to allow him/her to relax and calm down, and to enable him/her to not be influenced by peers. The process used for Take a Break is:

- The child is assisted to an area in the room where he/she can be supervised at all times.
- Take a Break time should not exceed more than one minute per year of life for any child.

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- If Take a Break is used two or more times in one day for the same behavior, the parents may be notified when the child is picked up at the end of the day by the use of an Incident Report.
 - The child may return to the group as soon as the negative behavior stops or is significantly reduced.
 - Take a Break will not be used for children under 18 months; instead, redirection or distraction techniques will be used.
 - If Take a Break is not working effectively, the Behavior Guidance Plan will be instituted.

Bright Side will use the following Behavior Guidance Plan:

1. We will observe and record the child's inappropriate behavior using an Incident Report that will be shared with and signed by the child's parent at the end of the day. The Director may also suggest a behavior action plan at this time.
2. The child will be placed on a shadowing plan that will be discussed with the parents. Having a shadowing plan will assist the staff in intentional interaction and observation of the child to stop acts of unkind or unsafe behavior for a period of time.
3. The Director may request that the staff keep a behavior log on the child at this time to assist us in finding a particular pattern of the negative behavior. The behavior log will be available for the parents to review on a daily basis. We will document what we have done to try to change the behavior.
4. If unsafe behavior continues, parents will be asked to participate in an immediate parent-teacher conference. Information will be reviewed about how we have tried to help with the unsafe behaviors. The action plan will outline all steps the staff will take to try to change the behavior, all steps the parents will take, and all steps toward disenrollment if the behavior persists.
5. The Director may suggest outside resources to parents and we will work with any outside resource for further guidance in responding to the child's behavior.
6. If the inappropriate behavior continues, parents asked to come and pick up the child within the hour due to inappropriate behavior. The child's schedule may need to be shortened or have a planned leave of absence until the unsafe behavior is no longer a concern.
7. If the inappropriate behavior persists after the child is kept home for several occasions, Bright Side will disenroll the child.

Guidelines for Immediate Disenrollment

It is with the health and wellbeing of all the children in our care that we will immediately disenroll a child whose behavior or needs compromises the continuity and quality of care for all of the children in our center.

Behaviors that may cause a significant risk of harm to the health and safety of other children and the center staff will not be tolerated. Bright Side may disenroll any child whose behavior

creates a significant risk of harm to the health and safety of other children or staff, without following the guidance steps above.

Other Forms of Discipline

Our policy does not permit the use of the following forms of discipline:

- Corporal punishment.
- Emotional punishment, including ridicule, embarrassment, or humiliation.
- Punishing a child for lapses in toilet training habits.
- Withholding food, light, warmth, clothing or medical care.
- Physical restraint, other than the restraint necessary to protect a child or others from harm.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation. A child who needs to be restrained to keep themselves or others safe will be sent home and future action will need to be discussed up to and including disenrollment.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

Unfortunately, on rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Important Notice

All payment and fee processing will be completed by our Director of Operations. He will be in charge of collecting tuition and other fees and contacting families regarding payment issues. If you have a question or concern regarding a payment, fee, or invoice please contact him at 540-360-4044 or by emailing gregboggs@brightsidelearningcenter.com.

Tuition Rates

Bright Side's Tuition Rates are provided in the Enrollment Packet. Our rates are subject to an annual increase (in January) or at a time deemed critical to the operation of the centers.

Families agree upon a specific weekly schedule as indicated on the *Enrollment Application Form*. Payment for this schedule is required every week, year-round whether or not your child attends (infant-preschool programs). This enables us to pay teachers a stable salary every week all year. No credits are given for sick days, holidays, staff training closure, closure due to inclement weather, or other emergency closure out of the control of Bright Side.

Tuition Deposit

At the time of enrollment, the families are not required to pay a tuition deposit. However, they are responsible for the \$100.00 non-refundable registration fee prior to the child's first day. Payment for the week's tuition is due each Friday. Parents who wish to pay bi-weekly will need to do so in advance, therefore the payment will be due on a Monday, two weeks prior to the week of service.

