

childcare  
of brandon



# family handbook



[childcareofbrandon.com](http://childcareofbrandon.com)



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## **WELCOME**

We are so glad you have chosen to become a part of the Childcare of Brandon family. Childcare of Brandon serves children from the age of 6 weeks to 12 years of age dependent on location. We believe education is not one-size-fits-all. Every child learns in their own unique way, at their own pace and has different needs and abilities. As a result, we have designed a program, which nurtures your child's natural abilities using empowering educational pathways customized to meet the needs of each child. Does your child learn best visually, audibly, or by doing? Does your child need to lead others or need their confidence boosted by blending or interacting in a larger group? Does your child need to be stimulated by music or have to be "in motion" to figure things out? Whatever your child needs, we have a solution for that!



Our highly trained staff of Educators will identify strategies to help your child excel. They will provide a nurturing educational environment that fosters creativity, promotes academic excellence, nurtures human relationships, and inspires a natural and organic passion for learning. We are committed to facilitating activities that encourage problem solving, innovation and investigation, which will in turn prepare them for school, life and beyond.

## **MISSION STATEMENT**

We are committed to preparing young children for school and life.

## **VISION STATEMENT**

Through our safe, nurturing, learning environment, we are committed to creating a community of creative, joyful, and passionate learners. Our programs utilize an inquiry-based approach to education which is tailored to meet the needs of the children and communities we serve. We strive to exceed expectations with superior customer service in all aspect of our day-to-day functions.

## **CORE VALUES**

Collaboration

*Listening and evolving together, helping, and supporting each other*

Integrity

*Committed to honesty, trust and accountability for yourself and others*

Growth

*Encourage personal well-being, mutual success, longevity, and continuous professional development*

Compassion

*Serve others with empathy, kindness, and respect*



## ENROLLMENT & TUITION

When you enroll your child with us, you are required to complete the Enrollment Information packet. These forms give us information about your child so we can provide the best possible care. It is imperative for your child's health and safety that all forms are accurately completed and submitted to the Leadership Team for review at least two business days **before your child's first day**.

- You will be asked for telephone numbers where you can be immediately reached. For your child's health and safety, we must be able to quickly reach you while your child is in our care.
- You will also be required to provide us with the names and telephone numbers of other persons that you authorize to pick up your child from school. Please inform these persons that they are required to come to the office before they go to your child's classroom, and they must bring valid, government issued identification. Please keep us updated any time there is a change in your contact information.
- You are required to provide us with information regarding any special requirements for your child's care.
- If you choose to end your enrollment, you are required to provide at least two weeks' notice by speaking to or email the Center Director.

### *Payments*

Tuition payments are due each Friday for the upcoming week and must be paid before attending. Tuition is due even if your child is not in attendance. Families that elect to pay monthly must do so at the first payment due date at the beginning of each calendar month and balances may not become past due.

- Tuition is non-refundable, with the exception of prepaid tuition beyond two weeks AFTER the two weeks' notice for dis-enrollment is given. If the same payment method is declined more than once, you will be required to complete a new Tuition Express form with a different payment method. After two declines your enrollment will be subject to disenrollment.

**\*ALL payments MUST be made through our Tuition Express automatic payment processing system. This will be the only form of payment accepted.**





### ***Tuition Rates***

Our tuition rates are subject to change annually as needed. The new tuition rates will go into effect on the first Friday in August.

- *Tuition increases help us to continue to provide quality care as the cost of living rises year after year. This helps offset increased costs to items such as supplies, food, and staff benefits, and allows us to continue increasing staff pay rates annually.*

### ***Registration Fee***

- A non-refundable one-time registration fee of \$100 for up to two children will be charged at the time of enrollment when a start date is secured. A registration fee of \$50 will be charged for each additional child. Once a start date is secured, it can be delayed for up to two weeks one time. Any requests for adjustments made beyond two weeks of the original start date will be subject to a new registration fee and accommodated based on availability.
- If for any reason a child is withdrawn for a period of time when tuition is not paid, the registration fee will be required to re-enroll on the next available date. Please note this does depend on availability and a spot cannot be guaranteed until the registration fee is paid.
- An annual supply fee will be billed on the last Friday in July each year for up to two children. A fee of \$50 will be billed for each additional child. This will be automatically deducted using the Tuition Express automatic payment processing system used for tuition.

