



3821 Birney Avenue • Moosic • PA 18507 • 570-344-3330 • [ABrightFutureLC.com](http://ABrightFutureLC.com)

### Welcome to our Center!

Dear Parents,

Thank you for choosing our center for your childcare needs. We look forward to providing your child with quality care and early education for much time to come! As a mother of six young children, I know how hard it can be to leave your child in the care of others, especially for the first time. You worry about how your child will adjust without you, what kind of personal attention they will receive, and how they will cooperate and interact with other children. It's a giant leap of faith... one that I hope is put at ease by our center's home-like setting, highly trained and educated staff, and developmentally appropriate curriculum. Please give us feedback about the care that we provide as we are constantly trying to improve our center.

Sincerely,

Kate Bender, Owner

"Admission is open to all regardless of race, color, national origin, sex, age, or disability."

### Our Mission

A Bright Future Learning Center strives to maintain an environment that is as close to home-life as possible; essentially a place where infants and young children feel comfortable and loved. Our goal is to provide your child with this type of environment through our small and intimate center, caring staff, and genuine concern for your child's cognitive, physical, social, emotional development and early education. Health and safety are of the utmost importance to us. We strive to give all of our children the best care possible in the least restrictive environment.

### Our Philosophy

Infants and young children learn best in a place where they feel welcome, comfortable, and loved. They thrive in an environment surrounded by warm and accepting caregivers, developmentally appropriate toys, books, and learning tools. All of this is introduced in a relaxed atmosphere that

possess the qualities of a good home – trust, respect, laughter, imagination, patience, tolerance, responsibility, cooperation, and love. Children learn best when practicing hands-on, interest related activities, in an environment where they feel at ease and confident to explore their own curiosities. In addition to fulfilling basic care related needs, we strive to create a setting which focuses on the cognitive, physical, emotional, and social growth of all children. We believe that children learn best through their own play when exposed to a variety of developmentally appropriate materials and activities, supported by encouragement from their caregivers.

### Registration

Upon enrollment, parents must complete the following registration forms in their entirety:

- Emergency Contact Form – please make sure information is accurate and inform us of any changes when they occur. (updated every 6 months)
- Agreement Form – set days and times of child care pick up and drop off(updated every 6 months)
- Getting to Know you Form – questionnaire that helps us get to know your child
- Health Assessment – to be completed by a licensed medical professional (due within 30 days of enrollment and updated every 6 months for children ages 2 and younger; updated annually for children over 2 years of age). Child must have or be scheduled for required immunizations unless a religious belief against such vaccines is submitted in writing.
- CACFP Food Program Forms – We participate in PA Department of Education’s Food and Nutrition Program that provides your child with nutritious meals and snack.. (updated annually)

### Hours of Care

The center is open from 6:30am until 6:00pm, Monday through Friday, with the exception of holidays. Your child’s scheduled pick-up and drop-off time is agreed upon during the time of initial enrollment, not to exceed 10 hours per day. Children cannot be dropped off at the center earlier than the designated drop-off time or picked up later than the designated pick-up time.

- Failure to pick up your child on time will result in late charges of \$10.00 per fifteen-minute period, per child, exceeding the designated pick-up time. When a child is not picked up on time, it interferes with child to staff ratios.
- Our center closes promptly at 6:00pm. In addition to late charges, failure to pick your child up by 6:00pm can be grounds for termination of services.

### Inclusion Policy

Our center welcomes children of all abilities and supports children who need additional social, emotional, cognitive, or physical assistance. We adapt our daily program to meet the needs of such children and our learning environment is designed so that children can freely make their own choices based on their abilities, interests, and needs. All children are invited to participate in our daily activities, learning centers, and free play environment. Our group activities are designed to encourage social interaction for all children and our learning environment is designed to promote

growth in all areas of development. We value and seek input from parents, early intervention specialists, and our staff receives training on inclusionary practices.

### IEP/IFSP

If your child has a IEP or IFSP, please let us know and provide us a copy of it so that we can implement it for your child. We make every attempt at inclusion at our center and gladly invite supportive and therapeutic staff into our center for your child. The director and all of your child's teachers will read the IEP and implement it. There is an IEP/IFSP request form at the end of this handbook.

### ESL

If you or your child's first language is not English, we will make every attempt to communicate with you. With Google Translate available on smartphones, we can use this tool to communicate with you.