Drop In Days

Families who have children enrolled in our program 2 or 3 days per week may ask in advance for a Drop In Day. Parents should reach out to the Center Director to inquire about space. If space allows, their child may attend an additional day at the rate of \$72.00 per day.

Payment

Payment is always due on Friday with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations and emergencies beyond our control. Payment is due by 5:30PM. Arrangements to pay bi-weekly can be made. Bi-weekly payments are to be paid in advance of the 2 weeks of service and are due every other Monday.

A non-refundable registration fee of \$100.00 is due annually and will be due by the Annual Enrollment Deadline each spring. The rate will not be prorated and based on enrollment date.

There is also an annual SUMMER CAMP (1st - 6th grade) ACTIVITY FEE of \$100.00 due at the time of enrollment (Summer Camp).

Methods of Payment

Several methods of payment are available for families' convenience. Families can pay by cash, check, money order, automatic electronic funds transfer or credit card. To set up automatic, recurring payments, please contact our Director of Operations at gregboggs@brightsidelearningcenter.com.

Late Payment Charges

Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. **Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.**

If payment is not received on the day that it is due, a late fee of \$25.00 will be added to your bill. Repeated late payments will result in your family being required to set up automatic payments or credit card payments.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 5 business days past due, service will be interrupted. We attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees. Services will be terminated after accounts are 10 days past due.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$35.00. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status.

Late Pick-up Fees

Bright Side closes promptly at 5:30PM. At 5:30 pm, a member of our Leadership Team will remove parent tablets and will sign out any children leaving after closing. Sign outs will be done as families are exiting the building. Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$2.00 per minute will be assessed beginning at 5:30PM and will be due on the following Friday, along with the week’s tuition.

Repeated late pick up will result in services being terminated.

Teacher Placement Fee

Purpose

This policy is established to protect the investment our child care center makes in hiring, training, and retaining high-quality teachers and staff. It is also intended to discourage practices that disrupt the continuity of care for the children and undermine our ability to deliver consistent and exceptional child care services.

Policy Statement

In the event that a parent or guardian of a child enrolled at our center hires a teacher or staff member for personal employment (e.g., as a nanny, tutor, or private caregiver), a ****Placement Fee**** will be assessed. This policy ensures that parents respect the boundaries of our professional environment and acknowledge the resources invested in our staff.

Definitions

- Teacher or Staff Member: Any individual currently employed or employed within the last 6 months by the center.
- Placement Fee: A monetary charge assessed to cover the cost of recruitment, training, and disruption caused by the loss of staff.

Fee Structure

If a parent or guardian hires a teacher or staff member directly from the center for private employment, a Placement Fee of \$2,000 will be charged. This fee reflects the significant investment we make in our employees, including but not limited to:

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- Recruitment and hiring costs
 - Training and professional development
 - Administrative costs related to filling the vacated position

Terms of Agreement

1. By enrolling a child at our center, parents or guardians agree to abide by this policy.
2. The Placement Fee will be payable in full within 30 days of the staff member's departure date.
3. Any violation of this policy, including failure to disclose the hiring of a staff member, will result in further action, including potential legal recourse.

Procedure

1. If a parent or guardian intends to hire a staff member, they must notify the center in writing before any agreements are finalized.
2. The center will issue an invoice for the Placement Fee, which must be paid by the deadline indicated on the invoice.

Other Fees

- A 2.9% Processing Fee is collected for all payments made by credit card at the time of payment.
- Child Essentials Fee - A \$5 fee will be charged for every instance of Bright Side needing to provide required items to children: diapers, pullups, wipes, sheets, blankets, emergency lunches, extra clothes, etc.
- From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip and will always be announced in advance.

Credits & No Credits

- **Families agree upon a specific weekly schedule** as completed on the *Enrollment Application Form*. Payment for this schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather.
- **Credit may be given for Serious Illness/Injury** – In the unfortunate event of extenuating circumstances such as your child is hospitalized, absent due to a serious contagious disease, serious illness or injury, credit may be issued. A written doctor's note explaining the diagnosis and reason for the extended absence will be needed to be considered by the Executive Director for a credit.