### ***Late Fees***

- A late payment fee of \$50 will be assessed if all tuition and other charges are not paid on or before the due date. This includes declined Tuition Express payments.
- A late pick-up charge of \$5 per minute will be assessed to parents who fail to pick up their children within regular business hours.

\*If you are unable to pick up your child before the close of business, you **MUST** notify us as soon as you know you will be late. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation.

### ***Returned Payment Fees***

If a payment is returned unpaid or declined, a second attempt to process will be made and a returned payment fee of \$50 will be assessed. After a second attempt is returned unpaid or declined, a new Tuition Express form will need to be completed for an alternate account. This must be done prior to attending for the week. Failure to keep your account current will be grounds for immediate disenrollment.

### ***Holiday/Vacation/Sick Weeks***

You will be eligible for a tuition discount of 50% when your child is absent for five (5) consecutive days. This discount may be applied up to four (4) times annually starting on the



date of enrollment and renewing each year on the anniversary date. You must meet the following conditions for the discount to apply:

- Your account is in good standing/current with a balance of \$0. This includes paying for the week prior to your child's absence. Tuition must be paid in order to maintain enrollment.
- Your child DOES NOT attend at all for five consecutive days. Tuition discounts will only be issued in five-day increments, no partial credits will be given.
- You must notify school administration prior to the absence, or in the case of illness, on the first day the illness begins.



### ***Planned School Closure***

The school will be closed for the full week of Independence Day (Fourth of July), and no tuition is due. This is a school reset week where larger repairs and maintenance projects are done that are more difficult to accomplish when school is in session. If Independence Day falls on a Saturday, the school will be closed the preceding week. If Independence Day falls on a Sunday, the school will be closed the following week.

### **CURRICULUM**

We utilize The Creative Curriculum. Classrooms are organized into different learning centers and hands on learning experiences are planned for each of those learning areas. We also use the Teaching Strategies assessment tool. The assessments on the children should be used to determine what they need to work on, or what they are ready to learn. Assessments are on-going so the lesson plans are effective. Teachers may ask you to participate in parent involvement activities – such as being a guest reader or asking you to do a special project at home with your child.

### **COMMUNICATION**

We believe communication is key to our partnership. For this reason, our school is a cell phone free zone. Drop-off and pick-up times should be used to communicate important information with your child's teacher. In the front office, we have a family communication bulletin board, which includes program information, menus, calendar of events, special event fliers, as well as local community resources. Our Leadership Team is also available to help you find resources that meet your family's needs on a variety of topics. If and when any of our regulations or policies are updated you will be notified via Tadpoles, this includes updates to the Family Handbook. You are responsible for reading these updates. By maintaining your enrollment, you agree to abide by all updated policies and/or procedures.

### ***Tadpoles***

Tadpoles, our communication platform, can be downloaded from your respective app store. This is used inside each classroom, and it allows us to send daily reports to all of our parents via email or through the app. These reports will include information such as our lesson plan, a child's accomplishments, infant feedings/diaper changes, if additional supplies are needed---



OR it could be, just to share photos and/or videos of your children's milestones or irresistible cuteness!

### ***Family-Teacher Conferences***

Family-Teacher conferences are held twice annually during the months of November and May. There will be a sign-up sheet with available times posted outside your child's classroom.

### ***Open Door Policy***

Childcare of Brandon believes in transparency for peace of mind, and we have an Open-Door Policy. Parents are welcome at any time, and they are encouraged to be a part of the program in various ways.

## **NUTRITION**

### ***Meals***

We believe in the importance of regular nourishment. Your child will receive a healthy breakfast or morning snack (depending on location), a nutritious lunch and afternoon snack each day. Meals include foods children love and that meet their daily nutrition needs, as well as our licensing requirements. You may not bring in outside food for your child unless you have a doctor's note advising us of a food allergy or that it is against your religious beliefs. If this is the case, we have special forms in the office you will need to fill out.

- For special dietary needs, meal replacement items should follow MyPlate requirements to ensure it is a healthy substitute. For more information about this requirement you can visit <https://www.myplate.gov/> . Meals that do not meet those requirements will be sent home. Meals must also be nut free.
- In order to be served breakfast/morning snack, your child(ren) must be present at least 15 minutes prior to the end of meal time according to the classroom schedule.

