

Bright Beginnings Childcare Home



Parent Handbook

2019 Policy and Procedures

Caregiver: Marissa Newton

1005 Shelley Court
Arlington, TX 76012
682-232-4510

Bright Beginnings Childcare Home provides a loving, safe and supportive family setting for your child while you are at work. It is important that we work together as partners and feel comfortable discussing your child’s needs. To begin this process, please read and understand this policy handbook thoroughly. It contains many important policies and procedures that pertain to the care of your child. Each policy is in place for specific reasons and you are agreeing to abide by all policies by the signing of your contract and admissions form, so please ask questions about any information that may be unclear to you. I look forward to a long and rewarding relationship with your child and family!

State Requirements

Bright Beginnings Childcare Home is registered and complies with all applicable regulations and standards. These standards relate to our home, staff, health, safety procedures, nutrition, care giver to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our home is subject to inspection by state and city health, fire, and licensing officials. State License No. 1537469

The office has posted copies of the Childcare home's registration, most recent licensing inspection report, and other required notices. A copy of the Texas "Minimum Standard Rules for Licensed Child Care Childcare homes" is available in the office and on the web at: www.tdprs.state.tx.us/child-care/child-care-standards=and-regulations/pdf/final1746.pdf Parents should also be aware of the following important contact information:

- Local Child Care Licensing Office 817-321-8604
- Texas Child Abuse Hotline 1-800-252-5400
- Child Care Licensing Web Site www.dfps.state.tx.us

Gang-related criminal activity or engaging in organized criminal activity within 1000 feet of a child care childcare home is in violation of the law and is therefore subject to increased penalties under state law.

Enrollment

Children may be enrolled for existing openings by completing all Enrollment forms, providing updated shot records, and submitting the required non-refundable fees. All of this must be completed and turned in prior to beginning. The following forms are required for enrollment:

- Admission Information
- Signed Contract
- Emergency Page
- Signed Parent Handbook
- Photo Release
- Immunization Record
- Medical Statement (if applicable)
- Court Documents (if applicable)

Supplies Needed at Daycare

Parents are responsible for supplying the following items: diapers/pull-ups, wipes, diaper creams, tooth brush, sunscreen, weather appropriate clothes and a change of clothes, jacket, good walking/running shoes, pacifier (if needed). A comfort object and blanket for rest time only can be brought and stored in your child’s cubby. There is a good possibility your child will get dirty throughout the day because of food, paint, markers, dirt, bubbles, etc. So please dress your child accordingly for play. We are not responsible for replacing stained or soiled clothing. Furthermore, we suggest that you write your child's name on the tags of their clothing (especially socks and underwear) to prevent any clothing mix-ups.

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Hours of Operation/Schedule

Bright Beginnings Childcare Home is open year-round (except listed holidays) from 7:00 am to 5:45 pm, Monday through Friday. Childcare is not offered on weekends, evenings, or holidays. A daily schedule is posted inside the front door on our bulletin board and on our website.

Holidays & Closings

Bright Beginnings Childcare home will be closed for the following holidays and special days:

- New Year’s Day
- Martin Luther King Jr.
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran’s Day
- Thanksgiving Day and the day after (2 days)
- Christmas Eve and Christmas Day (2 days)

Please arrange for back-up care if needed. If any normally observed holiday is on Saturday or Sunday, I will take off the Friday before or the Monday after. Generally, this would be the same day that most businesses observe. Payment for holidays is required.

Tuition

Full payment is due prior to care being given and specific arrangements will be indicated on your contract. Please see contract with weekly rate amount. Payment is based on contract, not attendance. A 2-week nonrefundable Holding Fee is due upon enrollment (or can be paid out in weekly payments within 60 days of enrollment). A late fee of \$10.00 per day will be added to your tuition for every day (including weekends) the payment is made late. If payment isn’t made within 5 days your contract will be terminated and the child dropped immediately.

Part-time care and drop-in care is occasionally available on a first come first serve basis. Your child will only have a saved spot if they are enrolled and paying for full-time care. Due to adult to child ratio, spots for part-time and drop-in care are not always available.

Payment needs to be made in cash, debit/credit card (customer will be charged processing fee) or check. No refunds will be processed for any reason.