ATTENDANCE & WITHDRAWAL

Absence & Arrival Time is by 9am

Children should arrive by 9:00AM to fully benefit from our early education program. If your child is going to be absent, please call us or message your child's Lead Teacher on Procure. A late arrival will be acceptable with prior approval from time to time for appointments or etc but consistent late arrivals can not be accepted. It is disruptive to our program to have a student's arrival during our academic time. If your child arrives after 9am they will not receive the full benefit of our early educational program. We have specific times for Circle Time, Learning Centers, Outside Play, Rest Time, Bible Class and much more! We want your child to have the opportunity to participate in all the benefits to our program.

Please remember that breakfast is served at specific times (8:00am - 9:00am for our infants and toddlers and between 8:00am - 8:30am for our preschool program). If your child will not be at school time to receive breakfast, please feed them at home before arrival. **Children should not enter the building eating food left over from the car ride as it is a safety concern and not allowed by DOE Health and Safety Standards.**

If a school age child will not be attending before or after school care, please notify us as soon as possible to avoid a staff member unnecessarily waiting for your child to arrive or waiting at the bus stop for your child.

Withdrawal

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Tuition payments will be expected during the two week notice period.

Transfer of Records

If your child is transitioning to a new school and you would like to request a copy of your child's records, a written request with specific instructions where we should send the child's records is required.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water, to include but not limited to a health or other emergency) prevent us from opening on time or at all, notification to the families will be announced on our facebook pages, via email, on the Procure App, and on Channel 29 News.

If it becomes necessary to close early, we will contact you by Procure and announce on our Facebook page.. Your child's early pick-up is your responsibility to arrange.

DROP-OFF AND PICK-UP

General Procedure

We open at 6:15AM. Please do not drop-off your child prior to the opening time. Parents are expected to accompany their children (of all ages) into the building and sign them in, allowing time for a formal acknowledgement or transfer of custody of the child to the staff member. At times of extreme infectious disease concerns, parents will be asked to ring the center doorbell and staff will come get or bring your child to you rather than the parents entering the building.

Children can be in attendance up to 10 hours per day. We close at 5:30PM. Please allow enough time to arrive, sign your child out, and leave by our 5:30PM closing time.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, **we ask that you not use your cell phone at any time while visiting the center.**

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. All of whom must be of adult age. **If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing.** Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up at our closing time (5:30pm) and we have not heard from you, attempts will be made to contact you and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child, but if after 30 minutes we have not been able to reach you or a person listed as an Emergency and Release Contact, **we will be required to call the local child protective services agency per DOE Health and Safety Requirements.**

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. In addition, we are unable to release a child if the family or pick up person designated by the family does not have the proper car restraint to ensure the child's safety. Recurring situations that are causes of safety may result in a report to social services and/or in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

Infants

- A diaper bag or backpack.
- Enough clean and prepared bottles for a day's use. All bottles must be labeled with the child's name, date, contents of bottle (formula or breastmilk), and how many ounces are in the bottle, and baby food. We are unable to allow additives of any kind to infant bottles (to include but not limited to: cereal of any kind, baby food, nutritional supplement or medication).
- At least 6 diapers per day or enough for a week. Bright Side cannot accept more than that due to lack of storage space.
- Baby wipes. One full container to be left at school and refilled as necessary.
- At least 2 changes of clothes per day.
- Short biography on your child to include sleeping and eating habits, likes and dislikes, and any other information you would like your child's teacher to know upon enrollment into our program.
- Children one year and older will need a fitted crib sheet and blanket for rest time.
- Pacifiers may be sent in with children under the age of two in our infant and toddler class if labeled with the child's name.
- Once children start to walk, please send him/her in shoes.
- Parents of infants will need to supply an unopened can of formula or frozen supply of breastmilk to be kept at the center in case of an emergency.
- Children should not wear necklaces, bracelets, or ankle bracelets.
- **Label all belongings with your child's first and last name.**

Toddlers

- A **full-size** backpack.
- Enough clean and filled sippy cups for a day's use. **All cups are to be spill proof, labeled with the child's name, date, and contents of the cup (milk, juice, or water).**
- A nutritionally balanced lunch (labeled with child's name and date). An ice pack should be included for foods requiring refrigeration.
- A fitted crib sheet and blanket for rest time.

