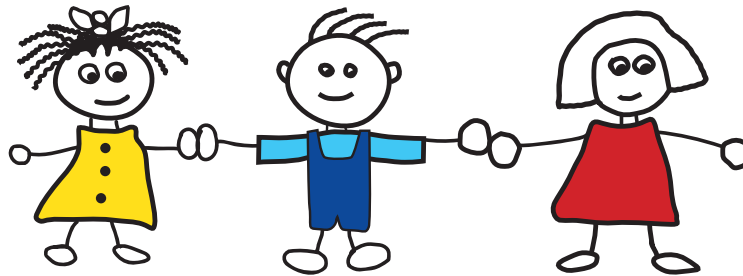


**BRIGHT BEGINNINGS**



**CHILD DEVELOPMENT  
CENTER, INC.**

# Family Handbook

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**Welcome to Our Family -**

**Where Bright Beginnings  
Lead to Brighter Futures!**



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## **ABOUT US**

### ***Philosophy***

Our philosophy is based on meeting the developmental needs of the children. The program provides developmentally appropriate activities and experiences that enhance cognitive, physical, social and emotional growth. The children will be encouraged to participate in personal interactions and self-concept skills through a balance of teacher initiated and child centered activities. Our teachers will serve as positive role models and facilitators who will help to guide the children. We believe that parents are the primary educators of their children. We would like to be partners with you in providing the care and education your children deserve!

### ***Mission***

Bright Beginnings Child Development Center, Inc. was developed to provide a loving, supportive, safe and educational environment for families who need infant, toddler, pre-school and school-age care for their children. It is our goal to offer a program that meets the intellectual, moral, social, emotional, and physical needs of all children.

### ***Licensing & Certification***

Bright Beginnings Child Development Center is licensed by the PA Department of Human Services. The Department of Human Services sets requirements for the operation of an Early Childhood Program. Programs that participate in Keystone STARS care about providing quality early learning to your child. As programs move up the STARS ladder, they are providing even higher quality experiences, so your child benefits even more from the program. Early learning programs can earn from a STAR 1 to a STAR 4 level. At each level, programs have to meet certain quality standards. The higher the STAR level, the higher the quality standards. Bright Beginnings is also a Keystone STARS Participant.

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

Child care services are provided from 6:30am to 5:30 pm Monday through Friday. Care shall be limited to 10 hours per day.

### ***Holidays***

The centers will be closed on the following days:

New Years Day	Labor Day
Martin Luther King Day (In-service)	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day

The holidays will be observed on Friday if it falls on a Saturday. It will be observed on Monday if it falls on Sunday. Reminders will be posted for center closings.

## ***Definition of Family***

In this handbook we refer to 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.

## ***Admission & Enrollment***

All admission and enrollment forms must be completed and enrollment fee paid prior to your child's first day of attendance.

A registration fee will be collected to guarantee your child's enrollment at Bright Beginnings until our next available opening. This is a non-refundable fee and will hold your spot for up to 6 weeks beyond our next available opening.

Based on the availability and openings, our facility admits children from 6 weeks of age to entering Kindergarten at our Hershey location and 6 weeks of age to entering middle school at our Harrisburg location.

## ***Inclusion***

**Bright Beginnings** believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in Early Education. 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.

If your child has an identified special need, Bright Beginnings will partner with you to provide and seek out the support that you and your family need.

Through observations and assessments we are able to evaluate and support ongoing needs of individual children. We may ask for collaboration with an outside agency such as Early Intervention or Capital Area Intermediate Unit to assist in identifying the best way to support a child.

## ***Plan for Referral***

A parent may request that their child be evaluated for any concerns at any time. If concerns about your child's development have arisen in the classroom a meeting will be scheduled with you to discuss our resource options and seek out the best way to support your child.

If a child is currently undergoing services, please provide a copy of their Individualized Education Plan so that we may best serve your child.

