

Biting

Biting is a normal stage of development, commonly seen in infants and toddlers, and sometimes even among preschoolers. It is something that almost all young children will try at least once. It is a natural phenomenon and not something to blame on children, families, or teachers. Still, when it happens, it's scary, frustrating, and very stressful for everyone involved.

Brief episodes of biting do not mean that a child is having a social or emotional problem. Nor does it mean the family is to blame. It simply indicates that your child is going through that particular stage in his or her development. As with developmental stages, biting soon ends.

In all cases of biting, our response will be to care for the child who was bitten, to help the biter learn a more appropriate behavior, and to examine our program to maintain an environment that is consistent with children's needs. Our focus will not be on punishment but rather on effective techniques that address the specific reason for biting. We encourage you to talk to your child about this behavior, but we also caution that delayed punishment at home, hours after the incident, will not be understood by the child.



Biting may occur for any of the following reasons:

- Oral exploration
- Teething
- Hunger
- Fatigue
- Lack of awareness that biting hurts
- Frustration, anxiety, or stress
- Inability to express feelings or needs verbally
- Mimicking behavior
- Inexperienced peer interactions
- A way of showing affection
- Exploring cause-and-effect relationships
- Exploring holding on and letting go of relationships
- Making an impact
- Impulsiveness and lack of self-control
- Excitement and overstimulation

Children's Injuries

If your child sustains a minor injury while at the center (e.g., scraped knee), you will receive an Occurrence Report outlining the incident and course of action taken by the staff member. Minor wounds, such as cuts, scrapes, or bites, will be washed with liquid soap and cool, running water followed by rinsing. A dry bandage or dressing may be applied as appropriate. You will be contacted immediately if the injury produces any type of swelling, is on the face or head, or needs medical attention.

If a serious medical emergency occurs, the child will be taken to the hospital immediately by ambulance, and a staff member will contact you (or a designated emergency contact if you cannot be reached).

Infant Sleep Positions and Crib Furnishings

At Bright Horizons, your child's health is our primary concern. The First Candle/SIDS Alliance, the American Academy of Pediatrics, and the Association of SIDS and Infant Mortality Programs strongly recommends that infants be put to sleep on their backs in a crib on a firm mattress to reduce the chance of Sudden Infant Death Syndrome (SIDS). At first, some babies do not like sleeping on their backs, but most quickly get used to it, and this is the best sleep position for your baby. At all Bright Horizons centers, infants will be put to sleep on their backs. Where allowed by state regulations, parents/guardians who choose to have their child put to sleep on his or her side or stomach (or any other variation other than to sleep on their back) must sign a release authorizing Bright Horizons to make an exception to its policy and to release Bright Horizons from any liability. This release must also be signed by the child's physician.

Infants who fall asleep, in any position, in the activity area, on a chair, futon, boppy, or any other type of furniture or equipment that is not a safety-approved crib, will be gently picked up and placed in a crib on their back for the duration of the nap time.

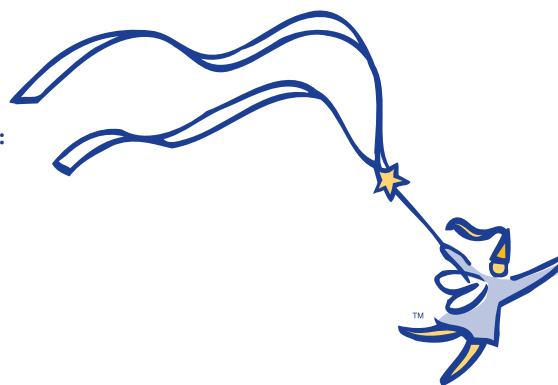
In keeping with our safe sleep practices, if your infant arrives at the center asleep in a car seat, he/she should immediately be removed and placed in their assigned crib on their back.

The standard practice at Bright Horizons is to not allow soft items (such as stuffed animals and blankets) in the crib as recommended by the First Candle/SIDS Alliance and the American Academy of Pediatrics. Exceptions to this practice should be requested in writing and may depend on the licensing regulations in your state. Some states may require a physician's note as well, or may disallow the practice completely.

If requested, infants may be swaddled with signed, written permission from the parents/guardians and the child's physician. **Swaddling is for nap time only and will be stopped when any of the following occur:**

- The child begins to roll over
- Swaddling begins to limit the child's movements
- The child becomes overheated

Parents/guardians will demonstrate the proper way to swaddle their infant. The use of one piece blanket sleepers and sleep sacks are permitted.



Reporting Abuse and Neglect

Individuals working with children are mandated reporters and are required by law to make a report to the appropriate state authorities if they have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect. All staff members receive training in identifying and reporting suspected abuse or neglect. The particular state child protective service agency involved will determine appropriate action and may conduct an investigation. It is the agency's role to determine if the report of abuse or neglect is substantiated and to work with the family to ensure the child's needs are met. Bright Horizons will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect. Our foremost concern is always the protection of the child.

4

Policies and Procedures

Bright Horizons views each child as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities we serve, we recognize and appreciate the characteristics and behaviors that each child brings to our programs.



Registration Procedure

A Bright Horizons registration form must be completed and returned to center management along with the registration fee (where applicable). Upon receipt of the registration form and fee, your family's name will be placed on a waiting list. We cannot guarantee that a space will be available for your child on the day you desire. Enrollment is based on availability and may be subject to priority enrollment rules of the center. Families may choose to be on the wait list at a maximum of three Bright Horizons Early Education and Preschool Centers with payment of a single registration fee, where permitted. When a space becomes available, the center will invite you to visit with your child to discuss the enrollment process. The visit will give your child an opportunity to spend time in his or her classroom and be introduced to the children and staff. During the visit, you will have an opportunity to observe your child in the classroom, meet with center management to schedule a start date, and review the enrollment procedure. Registration is required annually.