### ***Infant Feeding***

Infant feeding and schedules are based on the individual needs of the child.

Unused breastmilk must be discarded within one hour after feeding OR it may be returned to the parent in the bottle or container provided by parent at their request. The center is not able to re-feed the breastmilk after one hour of feeding. Breastfeeding at the center is welcome.

Accommodations/space will be made for breastfeeding mothers to feed and pump.

Due to the extreme risk of choking, solid foods, including cereal may not be given in bottles unless authorized by a physician. This includes bottles prepared at the center, as well as bottles prepared at home.

Solid foods may not be fed to an infant younger than 4 months of age unless directed by a physician. Infants should not be given plain water in the first six months of life unless directed to by the child's physician.



## WHAT TO BRING

Below is a list of items to bring based on your child's age group. For safety reasons, please remember jewelry is prohibited for all children other than stud earrings- this does include teething jewelry and pacifier attachments. Please label all your child's belongings.



### *Infant*

- Diapers & wipes
- Waterproof sealable wet bag (required if using cloth diapers)
- A sleep sack (no blankets allowed)
- 2 sets of extra clothes (please dress your child in accordance with local weather conditions)
- Clean empty bottles (if using our formula) or premade labeled bottles (if providing your own formula or breastmilk)

Please note we will provide **Gerber Good Start Gentle** and **Gerber Good Start Soy** formula, which we handle according to manufacturer's instructions, as well as Gerber jar foods and rice cereal. Previously opened baby food jars will not be accepted.

### *Toddler through Preschool Age Groups*

- Diapers/pull-ups & wipes (if needed)
- Sheet & blanket (required)
- 2 sets of extra clothes (please dress your child in accordance with local weather conditions)

\*You may bring a special animal that fits in your child's cubby for nap, if needed, but please refrain from bringing toys in as these may cause a disruption in the classroom.

\*To ease morning anxiety for yourself and your child, it can be helpful to create a night before checklist to help you remember all of the things you need to bring.

## What to Expect as Your Child Adjusts to Care

It is important to set both yourself and your child up for success before the first day of school. Talk about school, read books, or visit the school before your child's first day to prepare. Saying goodbye can often be difficult for both parent and child. You can expect tears initially. Maintaining a consistent routine and a quick goodbye ritual will help ease the separation anxiety overtime. Our caregivers will do their best to help ease the separation by offering the child an activity to join in, a hand to hold or a hug to comfort them as you depart. After you say goodbye to your child it is important that you do not return for additional goodbyes as this will confuse your child and make it more difficult to adjust. This is a great time to use the nanny cam system. It is common for it to take anywhere from one day to four weeks depending on the child's temperament for a child to settle into a school routine. It is important at all times, but especially as your child adjusts to care, to keep open lines of communication with your child's teachers. During this time, the teachers are learning about your child's normal habits and routines.

## PHOTO CONSENT AND RELEASE

Included in our enrollment packet is a photo/ video consent and release form to allow





Childcare of Brandon to take and use photos of both you and your child. We will use those pictures both in our school as well as on the web and our social media sites.

### ***Acknowledgement of Photos Taken by Others***

Throughout the year, Childcare of Brandon will host events open to the enrolled families, friends of enrolled families and the public. These individuals may very well take photos of children which may include your child. These individuals may choose to post these photos on social media sites. Our parent handbook indicates that this is not an acceptable activity. Please be mindful, however, that Childcare of Brandon cannot control the actions of enrolled families, nor any other individual other than the staff of Childcare of Brandon.

These events are always voluntary and not required. Should you wish to avoid any possibility of your child's photo being taken by and/or posted by another individual, please do not bring your child to these events.

## **DROP-OFF AND PICK-UP**

### ***Hours of Operation***

Our hours of operation vary by location but are typically Monday through Friday from 6:30 a.m. to 6:30 p.m. Infant and toddler classrooms operate from 7:00 a.m. to 6:00 p.m.