### Tuition/Payment Policies

Upon enrollment, you will sign an agreement designating a private weekly tuition or a weekly co-payment through the CCW. This is due on or before the first day of the week (Ex. On or Before 1/10/10, you must pay for the week of 1/10/10 to 1/14/10). Payment can be made in the following ways:

- Autopay weekly via ACH (checking or savings account), **NO FEES** and no need for backup payment plan\* as described below
  - **\$35 fee for declined payments**
- Autopay weekly via credit or debit card (2.75% transaction fee applies); no need for backup payment plan\* as described below
  - **\$3.50 declined transaction fee**
- Payment can be made in person with cash, check, or money order.
  - **\$35 fee for returned checks**
  - **MUST establish a backup payment plan**
- Payment online via [www.myprocare.com](http://www.myprocare.com). In order to use this method of payment, you must provide us with an email address so that your account on myprocare is linked to our billing software.
  - **MUST establish a backup payment plan**

**Effective 4/1/22, we require that families provide a "backup" payment plan unless enrolled with Autopay. There are no exceptions.**

Backup payment plan will be used each Friday at noon and will charge for any outstanding balance on account. Declined payment fees will apply and are described above, specific to each type of payment.

In the event of more than one consecutive declined payment, we reserve the right to suspend child care services until any outstanding balance is paid in full.

#### CCW (Child Care Works) Subsidized Funding

Parents who receive CCW funding for their child care tuition are responsible for providing the CCW agency with the information that they require. If the CCW suspends or terminates funding, there is nothing that our center can do to help you get back on the program, as we are not affiliated with them. They are very strict with their policies and any deviation from their rules can result in termination of funding. If the CCW office deems you are no longer eligible, the center will not provide care to your child unless you begin paying privately immediately. We do not offer any discount periods for children who are suspended or awaiting CCW funding.

#### Drop-Off

Please walk your child into the center, remove and hang up their coat, and let the appropriate staff know of any important information regarding your child (illness, early pick up, medication, etc.). Please check your child in using our Procure Software System each day with your registered thumbprint. Please do not leave until you have either brought your child to their appropriate classroom or have handed your child off to a staff member.

#### Pick-Up

Always have your photo ID with you at pick-up.

When picking up your child, please check your child out using our ProCare Fingerprint System. Please check your child's mail-slot and coat hook each day to see if you have anything to be sent home. You are welcome to ask your child's teachers questions at pick-up but if you need to have a concern that requires a lengthy conversation, we ask that you call or email the center to schedule a conference.

Upon enrollment, you will be asked to designate certain persons to whom your child may be released. The persons that you list on this emergency contact sheet are given permission to take your child at ANY time unless a custody agreement says otherwise.

Unless we have a court order or custody agreement on file at the center stating otherwise, EITHER parent listed on the Emergency Contact sheet is legally able to pick their child up at the center at any time. This rule applies even if they are not on the list under persons to whom the child may be released as long as they are listed as parent. Please be sure to provide us with any protection from abuse orders/custody orders, if they exist, as we can only abide by them if we have a copy.

## Medication

Our center will administer medication to your child according to the following policy:

- Medication must be stored in its original container.
- If the medication is a prescription, we will only administer this medication to the person who the medication is prescribed for.
- For prescription medication, the prescriber must have dosage and instructions.
- We do not administer fever reducing medications on a timeline in an effort to keep a sick child in our care.
- Non-prescription medications should be labeled with your child's name
- You **MUST** complete and sign a medication log consent form and complete dosage instructions.
- All medication must be sent home daily.
- **NEVER** place medication in a diaper bag or locker. Always instruct appropriate staff of any medication need so that you can fill out a medication log.
- Failure to complete and sign a medication log or not adhere to the above policies will result in the center not administering the medication.

## Care Plans

If your child requires special health care, please request a Care Plan Form to be completed by your child's health care provider. We cannot honor special requests for modifications to our site, learning program, dietary changes or allergy related requests unless accompanied by a Care Plan completed by a licensed health care provider.

## Illness Policies

In order to protect the health and safety of our children and staff, our center must adhere to a strict illness policy. It is designed to protect the health of all of our children and staff. Your child must be picked up **immediately** if they have one or more of the following symptoms:

- Fever above 100.5°F
- 1 incident of vomiting
- 2 incidents of diarrhea
- Combination of vomiting and diarrhea
- Any rash not accompanied by a doctor's note to explain that it is not contagious
- Cold sores
- Conjunctivitis (pink eye), teary, red, crusty, draining eye
- Verbal complaint of stomach pain, headache, earache, throat pain, or any other sickness and/or pain that interferes with normal activity.
- Extreme lethargy, fatigue and/or the child is just not him/herself
- Head lice