## ***Non-Discrimination***

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

## ***Confidentiality***

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

## ***Staff Qualifications***

Bright Beginnings Child Development Center staff meets and exceeds the requirements of the PA Department of Human Services regulations. Staff members are required to continue their professional growth through participation in workshops and credit courses related to the education and development of children. All staff undergoes three background clearances; Child Abuse History Report, Pennsylvania State Criminal History Record, and FBI Criminal History Record.

## ***Child to Staff Ratios***

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

<b>Age</b>	<b>Child to Staff</b>
0-12 months	4 to 1
12-24 months	5 to 1
24-36 months	6 to 1
3 year olds	10 to 1
4-5 year olds	10 to 1
6-8 year olds	12 to 1
9-12 year olds	15 to 1

Source: Pennsylvania American Academy of Pediatrics [PA AAP] and Healthy Child Care Pennsylvania.

## ***Communication & Family Partnership***

**Daily Communications-** Live e-updates from center staff will keep you informed about your child's activities and experiences at the center. Please provide current email address for updates.

**Signs & Bulletin Boards-** Located throughout the center, bulletin boards and signs around the sign in table and doors provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

**Newsletters** -Monthly newsletters provide center news, events, announcements, etc. These newsletters are distributed in the beginning of each month and will be placed in your child's mailbox or cubby.

**Email and Parent Alert-** We encourage you to provide an email address and cell phone info that you use regularly so that we may send you announcements, event invitations, and general updates. This is also the method of communication we will use to alert on the rare occasion that there is an emergency closing.

**Family Visits & Involvement-** Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. We would also love to see you participate in our many community involvement activities such as Dads and Desserts, Moms and Muffins, our Annual Ice Cream Social, Grandparents and Goodies, our Thankful for Families Dessert hour and our Annual Holiday Show at Music Box Theater in Hershey Park, where all our classes perform an act or song that they have prepared, plus much more. So Much Fun!

**Parent's Night Out-** Occasionally Bright Beginnings will plan an event in which your child will be able to come to our center in the evening hours one day on a weekend so that parents may enjoy some time to

themselves. This is free of charge but we will be collecting donations for the teachers that have volunteered their time to care for the children on Parent's Night Out.

**Conferences & Progress Monitoring-** Family/Teacher conferences occur twice a year. 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. At these conferences and throughout the year you will review progress reports that will show you how your child is learning and growing. We will ask you to sign these reports and we will always make you a copy for your own records.

### ***Publicity***

We will not use your child's picture for any of our promotional materials, including our monthly newsletters and website if you have not given us permission to do so on your Family Parent Permission form upon enrollment.

## **CURRICULA & LEARNING**

### ***Learning Environment***

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: 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. Bright Beginnings focuses on preparing children for school by implementing key learning opportunities. We are confident that the children who have experienced our pre-k program will be ready as they enter the elementary level of learning.

Copies of daily schedules are posted in each classroom.

### ***Outings & Field Trips***

If a class is planning to take a field trip outside of the center, parents will receive a permission slip that must be signed if child is to attend. Volunteers are always welcome to join the group. At least two staff persons will attend all field trips. Walks that are taken in the vicinity of the center are not considered field trips. Transportation costs are covered by the center. Parents may be responsible for the admission fees for the specific trip.

### ***Transitions***

#### **Transition from Classroom to Classroom**

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. Children are transitioned to the next class based on a combination of age,



developmental readiness, state licensing requirements, and space availability, and at what age your child will enter kindergarten.

**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.

**Transition to elementary school-**Transition activities such as a field trip to a local elementary school, will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

### ***Television Time***

Our normal daily routine does not include television viewing, but from time-to-time, an age appropriate video may be played for a special occasion.

### ***Electronic Media***

Electronic Media are limited to 20 minutes or less per day per child. Internet sites and software are pre-screened to contain non-violence and high-quality educational content. All of our computers are thoroughly firewalled so that no inappropriate material shall be viewed.