### **Parking Lot Safety**

Please drive slowly and watch for children entering and exiting the building. Do not use your cell phone while driving in the parking lot. Childcare of Brandon is a cell phone free zone. If your center has a one way in/out driveway, do not block the thru lane by waiting for a spot to open. Please circle around until a spot becomes available. Do not Double Park; park in marked spaces only. **Parking in front of the school is prohibited.** This area must be kept clear for emergency vehicle access. Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave your car running in the parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property. Be mindful of your behavior in the parking lot, and please be patient and kind. The children are watching us all and we are teaching them how to treat their peers.

### ***Security Entrance System***

Our school is equipped with a security entry system to protect the children in our care. This system ensures that only people with access will be allowed to enter the school. You will be given free access to the school during business hours. Upon enrollment, your Director will provide you with access and instructions for entry

Please do not allow other persons to "piggyback" into the building when you enter our school. While we all want to be polite and hold the door for others, the security system cannot be enforced if parents allow others to enter at the same time they do, with no knowledge of whether



that person has legitimate access to school property.

### ***Arriving at the Classroom***

You must sign in, accompany your child into his or her classroom, and let the teacher know your child has arrived. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child and to learn of the day's plans. Children must be supervised at all times.

### ***Picking Up Your Child***

When you arrive to pick up your child, please remember sign your child out and to let the teacher know your child is leaving.

We must ask you to make every effort to pick up your child before closing time. If you are going to be late, please call our office immediately. A late fee will be assessed for arriving at the school after closing time. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation. Members of our staff are not permitted to take your child home with them.

Please notify us any time someone other than a parent/guardian is picking up your child. We will only release a child to his or her parents/guardians and the persons listed on the Emergency Contact and Release list in your child's enrollment packet. We will not release a child to anyone (other than the parent) under the age of **eighteen (18)**, including siblings.

If a situation arises requiring someone not on the Emergency Contact and Release list to pick up your child, prior written authorization must be provided to the school. Government-issued photo identification must be shown for any person not positively known to us before we can release your child. If there is an emergency situation and you are unable to submit prior written authorization, we will use your personal information to verify your identity to authorize the release.

**Under no circumstances will children be allowed to leave the school unsupervised. We cannot release a child to walk to a bus stop or walk home.**

### **LATE ARRIVALS/ ABSENCES**



Your child is required to be in the building by 9:00 A.M. After 9:00 we may make adjustments with staffing, and we cannot guarantee space if your late arrival has not been previously arranged. In all circumstances, your child may not arrive later than 10:30am.

If your child is going to be absent, you must notify us: if your child is ill, you must notify us to the nature of the illness, particularly if it is contagious. If there is no communication from the custodial parent/legal guardian, we will attempt to contact you. If we are unable to do so, we will attempt to reach emergency contacts. **No allowances, credits, refunds, or make-up days shall be made for occasional absences.** Tuition must still be paid in full.



**\*Additionally, if your school-age child rides our bus and is absent from elementary school for the day or will not ride the bus back to the center with us, you must notify us as soon as possible.**

**Please reference our School Age Attendance policy for additional information regarding School Age attendance requirements.**

## **SCHOOL HOLIDAYS AND PLANNED SCHOOL CLOSURES**

Childcare of Brandon will be closed on the following days:

***New Year's Eve, New Year's Day, Good Friday, Memorial Day, The Week of Independence Day (July 4<sup>th</sup>), Labor Day, Thanksgiving Day, Black Friday, Christmas Eve and Christmas Day***

Please note if the holiday falls on a Saturday we will be closed Friday in observance and if the holiday falls on Sunday we will be closed on Monday in observance. If the Fourth of July falls on Saturday, the school will be closed the preceding week. If the Fourth of July falls on Sunday, the school will be closed the following week.

**Tuition is still due and remains the same, with the exception of the week of Independence Day, unless the holiday is covered under the holiday/vacation/sick week policy on page 5 and 6.**

## **School Age Attendance Policy**

School-Age children may only attend our center during the following: official school breaks (including summer break); before a scheduled school day; after a scheduled school day; emergency school closures (environmental issues and other emergency instances when school has been closed and CCB is able to open); weather closings (when CCB is able to open safely and with the appropriate number of staff). School-Age children may not attend during the following situations: suspension from school; expulsion from school; illness; any other time when school is regularly in session, but a child is not in school.