- At least 6 diapers per day or enough for a week. Bright Side cannot accept more than that due to lack of storage space.
- Baby wipes. One full container to be left at school and refilled as necessary.
- Children who are potty training need to wear potty-training friendly clothing (no snaps) and diapers or pull ups that open at the side.
- At least 2 changes of clothes per day. More changes are needed for potty training children.
- Pacifiers may be sent in with children under the age of two. The pacifiers should be kept in the child's backpack and can be used at naptime only.
- Children should not wear necklaces, bracelets, or ankle bracelets.
- **Label all belongings with your child's first and last name.**

Preschoolers

- **A full size backpack.**
- A spill proof water bottle (containing water only) **labeled with your child's name and the date.**
- A nutritionally balanced lunch (labeled with child's name and date). An ice pack should be included for foods requiring refrigeration.
- A fitted twin sheet and blanket for rest time.
- At least one change of clothes per day. More changes are needed for potty training children.
- Children who are potty training need to wear potty-training friendly clothing and diapers or pull ups that open at the side.
- Pacifiers are not permitted in preschool classrooms.
- Children should not wear necklaces, bracelets, or ankle bracelets.
- **Label all belongings with your child's first and last name.**

School Age Children

- a full size backpack
- **At least one change of clothes to be kept at the center**
- A spill proof water bottle labeled with the child's name and date
- A nutritionally balanced lunch (**labeled with child's name and date**) for full days
- Supplies needed for school (on Before and After School Days)
- **Label all belongings with your child's first and last name.**

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and blankets (for children 1 year and older) will be sent home each Friday for laundering and then should return to the center by Monday mornings. Soiled clothing is sent home on an as-needed basis and will need to be replaced the next day of attendance.

Please make sure at drop-off your child is dressed in comfortable and appropriate clothing in order to allow freedom of movement throughout the day. The child's clothing will get dirty while participating in the classroom activities or playing outside. So please send them in play clothes. Our playgrounds get dusty and dirty but we still play outside each day weather permitting.

Also, clothing with few fasteners/buttons/zippers/snaps/buckles will allow young children to be more independent in their clothing and toileting needs.

Diaper bags and backpacks must be clear of medications, chapstick, lotions, baby wash, cosmetics, diaper creams, hand sanitizer, cough drops, throat lozenges, etc. In addition the personal bags and diaper bags of children must be free of odors such as cigarettes, cigars, marijuana, pet smell, strong cologne or perfume, etc. Personal bags with such odors will be placed in a plastic bag and set outside until parents can pick up and launder.

Lunch bags, infant bottles, sippy cups, and water bottles (for all ages of children) should be packed in insulated bags with an ice pack and labeled with the child's name and date.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name . Please check your child's cubby on a daily basis for items that need to be taken home. Each Friday is designated cubby clean out day. The staff will clean and sanitize your child's cubby at the end of the day so it will be important to have the cubby emptied each Friday.



Masking Tape can be used to label items for the week. Add your child's name then write the date, as the week progresses, mark out the previous date and replace with the new one.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located at the front desk. Please note that we are not responsible for lost personal property.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a designated home toy day or show-and-tell activity. Teachers will send reminders of these special days out through our Procure app. Electronics, smartwatches, and cell phones are not allowed.

NUTRITION

Foods Brought from Home

All foods brought in to be consumed must be properly labeled with the child's name and the current date. This includes breakfast times. Breakfast from fast food establishments, diners, restaurants or stores that are not able to reseal and save will be thrown away and not saved. Parents/Guardians will need to provide their child's lunch from home. DOE's Licensing Division requires it to be nutritionally balanced and labeled with the child's first and last name and date and should not require preparation by

the Center Staff. As determined by Orange County Environmental Health Department, the food provided for the children by the parent or guardian must be in age appropriate bite size pieces and be packed in an insulated bag with an ice pack (as needed). Items that need any preparation, or are not in age appropriate bite size pieces will not be served and will be sent home. Older toddlers, preschool, and school age children should bring their food in an insulated lunch bag (to include an ice pack as needed) and is labeled with their child's first and last name and the date. Labeling a child's lunch bag or box with his or her name and date is a requirement of DOE's Licensing Division and is the responsibility of the parent.