- Scabies
- Pinworms
- Concussions: concussions are brain injuries sustained from a direct blow to the head or jarring of the head. They are diagnosed by a medical professional based on symptoms. If your child sustains a concussion, rest at home for 48 hours and until symptoms subside is required unless we receive a note from a medical professional stating otherwise. The reasoning behind this is because brain rest is very important to promote healing. Our classrooms are brightly lit, loud, and stimulating. We encourage active play and have plenty of opportunities for gross motor physical play. During the first couple days of healing, our school environment would be the exact opposite of what doctors recommend for your child. After symptoms subside, we can modify your child's experience here by allowing rest time on a cot periodically throughout the day for short periods or by asking them to sit down during outdoor play. It would be virtually impossible for us to keep a child completely resting all day in our environment so that we ask that you keep your child at home for as long as they are symptomatic and need that extended all day rest.
- Indication of staph infection on skin (boils, impetigo, infected wounds)
- Symptoms of other infectious and communicable diseases
- Inconsolable crying in a non-verbal child which does not reflect their typical behavior.

We cannot accept **any** explanation or excuse for any of these symptoms except for a written note from a licensed medical professional. Teething or immunizations are not an excuse for any of the above illnesses. If these symptoms exist, the child must go home either until the symptoms subside or a physician's note indicates that the child is ok to return to childcare. If sent home sick, your child may not return to the center for at least 24 hours after symptoms subside.

\*Please also be aware that if a child is sent home sick with diarrhea, they cannot attend day care the next day, as stated above. When a child is permitted to come back to daycare 24 hours later, if they have 1 incident of diarrhea again, the child will be sent home. This is to ensure the health and safety of our children and staff.

### Clothing

Parents are requested to dress their children in comfortable, washable, weather appropriate clothing. Please do not send your child into daycare in pajamas (unless they are infants) or without socks and shoes. Please do not send your child into daycare in clothing that you would be upset if it became stained, soiled, or ripped. Although we will make an attempt to keep your child clean, it is virtually impossible to protect clothing in all circumstances. Playtime and mealtimes can be messy. Clothing that displays any violent, pornographic, or offensive material is prohibited.

Please be sure to send in appropriate outerwear for your children. Children will be taken outdoors at any time, weather permitting. Hats, gloves, and winter coats should be provided in the colder months.

If your child is an infant or toddler, we ask that you do not put very small barrettes or beads that become loose in your child's hair, as it presents a choking risk to your child and others. If your child wears earrings, please check them daily to ensure that they are not loose. Also, we advise against hoop or any other dangling earrings for this age group, as another child may be enticed to pull them out and potentially injure your child's ear. Long necklaces are also not allowed as they pose a strangulation hazard.

### Curriculum Statement

Our center's curriculum is designed to be developmentally appropriate. We provide the children in their classrooms with a wide range of toys, activities, games, puzzles, and books - which are designed for their level of development. We use an interest based, play centered approach, as research in early childhood education indicates that children learn the best this way. Each classroom creates weekly lesson plans aligned with the PA Early Learning Standards and based on the following curriculum:

- Infants and Toddlers: Our infants and toddlers use The Creative Curriculum. The Creative Curriculum is research based and supports the development of the whole child.
- Preschool: Our preschool uses Highscope curriculum. The HighScope Preschool Curriculum is based on the principles of active learning and support of a child's positive interactions with adults and peers. Longitudinal studies show that the HighScope Preschool Curriculum promotes children's development and provides lasting benefits into adulthood. Our Preschool Curriculum is a comprehensive model that addresses all areas of development through eight content areas and 58 key developmental indicators (KDIs) — the skills and behaviors at each stage of development that pave the way for school and adult success. Each KDI is connected to and reinforced by scaffolding strategies to support and gently extend children's learning. We also choose monthly themes based on what we observe to be the children's interests and to incorporate seasons, holidays. We incorporate these monthly themes into lessons and activities, such as reading, writing, and math. The themes vary, but are generally a topic on science or social studies. As always, we believe that children learn best through play and provide various learning/play centers in our classroom to allow for the fostering of imagination, cognitive skills, and social interactions.
- School-Age: We offer homework assistance during the school year. During the summer, weekly lesson plans are designed to keep our school agers busy. We focus on outdoor physical play whenever possible and also have a wide range of books geared towards all reading levels, board games, and toys.

### Assessments

We utilize various assessment techniques to assess your child's development. For infants through 36 months, we use the Ounce Scale assessment. For preschool, we use the Work Sampling

Assessment. Results of these assessments will be shared with you and a conference will be offered at this time.