### ***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. We are happy to celebrate Birthdays and Holidays.

### ***Rest Time***

Infants sleep according to their own schedule and are put to sleep on their backs, as recommended by the American Academy of Pediatrics.

After lunch, all children pre-k age and younger participate in a quiet rest time. Children are not required to sleep and may be given quiet activities after they have rested for one hour as required by the department of public welfare.

Children may bring a blanket and pillow and any security items they may need to have a restful nap time. Blankets will be sent home every Friday to be laundered by the parents, please label all belongings.

### ***Toilet 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.

## **GUIDANCE**

### ***General Procedure***

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.

### ***Challenging Behavior***

Children are guided to treat each other and adults with self control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all of the children.

Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child.

### ***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.

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**

### ***Payment***

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due as outlined in the *Enrollment Agreement*, and may be paid cash, check, credit card, or automatic payment.

### ***Late Pick-up Fees***

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$5 per minute will be assessed beginning at 5:30PM and will be due with your next payment or charged to the credit card on file.

### ***Special Activity Fees***

From time-to-time there will be additional minimal fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

### ***Late Payment Charges***

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of \$10 will be added. If your account has not been paid in full within 5 business days, your child may be discharged from the program.

If payment is more than 10 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3<sup>rd</sup> party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

### ***Returned Checks/Rejected Transaction Charges***

All returned checks; rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. 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.

## **ATTENDANCE & WITHDRAWAL**

### ***Absence***

If your child is going to be absent or arrive after 10 AM, please call us. We will be concerned about your child if we do not hear from you. We also like to plan for lunch counts and activities by this time of morning.

### ***Vacation***

Please let Bright Beginnings know if your child will not be attending for a day or more, so that we can plan accordingly. If you plan to take an extended leave, or a summer off, please see Amy about the process to reserve your child’s spot until you are ready enroll again.

### **Withdrawal**

If for any reason you would need to withdrawal your child from Bright Beginnings, we do require a WRITTEN letter of withdrawal and two weeks’ notice. If you withdrawal without notice, two weeks tuition will be charged to your family tuition account.

### ***Transfer of Records***

Whether transitioning to the next program setting or to a new classroom, your child’s records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent 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) prevent us from opening on time or at all, notification to the families will be announced via Parent Alert.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child’s early pick-up is your responsibility to arrange.

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

### ***General Procedure***

We open at 6:30 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children to their classroom and sign them in.

We close at 5:30 PM. Please allow enough time to arrive, sign your child out, and leave by 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 anytime 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. 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.

If a child has not been picked up after closing 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 for as long as need be, until someone can be contacted.

### ***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. Reoccurring situations may result in the release of your child from the program.

## **PERSONAL BELONGINGS**

### ***What to Bring***

- **Infants:** enough clean bottles for a day's use, formula, breast milk, and/or baby food, at least 10 diapers per day, diaper ointment, and at least 2 changes of clothes per day.
- **Young Toddlers:** 10 diapers, diaper ointment, at least two changes of clothes per day, sunscreen, and nap blankets
- **Older Toddlers:** at least two changes of clothes (more per day if going through the toilet training program,) diapers or pull ups, diaper ointment (if applicable), sunscreen, nap blankets.
- **Preschoolers:** at least one change of clothes, nap blankets, sunscreen.
- **Kindergarteners:** at least one change of clothes, sunscreen.
- **After School Care Children:** books for homework.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, diaper ointment, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

### ***Cubbies***

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name and or picture. Please check your child’s cubby on a daily basis for items that need to be taken home.

### ***Lost & Found***

You can look for lost items and bring found items to the Lost-and-found Box located in the office or ask your child’s teacher. 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 show-and-share activity, or they are a security item.

## **NUTRITION – WE ARE A PEANUT- FREE SCHOOL!**

### ***Foods Brought from Home***

We ask that any food brought from home does not contain nuts or peanuts. Due to allergies we have become a nut free center meaning that no food brought into the center or prepared by the center may have any type of nut, for the safety of our children. You are more than welcome to bring in snacks and treats from home to share with the class, please speak with your child’s teacher so you can the best treat for your child’s class.