Bright Side cannot provide refrigeration or re-heating of food brought from home. Please send temperature -sensitive foods in an insulated container with appropriate heat or ice packs to maintain the temperature of the food.

Parents of infants who drink formula or breast milk from a bottle will need to pre-make enough bottles for their child's day and label each bottle with the child's first and last name, date, content of bottle, and how many ounces are in the bottle. The staff can warm a bottle in a warmer at feeding time if desired. Other foods for infants and toddler should also be labeled with the child's first and last name and date. Baby foods and bottles that are not used during the course of the day will be sent home or discarded. As an infant grows older, he or she may require a sippy cup during the day. Parents will need to pre-fill their child's cups and label them with their name, date, and contents.

Infant and Toddler Children SHOULD NOT eat new food for the first time at the center. Please only send your child to school with foods that they have been exposed to at home.

CHILDREN OF ANY AGE (Infants - 12 years old) SHOULD NEVER BRING A BOTTLE, SIPPY CUP, OR WATER CONTAINER THAT HAS A SUPPLEMENTS ANY KIND ADDED. Such supplements include but are not limited to: vitamins, pedialyte, gatorade, prime, crystal lite (and other alike drink packets), or medications of any kind. These should be given at home. In addition, children may not bring any soda, tea, or caffeinated drinks. Water will be served throughout the day with the exception of drinks brought from home during breakfast and lunch. These drinks will be discarded after the meal is over if not finished.

Proper Water Containers



Good Lunch Box Suggestions for a Balanced, Nutritional Lunch Examples and Ideas can also be found on myplate.gov and on Pinterest	
Bean & cheese dip Tortilla chips (crackers) Tropical fruit salad Broccoli Milk	Chicken strips Whole Wheat Roll Orange wedges Broccoli Milk
Cheese quiche Fresh fruit cup Broccoli Milk	Whole Wheat Macaroni & Tuna Salad Green Beans Carrots Milk

Snacks Served at the Center (Breakfast and Afternoon Snacks)

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service. Bright Side will provide a nutritional breakfast snack and afternoon snack, to include a beverage (100% fruit juice, 2% milk, or water as the menu designates). The menu for snacks is posted in the foyer and in all the classrooms.

Food Allergies

If your child has a food allergy, you must notify us in writing. An Allergy Action Plan from your child's physician will also be required. The written notification from the family and physician must be updated annually or every 6 months depending on specific situations, or more frequently if warranted.

Food allergies can be life threatening and each child with a food allergy must have an Allergy Action Plan for emergency care completed by the family physician and signed by the parent and Director. Other conditions will require an action plan to be in place such as Asthma and Epilepsy. ALL ACTION PLANS REQUIRE AN ANNUAL UPDATE.

Meal Time

Staff sit with the children at meal times and encourage good table manners and to enjoy the social time with the children. The children say Grace before meals. Weekly snack menus are posted for viewing by parents/caregivers. Bright Side reserves the right to make particular "nut free" tables or classrooms if the presence of nuts of any kind could be a health concern.

Infant Feedings

Infant feedings follow these procedures:

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.

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- Infants are fed “on cue” to the extent possible (at least every 4 hours and usually not more than hourly) and by a consistent caregiver/teacher.
 - Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. All breast milk and formula shall be returned to the child’s home or discarded at the end of each day. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child’s name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 90 days.
 - Breast milk and formula brought from home must be dated and labeled with the child’s name, date, contents of bottle, and how many ounces are in the bottle. Labels on all milk/formula containers should be resistant to loss of the name and date/time when washing and handling.
 - Parents must supply emergency formula (1 unopened can) and/or a frozen supply of breastmilk (enough for 2 days) to be kept at the center at all times.

Children 24 Months and Older

- No child shall go more than 3 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include: hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy. Parents may bring the following choking hazardous food for their children if they are cut as described: grapes or cherry tomatoes (in half lengthwise or quarter), hot dogs (cut long ways like french fries).