### Infants Ages 6 weeks to 11 months

Infants will eat, drink, and nap according to parental wishes, not according to any daycare schedule that we use with our older children. This will ensure that your infant gets the specialized care that he or she deserves and needs. Upon enrollment and when any changes occur, please provide the center with a written description of your infant. Please include all feeding, napping, and/or other special concerns. Specify the frequency of feedings as well as number of ounces and preferred temperature of the bottle. Basically, describe a typical day for him/her and let us know what makes your baby happy. This will help us make your child feel more at home and will make the home to daycare transition less stressful for your child. Parents will provide all formula or breastmilk, bottles, and diapers for their infant. Parents can bring in frozen or fresh breastmilk, powdered formula, bottled water, or premade formula. Starting at 6 months, when solids are introduced, the center will provide all cereal, fruits, vegetables, and meats. However, we will not introduce any new food to your child. We will only give your child food that has already been introduced at home and has shown no allergic reaction. You will be asked to sign a form indicating what foods have been introduced to your child. We will not give your child any solid food until the food has been documented on the consent form. Parents will provide all diapers for the child. You may bring in a certain number each day or a large pack to store at the center (preferred). We will let you know when you are running low and need more supplies for your infant. If a parent does not bring in diapers when needed, we will use our extra diapers. When you bring in diapers, we will repay our extra diaper stash with however many you used while you were out. Failure to bring in diapers despite reminders will result in suspension of daycare services until parents supply diapers. The center will provide unscented, alcohol-free wipes for your child unless you wish to bring in your own. The infant will be designated his or her own pack and play for napping upon enrollment. The center will provide the crib sheets unless the parent wishes to bring their own. The sheets are washed at the center weekly or sooner as needed. Items of comfort for the infant are welcomed. If your child uses a pacifier, please bring in more than one pacifier just in case it is temporarily misplaced. Please have 2 complete sets of extra clothing for your infant stored at the center in case of spills, diaper accidents, or messy feedings. We will send home the dirty clothes in a plastic bag. We do not use bumpers in our pack and plays. We do not lay infants to sleep on their stomachs. We do not give infants bottles in their cribs. We do not participate in "crying it out techniques". We do not force feed an infant a certain number of ounces or amount of food, we allow their own hunger to determine when they are satisfied. We will not put infant cereal in a bottle unless we have a physician's note stating that is medically necessary. Please label all bottles, formulas, diapers, and breastmilk. If your child runs out of breastmilk or formula and they are due to eat before you will be picking them up, they MUST be picked up immediately, as will not use anyone else's formula, breastmilk, or cow's milk for your infant.



### Toddlers Ages 12 months to 35 months

Toddlers will follow a set schedule of feeding and napping during the day, along with various other activities. Please do not ask us to deviate from this feeding or napping schedule. For children under 2 years of age, please provide the center with a spill-proof sippy cup. When your child turns 2 or shows they are capable, we encourage drinking from a regular cup, which we will provide. Parents will provide all diapers and an extra set of clothes for the child. You may bring in a certain number each day or a large pack to store at the center (preferred). We will let you know when you are running low and need more. If a parent does not bring in diapers when needed, we will use our extra diapers. When you bring in diapers, we will repay our extra diaper stash the amount of diapers you borrowed. Failure to bring in diapers despite reminders will result in suspension of daycare services until parents supply diapers. The center will provide unscented, alcohol-free wipes for your child unless you wish to bring in your own. Naptime is between the hours of 12:30pm and 3:00pm. All children will be encouraged to sleep at this time. Our staff helps the children to fall asleep by rubbing their backs, providing comfort, providing your child's sleeping materials, etc. If the child doesn't fall asleep or wakes early, they will be provided with a quiet activity (book or movie) to keep them from waking the other children. Please send in a sleeping bag or sheet and blanket for your child's nap. We will lay these items on our cots. The center will wash the sleeping items here weekly unless you wish to wash them at home.

The toddler phase in your child's development is a learning process. Most toddlers resort to physical violence with other children because their verbal skills are not sufficient enough to resolve issues and express frustrations. Often times hitting, pinching, biting, kicking, and scratching will occur. We ask that you address this type of behavior at home and work on verbally solving problems with your child. While these behaviors will not subside until closer to preschool, we can attempt to teach our toddlers proper behavior. It is a completely normal phase in development and should not cause you any major concern, but should be addressed and discouraged to help your child's social development.

### Preschool Ages 36 months to Kindergarten

Please provide the center with a seasonally appropriate, complete set of extra clothing for your preschooler in the case of spills, accidents, messes etc. Naptime is between the hours of 12:30pm and 3:00pm. All children will be encouraged to sleep at this time. Our staff helps the children fall asleep by rubbing their backs, providing comfort, providing your child's sleeping materials, etc. If the child doesn't fall asleep or wakes early, they will be provided with a quiet activity (book or movie) to keep them from waking the other children.