## **TEACHER ABSENCES**

At Childcare of Brandon, our teachers play an important role in the education of our children. They dedicate themselves and their time to the children they care for. We believe our teachers should maintain a healthy work-life balance. For this reason, there may be days when your child's regular teacher is not here. We do our best to plan for these absences and to keep the substitutes consistent. Please be assured we use Tadpoles to communicate not only with you, but also for the teachers and Leadership Team to communicate internally. This includes a profile for each child with important information, such as dietary restrictions and/or other personal needs, for all teachers to reference in the classroom.

## **EMERGENCY PREPAREDNESS**

We conduct fire, intruder and emergency evacuation drills regularly. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the success of fire and emergency/evacuation plans. During a fire/emergency drill,



parents may not sign children into or out of the school, but must wait until the drill is complete and children have returned to the building. Parents can wait with their child's class in the designated safe zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the Director will inform the classroom staff that the school will be evacuated. Parents **will be notified** of the situation as soon as possible. If it becomes necessary to remove the children from school property, we will move them to the evacuation site. In the event of an emergency evacuation, you may be contacted and asked to pick your child up at the emergency evacuation site.

### ***Emergency Closing and Inclement Weather Information***

It is our intention to be open and provide child care services every weekday of the year, excluding holidays. However, situations out of our control such as inclement weather, natural/national disasters, or major building issues may disrupt service from time to time.



We ask that you call the school to ensure it is open during periods of inclement weather or other unusual situations. In the event of an emergency closing or inclement weather, please visit the school website [www.childcareofbrandon.com](http://www.childcareofbrandon.com) or our Facebook page for more information. We may also notify local TV or radio stations so you can determine the status of the school.

If the school must close after you have dropped off your child, you or your designated emergency contacts will be notified by school Leadership Team so that you can make appropriate arrangements for picking up your child.

**\*In the event that the school is unable to open or must close early, you are responsible for tuition payments.**

### **GUIDANCE AND REDIRECTION**

The true goal of positive guidance is to help children acquire the skill of self-discipline. Children are more likely to develop self-discipline and control when they are treated with dignity and given clear, consistent, and fair limits for classroom behavior. Our staff works with children to help them set their own limits, understand the consequences of their actions and the rationale behind rules and behavior expectations. Our guidance policy is proactive rather than reactive.



Our staff uses positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction. Specifically, they will:

- Use encouragement of good behavior rather than focus only upon unacceptable behavior
- Remind a child of behavior expectations by using clear, positive statements, and



modeling the desired behavior

- Redirect behavior using positive statements
- Encourage children to use language to resolve conflicts whenever possible

The following types of discipline and guidance are prohibited:

- The use of corporal punishment, including but not limited to,
  - Hitting, spanking, shaking, slapping, twisting, pulling, squeezing, or biting;
  - Demanding excessive physical exercise, excessive rest, or strenuous or bizarre postures;
  - Compelling a child to eat or have in his/her mouth soap, food, spices, or foreign substances;
  - Exposing a child to extreme temperatures;
  - Rough or harsh handling of children, including but not limited to, lifting or jerking by one or both arms, pushing, forcing or restricting movement, lifting or moving by grasping clothing, or covering a child's head.
- Binding, tying or restricting movement, or taping the mouth;
- Isolating a child in an adjacent room, hallway, closet, darkened area, play area, or any other area where the child cannot be supervised.
- Any form of emotional abuse, including rejecting, terrorizing, extended ignoring, isolating, or corrupting a child.
- Abusive, profane, or sarcastic language or verbal abuse, threats, or derogatory remarks in front of the child or about the child or child's family.
- Placing a child in a crib/portable crib for a time out or for disciplinary reasons.
- Using or withholding food or beverages as punishment.
- Toilet training methods that would demean, punish, or humiliate a child;
- Any abuse or maltreatment of a child.
- Any interactions with children that are aggressive, demeaning or intimidating in nature are strictly prohibited.

If your child continues to exhibit inappropriate behavior over a period of two weeks, you may be asked to join in a family- teacher conversation with the Director and teacher. Children may be invited to attend as well.