School Aged Participants

- Before and after school child care participants will be offered a light snack. These snacks are not a meal. If your child will be arriving before the bus departure for OES, arrangements can be made to serve your child breakfast. Otherwise, please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school. Afternoon snacks will be served upon return to Bright Side after school.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. We check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed.

All caregivers, teachers, and staff are encouraged to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child's physical with immunization report should be received before your child begins the program. **Families are responsible for ensuring that their child's physicals are signed by the Doctor and kept up-to-date and that a copy of the results of the child's health assessment is given to the program.**

Children under the age of 2 years old must submit an updated immunization record to the center every 6 months. Children ages 2 - 5 will need to submit an updated physical and immunization record annually. Failure to do so will result in a pause or termination of service.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive. **Children who are requested to leave the center due to illness will need to be picked up within 1 hour.**

- Illness or symptoms that prevent your child from participating in activities.
- Illness or symptoms that result in greater need for care than we can provide.
- Illness or symptoms that pose a risk of spread of harmful diseases to others.
- Fever 100.4 degrees or higher
- Diarrhea – stools with blood or mucus, uncontrolled or unformed, or liquid, and/or more than 1 time during the previous 24 hours.
- A child who has diarrhea due to the use of antibiotics will need to be sent home (until under better control) if the diarrhea is not contained in the child's diaper or under clothes as the excessive amount and exposure of fecal germs is of concern to us.
- Vomiting – normal, green or bloody, and/or more than 1 time during the previous 24 hours.
- Mouth sores caused or not caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease and the parent can provide that information in the form of a doctor's note to the center.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that requires the child to be separated from other children.

Children who have been ill may return when:

- They are free of fever (without aid of fever reducing medication), vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours following the first dose.
- They are able to participate comfortably in all usual activities and have resumed a normal diet.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child is treated for a communicable disease, a physician's note is required upon return to care.

Families are required to be transparent and report all occasions that their child has been diagnosed or treated for a communicable disease within 24 hours. Failure to do so puts our staff and other children at risk of symptoms and if it is a repeated issue may result in termination of services.

Children who present fever, vomiting, diarrhea, severe cough not related to allergy, start an antibiotic, or need pain reliever/fever reducer to be comfortable the NIGHT BEFORE school should not attend the following day.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us with an Allergy Action Plan, detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be in each classroom's blue clipboard and posted in the kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

Bright Side is authorized to administer emergency medications only. This list includes an inhaler, Benadryl, and EpiPen. All medications and forms are to be handed to the Director for review. All required Medication Administration Forms must be completed and signed by the child's physician, parent, and Director. If needed an Allergy Action or Asthma Action Plan must be completed and signed by the child's physician as well and updated every 6 months to 1 year, depending on the specific age and instruction. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

- **Prescription medications:** Bright Side does not administer prescription medication other than the above list of emergency medications.
- **Non-prescription medications:** Bright Side does not administer non-prescription medications.

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- **Non-prescription topical ointments:** Chapstick, diaper cream, teething gel, sunscreen and insect repellent require an Authorization Form for Non-prescription Over-the-Counter Skin Products Licensed Child Day Centers, signed by the parent to administer, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months. **Please apply sunscreen, lotion, insect repellent or chap stick to your children before school.** The teachers will assume you have done the first application of the day. Additional applications will be done for all children Infants - Preschool regularly. Children in our School Age Program will be given additional time to re-apply, with help if needed.

Communicable Diseases

When an enrolled child of the center has been diagnosed with or treated for a communicable disease, it is our responsibility to notify families about possible exposure so other children can receive preventive treatments if needed. With this in mind we depend on our families to openly communicate with us within 24 hours when the child is ill or begins treatment for a communicable disease. Parents will be required to supply the center with a note from the child's doctor stating they are cleared to return to care if and when they show repeated signs or symptoms of a communicable disease OR if they exhibit an unrecognizable rash BEFORE the child returns to care.

During extreme health conditions in the community or during a pandemic if one member of the household has signs or symptoms of the pandemic illness, the child should be excluded from care for the duration of time recommended by the CDC and VDH.