### ***Food Prepared for or at the Center***

All lunches are provided by Bright Beginnings and are cooked fresh daily. Monthly lunch menus are provided on the sign in table. Children are welcome to bring their own lunch and/or snacks; however no tuition decrease is applicable in this case. Please do not pack anything that needs to be cooked or prepared.

### ***Food Allergies***

You may be asked to provide foods for your child if we cannot adequately make the substitutions required.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

### ***Meal Time***

At meal time the dining table is set with real plates and flatware. Everyone sits at group tables. Children are encouraged to try all the food that is available to them. Good table manners are modeled and encouraged. Monthly menus are posted and available for parents/caregivers.

### ***Infant Feedings***

Infant feedings follow these procedures:

- Bottle-fed infants are fed while being held or sitting up.
- Infants are fed “on demand” to the extent possible (at least every 4 hours and usually not more than every 2 hours).
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies.
- Expressed breast milk may be brought from home.

- Formula brought from home must be labeled with the child's name.
- Solid foods will only be introduced after a consultation with the child's family

## HEALTH

### *Immunizations & Physicals*

Bright Beginnings and the State of Pennsylvania require all children in a group care setting to provide the center with a copy of your child's yearly wellness check and immunization records. We have a form that you may bring to the doctor's office for these visits or they may generate one of their own.

### *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.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever (101°F or above, under the arm)
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting
- Mouth sores caused by drooling.
- Rash, unless a physician has determined it is not a communicable disease.
- 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.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours, without medication.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- 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 had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.
- If a child had a reportable communicable please notify Bright Beginnings so we may notify others.

## ***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 a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and 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***

**NO MEDICATIONS WILL BE ADMINISTERED BY OUR CENTER'S STAFF UNLESS SPECIFIC WRITTEN INSTRUCTIONS ARE RECEIVED FROM A PHYSICIAN.**

Medications will be given if the following are provided:

1. The medication is in the original pharmacy container labeled with the child's name, instructions for administration, content identification and name of physician.
2. Parent must record all necessary information on the medication log.
3. The Director, Group Supervisor or his/her designee shall administer the medication or assist the child in self-administration of the medication.

Please note: Over the counter medications such as pain relievers, cough suppressants, throat lozenges, ointments, etc. are considered medications and must follow the above guidelines in administration.

## ***Communicable Diseases***

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventative treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

## **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 daily programs are conducted outside whenever weather permits.

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.

Flip-flops are not appropriate for center play and therefore shall not be worn. All footwear must be secure around the ankle.

### ***Extreme Weather and Outdoor Play***

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 25 °F degrees. Additionally, outdoor play will be cancelled if the air quality rating is poor.

### ***Injuries***

Safety is a major concern in child care and so regular 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 incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is 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.

### ***Biting***

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the child who bit 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.

Notes will be written to both families regarding the incident. We will work together with the families of each child to keep them informed and to develop strategies for change. The support of outside agencies may be requested to assist our staff with such behaviors.

### ***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.



### ***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.

### ***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.

### ***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.

## **EMERGENCIES**

### ***Fire Safety***

Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

### ***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.

### ***Emergency Evacuation Plan***

In the threat of terrorism or natural disaster, we have a plan in place to protect your child. A copy of this plan hangs above our sign in table and can be reviewed at any time.



# *Bright Beginnings* *Child Development Center, Inc.*

98 S. Clover Lane  
Harrisburg, PA 17112  
Ph. (717) 671-8810

1230 E. Chocolate Ave.  
Hershey, PA 17033  
Ph. (717) 533-1536

This is to certify that I have received a copy of the family handbook on the following date:

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I have read the policies and agree to comply with the policies and procedures in the handbook.

Signed,

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Parent/Guardian

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Parent/Guardian

Child/Children's Names

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