A Behavioral Plan may be developed at this conference to address the behavior. The plan will outline:

- Inappropriate Behavior
- Type of redirection that will be used
- Consequences

Depending on the severity of the inappropriate behavior, you may be asked to pick up your child early or keep your child home for a day or two. If the child's inappropriate behavior persists or is severe in nature (i.e., endangering themselves, other children, or staff members), the Director may request that you dis-enroll the child effective immediately.



Failure to sign a Behavior Plan and/or to cooperate with its terms and conditions are grounds for disenrollment from our program.

## **PARENT EXPECTATIONS**

Just as we set guidelines for appropriate behavior of children, we also must ensure that parents and other adults who come to our schools know what our expectations are in terms of their interactions with our staff, other children, and parents.



### ***Appropriate language***

Parents/Guardians and their guests must use appropriate language while on school property. Foul language of any type is not permitted on school grounds, which includes our parking lots and playgrounds.

If a problem or concern arises, the first step is to move the discussion into a private office area where you can express your concerns with the Director. We will do our best to address every problem or concern that arises. If another time must be scheduled to address the problem or concern, we can reschedule the meeting for a time at which you and the Director can discuss the problem or concern.

### ***Interactions with Teachers***

When speaking with teachers, be mindful that they are often responsible for supervising a group of children in the classroom. If a lengthy discussion is required, see the Director to schedule a time. We expect our teachers to be respectful in their interactions with you and to respect any position you may have as a parent/guardian with regards to the child. We expect that same level of respect to be given to staff members and that they should be treated as professionals and appreciated for their efforts in the classroom. During all interactions between families and teachers, it is important to remember that both parties have the best interest of the child in mind. If a problem or concern arises that can not be solved peacefully with the teacher, it should be brought to the Director.

### ***Interactions with Other Families***

Childcare of Brandon expects families to conduct themselves in an upstanding manner when interacting with each other. If a conflict arises between families while on school property, which includes our parking lots and playgrounds, we ask that those concerns are brought to the Director so that they may discuss the concern with the other party involved in a peaceful manner.

### ***Interactions with Children***

It is never appropriate for any adult who is not employed by Childcare of Brandon to address or redirect a behavior of a child that is not their own. Any concerns about a child should be directed to the classroom teacher or a member of the Leadership Team.



### ***Smoking***

Smoking, including vaping, is prohibited on all school property, including parking lots and playgrounds.

### ***Physical and verbal punishment of children on school grounds***

We do not allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes our parking lots, playgrounds, and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to your child or an observing child. Violations of this policy will result in immediate disenrollment from our program.

### ***Threats and threatening behavior***

We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behavior in our schools, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

### ***Firearms and weapons ban on school property***

At no time is any person permitted to possess firearms, ammunition, or other weapons on school property, or at events sponsored by the school. For persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period of time when you are in the school. Any violation of this policy may result in immediate disenrollment from our program, as well as criminal prosecution.



### ***Custody and visitation issues***

It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents about their child. If that is not the case, it is the parent's/guardian's responsibility to provide court documents and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and/or guardians. We will follow the last dated court documents, without prejudice, to either parent/guardian. We ask that parents/guardians keep the school, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

In the case of a family in which the parents and/or guardians are divorced, both parents, regardless of which parent enrolled the child, are entitled to obtain the following documents and information typically contained in a child's file:

- Medical Documentation (i.e. immunization records, doctor's notes, medical diagnosis)
- Incident and Observation Reports



- Academic Progress Reports and Individualized Educational Plans
- Attendance Records

### ***Staff hired by parents***

Our employees are prohibited from making independent child care arrangements with families at the school. However, in the event that you enter into an agreement with a Company employee to babysit for your family outside of the employee's normal working hours and/or outside of the school hours, it must be with full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a Company employee. We cannot be responsible for our employees away from the school, outside their working hours, and will not be liable for their acts or omissions when not on our property. In addition, staff is absolutely prohibited from transporting any children to or from the school in their personal vehicles.

### ***Persons appearing to be impaired by drugs or alcohol***

If a parent or other adult enters the school to pick up a child and appears to be intoxicated either by the smell of alcohol or his or her actions appear to be impaired, we may refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the Director may notify the local authorities.