Return Payments

A \$35 processing fee will be charged for any returned payments. After this we will ask that you pay with cash. Failure to reconcile returned items will result in the check(s) being turned over to the District Attorney's Office for prosecution. There are no refunds or credits for any reason under any circumstances.

Care Schedule

Contracted care hours will need to be listed for your child on your contract and enrollment packet. You will need to fill in a 10-hour time slot for your child for each day of the week that care will be provided. If you need to adjust your time slot temporarily or permanently you will need to notify provider in writing (text/email) at least 24 hours in advance and receive approval. Once schedule changes have been approved all changes will be considered final. If parent does not have a set schedule, a weekly schedule will need to be submitted to provider the Friday of the previous week. Please drop your child off for care no later than 9:30 am. We request a courtesy call/text be received if you are running 30

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minutes or more behind your scheduled hours. If your child had a doctors/dental appointment and will arrive late or be out for the day, please call/text provider to notify them in advance.

“Full Time” fees apply to care for up to five days per week with up to 10 hours of care per day.

“Part time” fees apply to care for up to two days per week with up to 10 hours of care per day.

“Extended Day” fees apply to care for over 10 hours per day.

Late Pick-Up / Early Drop-Off

An Early Drop-off fee of \$5 for every 15 minute you arrive before your scheduled drop-off time will be charged. If a child leaves the childcare home after their scheduled pick-up time, a Late Pick-up fee of \$1 per minute will be due. Both fees will be due and payable on the Monday of the following week along with regular tuition.

Bad Weather

In bad weather situations (such as icy roads, flooding, etc.) listen to the local news; if the Arlington ISD or City of Arlington closes for bad weather then the childcare home will also be closed.

Absences

If for any reason your child will not be here for the day or there is a change of schedule, please call or text me in the morning after 6:00 a.m. OR if you know the night before please call or text before 9:00 p.m. I appreciate this courtesy. There will be no refunds or adjustments made for days missed due to your child’s illness, or your days off. A place has been contracted and reserved for each child that cannot be filled on a short-term basis.

Vacations

Although very rewarding, childcare is also a very high stress occupation requiring long hours. In order to be the best provider I can be, I will need time off to relax with my family, accomplish household or child care projects or attend training seminars, classes or conferences. Please secure a person for alternate, occasional back up care. I will take 10 unpaid days off for vacation split up; 5 days in winter & 5 days in summer. You will be notified at least 2 weeks in advance as to which days Bright Beginnings Childcare Home will be closed. Each family can take 1 week (5 consecutive days) vacation per year at 50% of the tuition rate. All vacation requests must be received 2 weeks (10 business days) prior to the vacation and must be approved by the provider. If no notice is given a full week’s tuition will be due.

Provider Illness and Emergency Time Off

Should I need to close child care for family related reasons, (a death in my family, illness or other emergency) you will be responsible for finding alternate care. I will give you as much advance notice as is humanly possible in these cases.

Payment for the days when I am unavailable due to these types of emergencies is not required. Please be assured that I don't take unnecessary days off without notice. I try my best not to take a day off completely unless the situation is extreme as I realize that parents rely on my care.

In the event that I must leave for an appointment, my husband Demorian may occasionally substitute for me. In the event this happens I will do my best to let everyone know that I will be absent for a short period during the day. My husband is trained staff member and background checked by the TDFPS.

**Note: Parents are responsible for finding back-up care for their children during provider vacations, holidays, and sick/personal days resulting in the daycare closing.

Arrivals & Departures

Parents are required to sign their child in and out daily. Please be in control of your child during drop-off and pick-up times. Upon arrival provider, will conduct a health check on all children while parent is present making sure there are no signs of illness or injury. A health check is a simple greeting that might include light touch, visual scan and/or a small conversation with your child. This process should take no longer than 2 minutes. Please send your child clean, dressed (no pajamas, unless you don't mind your child wearing their pajamas all day), fed and ready for the day, as well as all of

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your child's necessary supplies needed for that day's care. Please do not send food i.e. (half eaten breakfasts, breakfast bars, candy, etc) or gum with the children. Please inform us of anything that may affect your child's day. (If they woke up early, the time of their last feeding, any medicine they were given, etc.) Please make your goodbye brief (no more than a couple minutes): the longer you prolong departure the harder it gets for both parent and especially for your child. Never leave without telling your child goodbye. Please do not block the driveway during drop-off and pick-up.