Please send in a sleeping bag or sheet and blanket for your child's nap. We will lay these items on our cots. The center will wash the sleeping items weekly unless you wish to wash them at home.

### School-Age Children Ages Kindergarten and Up

Childcare is offered to school age children before and after school during the school year and full-time during the summer months. Please provide the center with a seasonally appropriate, complete set of extra clothing for your child in case of spills, accidents, messes, etc. Homework assistance will be provided each afternoon after school unless you wish for it to be completed at home. Please let us know if you would prefer to do it at home with your child.

### Developmental Screenings

Within the first forty-five days of enrollment, we will administer a developmental screening of your child (up to five years old), using the Ages and Stages Questionnaire. It is an inventory of skills that your child is capable of for their certain age. The skills are grouped into categories such as gross motor skills, fine motor skills, communication, problem solving, and personal/social skills. Each skill is scored as a 0 (not having skill), 5 (showing some demonstration of skill), or 10 (mastered the skill). Not having a skill is not necessarily indicative of a problem. A perfect score on these screenings is not expected as there is a wide range of normal scores. Even if a child scores low on these tests, it doesn't diagnose your child; it merely gives some information to address areas that could use help developing..

### Transitioning from One Classroom to Another

Our center contains 4 classrooms. Our infant room is designed for children from birth to about 15-18 months; our toddler room is for children 15-36 months; our preschool room is designed for children ages 3 and older; and our school-age room is designed for children in kindergarten and up. When a child moves from one classroom to the next, it is important to remember that age should not always be the determining factor for readiness. Our center feels that a child should move to the next classroom when they show signs of developmental readiness, as well as comfort in their new classroom. Therefore, we prepare each child for the move gradually, to allow for an adjustment period.

- Infant room to Toddler room: Our infants are given very individualized care with regard to their feeding and napping schedules. The time spent with his/her caregivers involves a lot of one-on-one attention, plenty of close physical contact, and very individualized activities; which are developmentally appropriate. Our infant room is generally calm and quiet, with an overall soothing, yet stimulating atmosphere. Our infants spend their time outdoors on our carpeted deck or in strollers. Our toddler room generally has a louder volume level, with much higher paced activity taking place at all times except for naps. Toddlers are fed meals and snacks at the same time each day and have a scheduled naptime. There are a variety of developmentally appropriate toys, books, activities, and play areas which stimulate toddlers in new ways; focusing more on dramatic play and more complex problem solving. There is circle time, story time, and other planned activities during the day. There is plenty of time for free play, as research shows that toddlers learn best this way. The toddlers can play outside in our fenced-in play area and also have a large area with freedom to explore. When a child moves from the infant room to the toddler room, our goal is to make this transition as pleasant as possible. Some children are ready sooner than others.

Past experience shows that 15-18 months is the best time for the official move. We follow these guidelines:

- The child is walking well, with increasing control and balance.
- The child is ready to give up a morning nap.
- The child is eating all table food and can adjust to the toddler feeding times and menu.
- The child is comfortable with new caregivers, peers, and classroom.
- The child has spent adequate "practice time" in the toddler room over the course of several weeks or months, depending on the needs of the child.
- The child shows an interest in the toddler room and prefers it over the infant room.
- Toddler room to Preschool room: The toddler room and the preschool room are very similar with regard to play materials. There are ample opportunities in both classrooms for free play throughout the day. The biggest change from toddler to preschool is the increased structure and behavioral expectations. The preschool children are expected to participate in activities which may involve remaining in a seat for a short period of time. They are held to a higher standard with regard to behavior and they are given more responsibility for themselves (cleaning up toys, using the potty, washing own hands, etc.). In an effort to ensure a productive and stress free preschool classroom, we look for the following as evidence for preschool readiness:
  - An interest and effort to potty train (complete training is not necessary)
  - An interest in activities which involve remaining seated for brief periods of time
  - Ability to communicate well with peers and teachers
  - Increasing control over emotions, such as anger and frustration (no biting, for example)
  - Ability to go outside for a walk with a group and remain with the group
  - Ability to follow directions from teachers with minimal resistance.
  - Ample "practice time" in new classroom so that the child is comfortable with new environment, peers, teachers, and higher behavioral expectations.
- Preschool to Kindergarten: We offer a Parent's Guide to Getting Ready for Kindergarten to help with this important transition. Since kindergarten starts at the same time for all children in a school separate from our own, there is not the luxury of "practice time" in the new classroom. With that being said, we attempt to encourage the following behaviors, which will help prepare the child for school:
  - Competence in using the bathroom with minimal supervision or reminders about proper procedure.
  - Ability to control emotions and frustrations with increasing control.
  - Ability to express needs and wants verbally and with increasing confidence.
  - Ability to focus attention on tasks for prolonged periods of time.
  - Increased desire to learn, experiment, and accomplish tasks.
- Older Children Staying Home Alone: At some point, it becomes suitable for your child to stay home alone for short periods of time. We can offer resources for signs of readiness in your

child.