### ***Resolution of disputes***

In the event that a dispute arises out of or relates in any way to our services, we encourage you to attempt to resolve such matters in good faith directly with the Leadership Team. Your Director can have additional Leadership personnel contact you, who will be happy to work with you to resolve any issues you may have if necessary.

### ***Non-solicitation and non-distribution policy***

It is our policy to prohibit employees and non-employees from direct or indirect solicitations of any kind. The company prohibits the distribution of literature for any purpose by employees in working areas on Company property. The distribution of literature for any purpose by employees in non-working areas of Company property during employees' working time. Commercial solicitation by a commercial solicitor of any kind and personal solicitation of any kind by employees on working time.

## **IMMUNIZATION AND PHYSICAL REQUIREMENTS**



All children must be up-to-date on their immunizations and have a current physical before being admitted to our schools. This applies to children in early care from birth until entering public school. Acceptable documentation for records of immunizations and physicals must be validated by a physician or other health-care professional with a signature or rubber stamp, and include your child's name and birth date. Immunization records must also include the number of doses and vaccine type, and the month, day, and year the child received each vaccination.





Validated proof of immunizations should be updated as your child receives new immunizations or booster shots. Failure to abide by the immunization and physical requirements may impact your child's enrollment.

## **DISPENSING MEDICATION**

Medication may be provided to your child while in our care in accordance with our policies, as well as state regulations.

All medication must be handed directly to a member of the Leadership Team with a completed medication consent form. The consent form is good for 7 days. The only exception to this is for the use of diaper cream, and sunscreen and insect repellent, where one form can be completed for each child for the entire season (not to exceed six (6) months). The authorization must indicate the times the medication is to be given and the exact dosage. If medication is to be dispensed on an as need basis, parents/guardians are required to provide additional documentation on the authorization form describing symptoms that would require the medication to be given. Information on possible side effects of the medication is also required.

Any medication brought by you for your child must be:

- In the original container
- Labeled with the child's first and last name
- Labeled with the date (if prescription medicine)
- Include directions to administer the medication
- If prescribed, include the name of the physician prescribing the medication
- Be current, not expired
- Over-the-counter medications must be in the original container with the child's name clearly written and expiration date

All medications are stored in a locked area that is inaccessible to children. We will refrigerate medications that require it. Medication is not typically administered on field trips unless it is a life-threatening circumstance (such as allergic reactions to bee stings) or a drug that has a dosage duration shorter than the anticipated time for the field trip.

No injections will be administered, with the exception of Epi-Pens.

**No medication will be dispensed in a manner that is contrary to the label directions without a physician's written instructions.**

We have the right to refuse or discontinue administration of any product if (a) an adverse reaction results, (b) the product expires, (c) the child is ill or injured, (d) the product can be administered before or after child care, (e) the consent and waiver form is incomplete, or (f) for any other reason if, in the Leadership Team's opinion, it is in the best interest of the child.



## ILLNESS

In addition to the physician's examination and immunization records required for enrollment, we will observe each child's health daily. We will document the following:

- Changes in behavior or appearance
- Any skin rashes and itchy skin or scalp
- Any boils or weeping skin rashes
- Signs of fever, such as flushed appearance or shivering
- Complaints of pain or not feeling well
- Vomiting, diarrhea, or drainage from eyes



For the health and well-being of your child and others, your child must be kept home if he or she displays any of the following symptoms of contagious disease until the child is symptom free for forty-eight hours without medication or the child's physician indicates, in writing, that a child is not contagious and can return to the school. During times of a school and/or community outbreak of a communicable disease, the time your child must stay home may be extended as we take guidance from our local health authorities. If your child has been exposed to COVID-19 within 10 days and has symptoms, quarantine is mandatory with the length determined by current CDC recommendations. If your child is found to have lice, proof of treatment will be required prior to being reentered into our program (empty bottle or receipt of purchase). We will also check your child's head prior to entering the building to ensure there are no bugs or nits present. If we observe your child developing symptoms of illness during the day we will isolate him or her from the other children and call you to pick up your child.