No one other than the parent or person designated by you will be allowed to pick up your child without advanced written permission indicating the person's name and relationship to your child. If there is a court order keeping one parent away from the child, we must have a written note from the custodial parent in our file to that effect. Otherwise, we cannot prevent the non-custodial parent from picking up the child. Childcare and premises are smoke free.

Child Release Authorization List

Children will only be released to people authorized on the Release Form. There are no exceptions. ID's will be checked.

Changes to Contact Information

Families frequently have changes – new homes, new jobs, and new phone numbers. Please keep me informed. I need to know where you are or how to contact you at all times in case of emergency. As a provider, we may make changes to the child care setting or add children to the program without notice to parents as long as any change remains within licensing regulations.

Health and Safety

The childcare home is required to have on file a physician's report verifying overall good health and required immunizations. Current information on immunization and medical status must be maintained while the child is enrolled. If your child is behind on immunizations, the childcare home has the right to refuse care until they are current. The parent is still responsible for tuition during this time. Bright Beginnings Childcare home requires all children to have their immunizations. We will not accept immunization exemptions. The provider will receive an annual flu shot and it is recommended that all enrolled children do the same. Please try and schedule all doctor and dental appointments in the late afternoon or evening. This will ensure that the appointment does not affect our daily schedule and your child will be able to go home and rest after their appointment. Once a child is picked up for an appointment, they will not be able to return to care for that day. Any changes to a child's medical status needs to be updated in writing as soon as possible. Withholding medical information may result in immediate termination.

Illness

Children are to be checked upon arrival each day for any visible indications of illness. If a child appears ill while at the childcare home, they will be turned away at the door or parent will be contacted and asked to pick up the child immediately and child will not be accepted back for care until after 48 hours. If the child remains at the childcare home after one hour has lapsed, a sick child care rate of \$15.00 per hour will be due at pick-up. The main reasons for excluding children from the Childcare home are:

- An illness prevents the child from participating in routine activities;
- An illness requires more care than the staff can provide without compromising the needs of the other children in the group;
- A child's presence poses an increased risk to others with whom the child may come in contact.

The Childcare home cannot admit any child appearing to be sick without a written statement from a doctor or registered nurse certifying no contagious disease is present. Re-admission to childcare will be at the provider's discretion.

Children should be kept at home when they meet the following exclusion criteria:

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- Temperature of 101 or higher, in the past 24 hours.
- Conjunctivitis ('pink eye'), redness of the eye and/or lids, usually with yellow discharge and crusting.
- Bronchitis, which begins with hoarseness, cough, and a slight elevation in temperature. The cough may be dry and painful, but gradually becomes productive.
- A rash you cannot identify which has not been diagnosed.
- Impetigo: red pimples, which become small vesicles surrounded by a reddened area. When blisters break, the surface is raw and weeping. Look for signs in neck, creases, groin, underarms, face, hands, or edge of diaper.
- Diarrhea three or more times within 24 hours (watery or greenish BM's that look different and are more frequent than usual).
- Vomiting within 24 hours (more than usual 'spitting up').
- A severe cold with fever, sneezing, and nose drainage. Green/yellow discharge for more than 5 days.
- An unknown illness without obvious symptoms other than unusual paleness, irritability, tiredness, or lack of interest.
- A contagious disease, including measles, chicken pox, mumps, roseola, strep throat, etc.

The Child must be clear of all symptoms for 24 hours before returning. (this means no Tylenol/Motrin or OTC medication during these 24 hours)

While we regret the inconvenience caused by strict adherence to these guidelines, our concern for all the children dictates a very conservative approach when dealing with health matters. Because of conflicting medical opinions about the advisability of re-admitting children receiving treatment who still appear ill, the childcare home will err on the side of safety when making such decisions and ask for your tolerance and understanding.

Should your child contact a contagious illness, please notify the childcare home immediately so other parents can be alerted to the possibility of exposure. Guidelines issued by the Texas Department of Health dictate re-admission criteria. Contact the office for details.

Parents are encouraged to administer medication outside the childcare home. At the discretion of the provider, a childcare home staff member may administer medication, on a 'best efforts' basis. Due to increased liability, provider will not administer any Over the Counter medications to your child.

All medication must be furnished in the original prescription container, with an appropriate dispense, marked with the child's name, date, and directions for use; placed in a labeled plastic (zip-locked) bag, and handed to a staff member with a fully completed MEDICATION AUTHORIZATION FORM.