### Birthdays

A birthday is an exciting time for your child. You are welcome to bring in a store bought treat only with an ingredient list. Please bring in enough for your child's entire class. Homemade items will not be served.

### Items/Toys from Home

Please do not allow your child to bring in toys or other items from home into the center unless they are used for naptimes only. It is impossible to enforce our sharing policies when a child owns a toy. Very often toys are also misplaced and there is no guarantee that the toy won't be broken or lost.

### Potty Training

The center will not initiate potty training, but will assist you in the process. Let us know what is working for you at home and we will encourage the same behaviors at the center. We will not, however, punish a child for not using the potty. Please do not send your child into the center without a diaper or pull-up until they are completely and fully trained for at least one week at home. Pull-ups or diapers must be used as a sanitary precaution until the child is fully trained. If your child is fully trained but needs a pull-up or diaper for nap, this is fine.

### Nutrition

The center provides breakfast, lunch, and a morning and afternoon snack to the children. Your child's hours of attendance will designate which meals and snack your child receives here. The center participates in the U.S. Department of Agriculture's Food and Nutrition program. You will be asked to fill out forms for this program. Meals will be nutritionally balanced and all of the food groups will be represented accordingly. Milk is served with breakfast and lunch. Juice is served with morning snack and water is served in the afternoon. Children are encouraged to eat, but are not forced. Withholding food will never be used as a punishment. Children will be given as much breakfast and lunch as they please, but snacks will be limited so that children have an appetite for meals. As part of the food program's regulations, all children will be served all food groups, even if they say that they don't want it. They don't have to eat it, but they will still be served the item. If your child is allergic to a food item, you must provide the center with a completed form signed by their physician explaining the allergy and an appropriate food substitute that we can serve your child in its place. You are welcome to bring in "ready to eat" meals or snacks for your child from home, but we will only serve them to your child at designated meals or snack times. Example: If you bring your child into the center at 9:00am with a bag of McDonald's breakfast, they will not be permitted to eat it until morning snack time at 10:00am. The reason for this is that we do not serve the children food in the classrooms and it is unreasonable to bring one child into the lunchroom for a meal. With the exception of infants, meals are served only at specific times during the day. If your

child arrives after the meal or snack has been served, they will not receive it and will have to wait for the next meal or snack. There are no exceptions. The schedule is as follows:

- ❖ Breakfast is served between 7:45am and 8:30am
- ❖ Morning snack is served at 10:00am for toddlers and 10:30am for preschool
- ❖ Lunch is served between 12:00pm and 12:30pm.
- ❖ Afternoon snack is served at 3:00pm for toddlers and preschool and 3:15pm for school age.
- ❖ Menus are a 2 week rotating schedule, posted in our locker room.

*In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.*

*Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American sign language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.*

*To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at :*

*[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866)632-9992. Submit your completed form or letter to USDA by:*

1. *Mail: U.S. Dept of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Ave., SW Washington, D.C. 20250-9410*
2. *Fax: (202)690-7442*
3. *Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)*  
*This institution is an equal opportunity provider.*

### Outdoor Play

There is a fenced in yard at the center that allows the children outdoor play. There is also an enclosed carpeted deck area for outdoor play for our infants. This is considered part of the center and has been inspected by the Department of Public Welfare for safety. Children will be taken outdoors daily, weather permitting. Please be sure to provide proper outerwear so that children are

comfortable. If you would like your child to wear sunscreen, you will be asked to sign a medication log so that we can apply the cream as necessary. On the Emergency Contact sheet that you signed upon enrollment, there is a line at the bottom that reads "Walks and Trips". If you sign it, this will give us permission to take your child on a short walk through our neighborhood. There is also a very nice playground three blocks away that we take the preschoolers and school agers to. With your signature on that line, it gives us consent to take your child there as well. We would never take your child on any trip in a vehicle without your written consent.