- The illness prevents the child from participating comfortably in activities, including outdoor activities, as determined by staff
- The illness results in a greater need for care than the staff determine they can provide without compromising their ability to care for other children
- The child has any of the following conditions:
  - Appears to be severely ill—lethargy, lack of responsiveness, irritability, persistent crying, difficulty breathing, or having a quickly spreading rash.
  - A fever:
    - Above 100.4°F taken temporally/on the forehead or orally
    - 99.4°F or higher taken axillary (under arm)
  - Diarrhea (more than one abnormally loose stool in a 24-hour period)
  - Blood or mucus in the stools not explained by dietary change
  - Vomiting
  - Persistent abdominal pain or intermittent abdominal pain associated with fever, dehydration, or other signs or symptoms of illness
  - Mouth sores
  - Rash with fever or behavioral changes
  - Head lice or nits

If any of these symptoms develop while in our care, we will notify the parent/guardian and you are required to pick up your child within 1 hour from the time of contact. If the parent/guardian is not available, persons listed as emergency contacts will be notified to pick



up your child and are required to pick up within 1 hour from the time of contact. If we are unable to reach you or any of your emergency contacts, we may be required to call local authorities to assist with the situation.

Children are at risk for communicable disease for a number of reasons such as: they drink, eat and breathe more rapidly; they exhibit behaviors like exploring objects with their mouths, crawling around their environment, and they play together closely; they typically have more immature immune systems than adults; and they are still developing proper hygiene practices. If your child has a communicable disease, please inform the school immediately so we can take any additional precautions that may be necessary. We will take necessary measures to protect your child's confidentiality, and will only share the information relating to the communicable disease with those that need to know. We also will notify you if we become aware that an employee or a child in our care has contracted a communicable disease that the local health department requires us to report.

## **STUDENT ACCIDENTS**

After any injury or medical emergency occurs, you will be asked to sign an Accident/Incident Report describing how the incident happened and the action taken by a qualified staff person. If your child's injury requires outside medical attention your health insurance is, and remains, the responsible party for payment for the cost of treatment of your child.

## **EMERGENCY MEDICAL PROCEDURE**

If your child becomes ill or incurs a minor injury while in our care, our staff will perform basic first aid to treat the illness or injury. If the illness or injury requires more than basic first aid, you will be contacted and asked to pick up your child to transport them to a medical care facility for treatment. In the event of a medical emergency, we may act under the authority of the signed Authorization for Emergency Medical Treatment form in the Enrollment packet and take the emergency measures deemed necessary for the medical care and protection of your child, including contacting Emergency Medical Services (EMS). In the event that we cannot contact you, we will make continuous efforts to contact you or someone listed by you as an emergency contact. Please keep all contact information, emergency medical information, and the authorization for medication treatment current.

## **CHILDREN WITH ALLERGIES**



Please notify us immediately when you learn that your child has allergies. If a child requires medication for a life-threatening allergic reaction (e.g. bee stings), the child's prescription may be kept at the school and administered when necessary. If your child suffers from allergies, please contact your Director, who can provide you with additional information.

## **MAINTAINING A HEALTHY ENVIRONMENT**

Our commitment to a clean and healthy environment compels us to take







the **law requires us to report all suspected cases of abuse or neglect**. Parents may ask the Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

### STATE LICENSING REQUIREMENTS



State licensing requirements and strict enforcement of standards are in the best interest of all children. Our school meets or exceeds applicable licensing regulations and standards. Every child must be supervised at all times. These standards relate to our facility, staff, health and safety procedures, nutrition, teacher/child ratios, and record keeping. Our schools are subject to inspection by state, county, and city health, fire, and licensing officials.

It is the right of the state licensing agency, as well as Child Protective Services, Social Services, or Children and Family Services to perform their duties as follows:

- Privately interview children and/or staff without prior notice or parental consent
- Inspect, audit, and copy child and staff records without prior notice or parental consent
- Photograph or record a location or activity on the premises as documentation for the inspection without prior notice or parental consent
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and, if determined necessary, provide protective custody and/or have a licensed medical professional physically examine the child

The school has carefully developed systems to ensure the comfort and protection of your child. As a parent/ guardian, you can always expect our school to adhere to all county and state regulations governing safety, fire, nutrition, and child/staff ratios. Our inspection reports are either posted or available upon request from the Director.

### STAFFING REQUIREMENTS

All staff members, including substitutes and volunteers, are subject to local, state, and federal background screenings, and must complete all required training prior to working with children.