In the event of an injury or medical emergency, trained staff will immediately administer first aid and notify a Director if further assistance is needed. If we believe the situation may call for parent involvement or professional medical attention, the childcare home will attempt to contact a parent or other authorized emergency contact. If the condition is serious, the childcare home will call 911 for an EMT response or will transport the child to a hospital Emergency Room.

****Note:** In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

- A phone call to 911 is made.
- Child's parents (or emergency contacts) are called.
- Child is separated from the other children and appropriately cared for.
- Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

Evacuation Procedures

Bright Beginnings Childcare Home has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are filed and available upon request. In the unlikely event, the children will be evacuated to an

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emergency location, and you will be notified as soon as possible. A notice will be posted at the daycare with all information on the alternative sight.

Authorization Form

In the event of an injury or medical emergency, trained staff will immediately administer first aid. If we believe the situation may call for parent involvement or professional medical attention, the childcare home will attempt to contact a parent or other authorized emergency contact. If the condition is serious, the childcare home will call 911 for an EMT response or will transport the child to a hospital Emergency Room.

Safety

The following safety precautions have been established to help ensure the safety of children and staff:

- Emergency evacuation drills are held regularly without notice. Parents present should participate in the drill.
- Emergency exit plans are posted on the front bulletin board.
- The daily record of children's arrivals and departures is used as an attendance checklist during safety drill.
- All staff are trained in First Aid and CPR.

Childcare Rules

The following are the rules in our childcare home for parents, provider and children.

- Walking Feet
- Helping Hands
- Listening Ears
- Looking Eyes
- Respectfulness
- You may not hurt yourself, others or things

Discipline & Guidance

The childcare home has a philosophy of positive guidance, incorporating creative teaching and involvement to help children develop self-discipline and inner control over their actions. It is based on mutual respect and an understanding of children's needs and development. Positive guidance uses redirection, verbalization of misunderstandings, consistency, and acceptance of feelings, firmness, and fairness. Children are encouraged to express their feelings verbally as well as to discuss and resolve conflicts rather than 'act out' their feelings. In certain situations, a brief 'quiet time' may be used to allow a child to calm down and recover self-control before resuming group activities. This time is limited to no more than one minute per year of the child's age.

Aggressive Behavior

All children need to be able to participate in Bright Beginnings Childcare Home's planned activities and be able to follow simple directions. As with all aggressive behaviors parents are notified with each incident. Aggressive and hurtful behavior includes, but is not limited to: biting, hitting, kicking, pushing, and pinching. Such behavior is not appropriate. If negative behavior becomes a consistent problem parent may be called to remove child. Childcare provider is responsible for all children's well-being of all children at no time will one child's behavior be allowed to be at risks of others.

- Step One: Provider Coaching the child and contact with the parent.
- Step Two: Provider and Parent Conference make suggestions.
- Step Three: Provider and Parent Second Conference at which time the parent maybe asked to find alternate childcare.

Any or all of the steps may be skipped or omitted as deemed appropriate, based on the extent of the aggressive behavior and circumstances.

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Cleanliness

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our home and the children in it as clean as possible, in order to help minimize and/or prevent the spread of germs. Our home is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. The chairs and tables are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys are cleaned and disinfected often, and water-play tables are cleaned and disinfected before being filled with water and carefully supervised when in use. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

Child Abuse

The Childcare home is required by law to report any apparent incidence of child abuse or neglect defined as "non-accidental infliction or threat of infliction of physical, emotional, or mental harm to a child." All such reports must contain the name and address of the child, the name and address of the person responsible for the care of the child, and any other pertinent information.

Visitation

The Childcare home has an open door policy on parent visits. We recognize and support parent's desires to see and spend time with their children whenever they can. Please keep in mind that nap time is very important for the children and the provider. In the even that you need to pick up during nap time please call or text the provider and notify them before your arrival. If possible please schedule pick up before or after nap time.

Meals & Snacks

Meals are scheduled as follows: breakfast 8:00 – 8:30 am; lunch 12:00 – 12:30 pm and snack 3:30 – 4:00 pm. If your child will arrive before or after a scheduled mealtime, please be sure they have eaten. Nutritious meals are provided by provider based on the USDA Child and Adult Care Food Program.