Fighting Infectious Disease

Bright Side is committed to keeping our facilities as healthy as possible every day and during any pandemic situations. Our daily routines of cleaning, sanitizing, and disinfecting are thorough. All toys, tables, chairs, shelves and table tops, bathrooms, and common areas are cleaned, sanitized, and disinfected on a daily basis. At times when there are reported cases of infectious disease, Bright Side will increase the number of times we clean, sanitize, and disinfect throughout the day. In addition we may take the following steps to reduce the chance of spreading germs:

- Teach and practice healthy hand washing for 20 seconds with warm soapy water.
- Families and staff are provided with information from CDC and VDH regarding the current illness or infectious disease.
- Outside visitors and volunteers may temporarily be restricted from the program.
- Classroom settings will be limited to small groups.
- Social distancing will be practiced to the maximum extent possible.
- Signage and other posters are displayed to remind staff and parents of important health practices.
- Efforts will be made to maintain the same groups of children from day to day to help reduce potential exposures.
- Programming may be altered to increase distance between children, such as staggering outdoor play time, spreading children out within the classroom, and planning activities that do not require close contact between children.
- Large group activities may be eliminated.

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- Facility events or gatherings are limited to small groups.
 - Every effort will be made to alternate drop off and pick up times to avoid a large number of people congregating outside or in front of the center.
 - Individual and small group play will be encouraged.
 - Minimize the time children spend standing in lines.
 - Children will eat snacks and meals in individual classrooms.
 - Employees are required to stay home when sick, and any employee who becomes sick will be sent home.
 - Bright Side will take temperatures of the children and check symptoms for staff and children upon entry each day.
 - We may ask screening questions upon entering the facility to determine if children have been exposed to a sick family member and or have experienced any symptoms of illness.
 - Regular health checks of staff and children will be completed to look for symptoms of sickness or fever. Symptomatic individuals are separated from others until they are picked up from the facility.
 - Adequate supplies for good hygiene including clean and functional handwashing stations, soap, paper towels and alcohol-based hand sanitizer will be provided.
 - Staff and children wash their hands often with soap and water for at least 20 seconds upon arriving at the program, when entering the classroom, before meals or snacks, after outside time, after toileting or diapering, after contact with any bodily fluid, and after play time and prior to leaving for home.
 - Staff and children will be reminded to avoid touching their eyes, nose, and mouth.
 - Surfaces in shared spaces such as lunch rooms and restrooms are being cleaned and sanitized after use by each group.
 - Objects and surfaces that are frequently touched are cleaned and disinfected.
 - Employees and parents are asked to wash hands or use hand sanitizer before and after signing in and out on our computer system.
 - In the event of an health emergency and/or pandemic, Bright Side will be diligently seeking the most updated information from VDH, CDC, VDSS, and among other early childhood and educational resources.

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, water, and other sensory activities. Our playground is used as an extension of the center, and outside time is conducted whenever weather permits. Children should bring light jackets to keep at school for cooler mornings during seasonal changes.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm.

All drawstrings from children's clothes should be removed as a precaution. Children should not wear necklaces, bracelets, or ankle bracelets.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities. Tennis shoes should be worn.

Extreme Weather and Outdoor Play

Regardless of temperature, the children will continue to play outside every morning and afternoon, on their regular schedule – UNLESS the air quality index for that day is CODE RED. That is the only time (except for rain) that the children are to be kept inside.

Staff are notified each day of the air quality forecast, which determines how much outside time will be allowed that day. On Code Red days (UNHEALTHY) the children remain indoors. On Code Orange days (MODERATELY UNHEALTHY) outside time is limited. On Code Yellow (MODERATE) and Code Green (GOOD) ozone days, outside time is not limited. During winter months Bright Side monitors the temperature and wind chill factor and refers to the chart at Child Care Weather Watch.

For further information from the Child Care Weather Watch, parents may go to <https://idph.iowa.gov/Portals/1/Files/HCCI/weatherwatch.pdf>.