### Behavior Management

Positive reinforcement is our primary method of preventing misbehavior. Praise and rewards will be given for good behavior. We will never use physical punishment to discipline a child. We will never withhold food as punishment, use corporal punishment, nor will we use abusive language when correcting a child. Our philosophy is that each child starts each day with a blank slate - meaning that misbehavior from the past is forgotten and the child will be expected to behave well. This prevents a child from being labeled as bad, as we believe that children live up to what is expected of them. We expect all children to behave well and treat themselves and others with respect. That said, we also completely understand the normal ranges of childhood behavior and most misbehavior falls within this normal range. There are three types of behavior management that we use:

- ❖ Sticker charts, special privileges, prizes, and other incentives are offered to encourage good behavior.
- ❖ A time-out: For children over the age of 18 months, the child will sit in a designated area for as many minutes as their age. (Ex. A 3 year old sits for 3 minutes)

### Intolerable Behavior

There are certain children whose behaviors are not compatible with a typical daycare setting. Most children will hit, kick, punch, bite occasionally, etc. This is typical and tolerable behavior. There are certain chronic behaviors that will not be tolerated and can result in termination of childcare services. For these children, a child daycare center is not equipped to handle their behavioral problems without supportive staff. Our duty is to provide a safe environment for all children and staff. Intolerable behaviors make this impossible. Below is a list of examples of intolerable behavior. Please keep in mind there may be other behaviors not included on this list that would also be considered intolerable. If your child is displaying chronic intolerable behavior, we will refer you to Early Intervention Services so that your child can receive behavioral help.

- ❖ Chronic physical abuse to a staff member or to another child that may include one or more of the following: biting, scratching, hitting, punching, kicking, throwing objects, etc.
- ❖ Intentional damage to the property within the center.

- ❖ The use of chronic foul language.
- ❖ Uncontrolled and frequent biting: Unfortunately, most one-year-old children and some two-year-old children bite. This can be disturbing to parents, but is a part of growing up and will be tolerated. However, a child who on a regular basis and without provocation bites, this presents a serious problem. Even though most biters are very young and don't know better, because they are injuring other children, they cannot remain in daycare.
- ❖ Behavior that poses a direct physical or emotional threat to the child himself, another child, or a staff member.
- ❖ A child speaking inappropriately to other children or staff. Examples:
  - Sexual talk
  - Violent talk
  - Foul language
  - Talk that reveals the secrets of Santa, Easter Bunny, Tooth Fairy, etc.
  - Persistent disobedience that disrupts the care of other children.
- ❖ Purposely urinating or defecating in areas other than diaper or toilet.
- ❖ Purposely exposing genitalia to others.
- ❖ Attempting to sexually harass others.
- ❖ An older child who continually attempts to leave the classroom or building.
- ❖ A child who cannot participate in a classroom environment without causing undue disruption and stress to fellow children and staff.

### Suspension/Expulsion Policy

We make every attempt to work with families and children to allow them to participate in our program. We will use our behavioral management techniques to try and prevent, discourage, and stop intolerable behaviors. Sometimes these behavioral management techniques are not enough to stop the intolerable behavior and these behaviors cause undue burden on our program, staff, and children in our care.

- ❖ When intolerable behaviors first present themselves, we will inform the parents of the issue either via phone call or at pick-up time in person.
- ❖ If these behaviors continue despite our behavioral management techniques, we begin to document the behavior so that parents can understand the frequency and extent of the

behavior. A referral to early childhood intervention, if appropriate, will be suggested at this time.

- ❖ If a particular incident arises that our staff cannot control, the parent will be notified that the child must be picked up and suspended for the rest of the day immediately. There will be no refunds for care for that day. The child can return the next scheduled day of care.
- ❖ Persistent intolerable behavior is grounds for expulsion. When this happens, the director will contact the family via phone to inform of the expulsion. A written expulsion notice will be placed in the child's mailbox. Generally, we allow a week for families to find alternate care but reserve the right to terminate care sooner if the situation warrants immediate termination.



#### Bus Transportation for School Age/Head Start

The Riverside School District and the Moosic Head Start provide transportation to and from our center to their students. If your child misses the bus in the afternoon, the center is not responsible for picking the child up at school. The school will contact you directly to pick your child up at school.

#### Closed Holidays

The center will be closed for the following holidays each year and regular childcare fees will still apply. You will be given a separate sheet that has specific dates each year corresponding to the holidays listed below. When these holidays fall on a weekend, we may close on the observed holiday, typically on a Monday. You will be given an annual closed days sheet with specific dates so there is no confusion but we are typically closed on the following days: New Year's Day, Martin Luther King Jr. Day, President's Day, Good Friday, Easter Monday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Black Friday, Christmas Eve, Christmas, and New Year's Eve.

#### Snow/Weather Emergencies/Building Emergencies

The center will make every attempt to open during times of inclement weather. We will close when the road conditions make it too dangerous for travel. Normal childcare fees will still apply if the center is closed. If the center suffers a disruption in electrical, water, or gas service, the center must close until the problem is corrected and tuition fees will still apply. Any other unforeseen structural or functional problem with the center may also result in the closing of the center.