Please make me aware of any food your child is allergic to. If your child has a specific medical condition such as an allergy, food may be brought from home. For a child with allergies, parent must provide provider with a special dietary statement signed by a physician, an emergency plan and allergy medication, if applicable.

Activities

We know that children also learn through play; because of this, we do not under estimate its importance on a growing child's mind, body and spirit. Therefore, the children under our care receive lots of indoor and outdoor free-play and structured-play throughout each day. During structured-play we primarily have only one group of toys or activity out at a time in order to allow the children to concentrate fully on each thing they do. Age appropriate activities will be scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages. As you know, children play hard and will get some bumps and bruises from time to time. We do our best to limit the amount of times this occurs, with constant supervision and watchful eyes. Due to the safe environment/toys we have surrounded ourselves with, we hope to prevent any injuries before they can happen. During the summer months (June, July and August) we allow for more outdoor activities and creative art projects. Weather permitting, we play outdoors every day.

TV Viewing

Television viewing is only done once or twice a week, no more than a half an hour at a time and is limited to age appropriate educational shows. On occasion, usually only on Fridays, we may pick an appropriate children's video to watch. Children are never required to sit and watch TV, and TV is not offered in place of free play or learning activities.

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Parties

Birthdays and holidays are an especially exciting time for young children and the childcare home will be pleased to help your child celebrate with classmates and staff. Please discuss this with your child's teacher prior to the date. We must post any snack schedule changes 48 hours in advance. All food provided must be store bought and sealed for safety and health purposes. Since regulations prohibit any type of open flame in the childcare home, birthday candles are not permitted.

Clothing and Personal Belongings

Children's clothing should be comfortable, allowing complete freedom of movement, washable, and suitable for daily indoor and outdoor activities. Since children spend time outdoors almost every day, parents should consider weather conditions when planning daily dress. To encourage development of independent bathroom skills, children's clothing should be easy for them to manipulate with a minimum of assistance.

Children must wear shoes which are practical as well as comfortable. Tennis shoes or athletic shoes are highly recommended.

Sandals, flip-flops, and fashion boots are prohibited. Girls should wear shorts/bloomers under dresses and skirts. A complete change of clothing should be kept at the childcare home.

Except for special items needed to smooth the transition from childcare home, toys and personal belongings should remain at home. Any personal items needed for nap should be brought during the first week of care and left in child's cubby for the duration of enrollment. This will avoid lost possessions and hurt feelings. The childcare home will make reasonable efforts to safeguard children's personal belongings and clothing, but will not be responsible for lost or damaged items.

Everything that your child brings or wears to school should be permanently labeled.

Candy, gum, and money should never be brought.

Anything left at the childcare home more than 30 days after termination of services will be discarded.

Non-Discrimination

Bright Beginnings Childcare home does not discriminate. Children and staff of all races, nationalities, and religions are welcome. The Childcare home respects cultural diversity and incorporates it into the daily curriculum. We are an Equal Opportunity Employer.

Change to The Parent Handbook/Policies

The childcare home, at its discretion, may change any policy contained in the Parent Handbook. Parents will be notified of any changes by email or written notice.

Termination of Contract/Agreement

If you no longer need childcare, a 2-week (14 days) notice in writing can be turned in on a Friday with final payment. If a nonrefundable holding fee has been paid; it can be applied to your final 2 weeks. If 2 weeks written notice is not received by the provider no refunds of any kind will be processed. If no 2-week nonrefundable holding fee has not been paid or completely paid off the total tuition due for the 2 weeks will be owed at the time that the notice is turned in.

Childcare provider can terminate care for any reason at any time but will attempt to give 2 week notice if possible.

Immediate termination may occur for the following reasons:

- Failure to pay or multiple late payments
- Repeat late pick-up/drop-off or no show
- Lack of compliance with contract, state regulations or parent handbook
- Failure to complete required forms
- Lack of parental cooperation
- My inability to meet child's needs

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- Serious illness of child or provider
- False information given by parent
- Disregard for provider or others privacy/rules

A Final Note

It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you express that to us before enrolling your child in our daycare. We are always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future, we encourage you to talk to us about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need our attention during business hours. Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe.

Failure to read the handbook does not give me permission to violate policies or be free from the consequences of violating policies. Please sign below that you have read the full handbook (Policy & Procedures).

X _____

X _____

Date: _____

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