Water Play

Supervised children are permitted to engage in water-play on designated days during our summer program. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease. Parents will be notified of water-play days ahead of time and will need to provide the following items: bathing suit, towel, water shoes, extra change of clothes, sunscreen. The school age children will participate in the water play days as well but are not permitted to wear bathing suits. They will wear an extra pair of clothes instead.

Injuries

Safety is a major concern in child care and so daily and weekly safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an injury report outlining the injury and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Any of these injuries occurring to the face or head, you will be contacted by phone within the course of the day, before normal pick up time. We cannot provide the names of other children involved in order to protect the confidentiality of all children. Several of our classrooms are equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact. A staff member will stay with the child until the parent arrives.

Biting

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Documentation of an Injury Report and Incident Report will be written to the family of the child who was bitten and the biter's family. We will also inform both parties by phone of the injury/incident. We will work together with the families of each to keep them informed and to develop strategies for change. Bright Side staff are not allowed to release the names of the children involved.

In cases of continued biting, and if our efforts to change the child's behavior are not successful, Bright Side will disenroll the biter for an extended period of time while the child passes this stage of development or may also disenroll the child on a permanent basis.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

We also request the staff and families alike teach the children to respect Bright Side's materials and property. Children should not be allowed to open the existing doors to the center, use the sign in and out tablets, climb on furniture or the railings outside, playground fence, or bang, hit, or misuse materials without being redirected by the adult who is supervising them after they are released from a staff member.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises. If a child's diaper bag, backpack or other personal belongings has the odor of tobacco smoke, cigar, marijuana, pet smell, strong cologne or perfume, Bright Side will ask the parent to wash the item before bringing it back to the center.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, Bright Side staff will ask the person to exit the building. If the person does not leave the building immediately, police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation. Bright Side requires any updates to custody documents be filed with us as soon as they are available.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect. The local contact information for the Department of Social Service and CPS (Child Protective Services) is 540-672-1155.

Video Monitoring and Surveillance

Motion detected video surveillance cameras are placed in the open areas of our center. Motion detected cameras may be placed near the front entrance in order to get a clear picture of everyone who enters and exits our center. Motion detected cameras may be placed in each classroom so that children and staff are monitored at any time during learning, playtime, and naptime. The only exception to monitoring and surveillance are private areas including restrooms, diaper changing areas, and dressing areas. Motion detected video surveillance cameras continue to monitor our center outside of business hours for security purposes. Due to confidentiality, motion detected video surveillance footage may only be obtained by the Director of Bright Side and used to provide training for our staff and clarity to a captured activity when the safety of a child and/or staff of the center are in question.

Parking Lot Safety

Our parking lots can be extremely busy at popular pick up and drop off times. Please enter and exit slowly. Do not use your cell phone while driving in the parking lots. Stay alert and minimize any distractions: there are children crossing the lot and others trying to back out and leave the lot.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 5 minutes, the family and the police will be notified.

Fire Safety

Our fire evacuation plan is practiced and discussed with the children and staff on a monthly basis. In addition to fire evacuation drills, we practice shelter in place and lockdown drills as required by DOE.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role. Some of the ways parents may become involved are listed below.

Advisors:

- Parent Advisory Committee – meets 2 times a year to review progress toward annual goals.
- Fundraising Committee – meets as needed to plan fundraisers
- Family Events- meets as needed to plan Family Event

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Family Night Out
- Back to School Night
- Read to Me Night
- Holiday Gathering
- Used Book Sale
- Fall Festival
- Annual Family Picnic
- Family Yard Sale
- Spring and Fall Fundraiser

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Write a letter of recommendation
- Contribute supplies to class party
- Family Teacher conferences
- Teacher and Staff Appreciation Days

Family/Parent Workshops: Our menu of family workshops changes annually. Below is a list of workshops we typically offer. We try to offer these in the early evening or on Saturdays. See the monthly calendar for scheduled topics. We welcome requests for workshop topics.

- Positive Guidance and Loving Discipline
- Toilet Training
- Safety in the Home
- Childproofing Your Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Social and Emotional Needs of Children
- Supporting Your Child in Times of Stress
- Food Allergies
- How to Prepare for a Conference
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Everyday Math