\*\*\*\*We will post school delays or closings on WBRE-TV and WYOU-TV as well as on [www.pahomepage.com](http://www.pahomepage.com). Please note that if we post a delay, we may update to a closing status if needed so please keep watch. Also, note that our closings and delays will NOT be posted on WNEP-TV.\*\*\*\*

\*\*\* To sign up for our Remind app text "abfuture" to 81010

To be removed from our text list please text @leave to the number 81010



## Incident Reports

Bumps, bruises, and bites are an unfortunate, but common occurrence with small children. Although we take precautions to prevent injuries, they still happen and you shouldn't be too surprised to find a bump, scratch or even bite mark on your child. When an injury happens, we will fill out what is called an Incident Report. The form briefly asks for a description of the incident and we document how the incident was handled. You will be asked to sign the form when you pick up your child and will then be given a copy of the incident report.

## Conferences

Parents will be offered a conference with their child's teacher twice per calendar year. If you request a meeting with your child's teacher or the director sooner than that, please contact the center.

## Emergency Care

If your child requires emergency medical treatment while in care, a staff member will accompany your child to the emergency room until you or other authorized individual can assume responsibility.

## Termination of Services

The following will be grounds for termination of services without any advance notice:

- \*Behavior in a child which is described in the section above titled "Intolerable Behavior"
- \*Failure to comply with rules and practices described in this handbook
- \*Failure to return your child's health assessment within the 30 day time frame
- \*Failure to make payment in advance (beginning of every week of care)

## Our Staff Members

All of our staff members have a PA state police criminal history clearance, a Childline child abuse clearance, a NCOS clearance, and an FBI Fingerprint clearance. Staff are also required to maintain a current physical from their doctor as well as a negative TB test result. Our staff are given an annual Fire Safety and biannual Pediatric First Aid and CPR certification. Upon hire, they complete a 15 hour New Staff Orientation and Mandated Abuse Reporting. They are also required to obtain 12 training hours in various aspects of early childhood, including health and safety annually. Many of them hold Bachelor's Degrees and above in education and other related fields.

## Mandated Child Abuse Reporting

All childcare providers and employees within the state of Pennsylvania are considered, by law under the Child Protective Services Act, to be mandated reporters of child abuse. If a mandated

reporter does not report suspected abuse, they may be charged with a criminal offense. Childcare providers are not required to discuss suspected abuse with parents or other staff before reporting. No individual can interfere with a childcare provider's report of abuse. As mandated reporters, our staff and administration cannot be held responsible for abuse that is proved unfounded, assuming that the report was made in good faith. Our staff are required to complete a Mandated Reporting Training to ensure that they know what does and does not constitute abuse.

#### Transfer of Records

A Bright Future Learning Center will provide records obtained here for your child at your request. When transferring to a school or new child care facility, we will provide the parent(s) or other legal guardian this information. If we receive a request from an outside agency such as a school or early intervention service, we will also provide them with the appropriate information as long as the parent has signed a release form.

#### Family Resource Handbook

We have compiled an extensive Family Resource Handbook designed to connect families in need to specific agencies. This handbook is located in our hallway area or available on our website. We can also print you a copy upon request. The handbook offers information on obtaining health care, health insurance, public assistance, WIC, Head Start, victim services, homeless shelters, food banks, suicide hotlines, women's services, substance abuse assistance, etc.

**We thank you for choosing our center and look forward to helping your children learn, grow, and become the best versions of themselves!**

**Request for Copy of IEP/IFSP**

Dear Family,

We both share a common interest in your child's well-being, growth and development. One of the ways we advance this is with developmental plans and assessments. If your child currently has an IEP/IFSP, it would be beneficial to share a copy of this plan with us so we can work together to ensure that the guidelines are put into practice. If your child does have an IEP/IFSP we will try to attend any IEP/IFSP meetings that we are invited to. Participants at IEP/IFSP meetings could include family members, the child's teacher, specialists and director or administrator. You do not have to provide this information if you do not wish to do so. Would you kindly complete the lower part of this form and return to us ASAP.

Thank you.

Sincerely,

Kate Bender  
Director

If you have any questions, please contact:

**Kate Bender**  
at **570-344-3330**  
or email **kate@abrightfuturelc.com**

- 
- I am enclosing a copy of my child's IEP or IFSP.
  - I am not providing a copy of my child's IEP or IFSP or this is not applicable to my child.

**Child's Name (please print):** \_\_\_\_\_

**Family's Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_