Enrollment Procedure

In order to secure appropriate staffing levels at all times of the day, we will ask you to provide the specific hours of care needed for your child, recognizing that you may need to change these periodically. Prior to your child's start date, please feel free to schedule as many visits as necessary to help familiarize you and your child with the center. This is an excellent way to help your child feel comfortable in his or her classroom.

During the enrollment process, you must complete forms regarding your child's health and development. These forms include family information, a medical authorization and consent form, and a developmental history. An updated physical and immunization record is required for your child prior to enrollment. You are also expected to read and sign an enrollment agreement that outlines the program's policies. All forms in your child's file must be updated annually. Please remember to provide the center with additional updates as needed (e.g., phone numbers, work information, change of emergency contact or medical information, including allergies).

Tuition/Fees

Tuition is due in advance with no deductions for any absences, holidays, illness, or closures due to inclement weather, power outages, or other situations beyond Bright Horizons' control.

If tuition is not paid on the day that it is due, a late fee will be added to the tuition for each day that it is late until it is paid in full. When a payment is delinquent for one week or more, care may be suspended until the balance is current and your child's space will not be reserved. Tuition is due regardless of a child's absence from the program for any reason, and is required to hold a child's space.

A fee will be charged for a check returned for insufficient funds. If this occurs, Bright Horizons will have the option to refuse any future checks. Tuition Express, Ea\$y Draft, or payroll deduction may be an option in some areas.

There may be additional fees associated with special summer activities or field trips for the children.

When you withdraw your child, you must give one month's notice prior to withdrawal, in writing, to center management.



Schedule Changes

In order to provide sufficient supervision and to appropriately schedule staff, families are asked to carefully adhere to the schedule they choose for their child. We ask that schedule changes be made in writing to center management at least one month in advance. If you have an emergency and need to alter your child's schedule, please do not hesitate to contact the center.

Drop-Off and Pick-Up



To ensure each child's safety and to encourage daily communication between families and staff, parents/guardians are responsible for physically checking their child in and out of the center each day. Teachers ensure safety throughout the day with roll-calls, head counts, and signing children in and out whenever a child leaves or enters a classroom using transition tracking sheets. Parents/guardians must accompany each child into the classroom and confirm that their child is under adult supervision before leaving the premises. Families are required to re-enter the center when picking up children at the end of the day.

Please note: children must be under direct adult supervision at all times while on the premises and parents or guardians are responsible for children once they are checked out. Children will be released *only* to parents, legal guardians, or persons whose names are listed on the Child Release form. Authorized persons picking up children will be required to show photo ID.

For the safety and trust of the children in our care, we will not release children to a person they do not know.

On occasion, you may wish to allow friends, coworkers, or family to visit your child(ren) at the center. The names of those permitted to visit must be specified in writing. All visitors will be asked to present a photo ID and sign the Visitor's Log.

Child Custody

So that all parents/guardians feel equally welcome at the center, Bright Horizons strives to remain neutral in all custody disputes. Legally, unless there is an active restraining order, court order, or court-ordered visitation schedule on file at the center that designates otherwise, the center cannot deny a parent or guardian access to his or her child. We require all families to resolve their differences or unsettled court orders through legal channels. Ultimately, Bright Horizons' primary concern is the safety of all children and staff at the center. For that reason, the center cannot be used as a place for scheduled visitations, nor can we be responsible for supervising parent or guardian visits.

Transportation To/From the Center

Parents/guardians and other authorized persons are responsible for transporting children to and from the center in an appropriate child restraint system. If someone other than yourself will be picking your child up from the center, please ensure adequate child restraints either by leaving your child's car seat with us or confirming that the individual picking up has an appropriate child safety seat.

Late Pick-Up

Children should be picked up at their scheduled time. Because it can be distressing for a child to be left in the care of others after hours, late pick-up should be considered an unusual occurrence. Please allow enough time to arrive at the center, pick up your child, and leave the center by closing time.

We do, however, understand that special circumstances arise. If, in the case of an emergency, you cannot pick up your child on time or send one of your emergency contacts, please notify the center immediately.

Children left in our care after hours will be supervised for as long as possible. In the absence of contact from a parent/guardian, we will call all the numbers listed on the Child Release form; please make sure these numbers are up to date. Child protective services will be called if we are unable to reach you or an emergency contact after two hours.

A late fee will be charged (where applicable) if a child is picked up after the center's closing time.

Emergency and Back-Up Care

Sometimes a child needs care for a few days because a regular caregiver is ill, school is canceled due to bad weather, or there is a school vacation day scheduled when a parent/guardian must be at work. In situations like these, Bright Horizons Early Education and Preschool Centers may be able to provide back-up child care. Each child must be pre-registered before using back-up care. To pre-register, families need to fill out a registration form at the Bright Horizons Early Education and Preschool Center where care will be used. When care is needed, call the center to reserve a space. Reservations for back-up care are filled on a space-available, first-come, first-served basis.

Some employers participate in Bright Horizons *Back-Up Care Advantage Program*® (BUCA®). If you work for a participating employer, you must call 877-BH-CARES (877-242-2737) to register and reserve a space. Employer rules and regulations apply. Please contact your company HR representative for more information.



Program Placement

Children are placed in programs based upon a combination of their developmental and chronological age, as well as space availability. State regulations classify the specific age range and the number of children that may be enrolled in each program/classroom.

Absence

Please call the center if your child is going to be absent or arrive after 9:00 a.m. or after his/her normal arrival time. If we do not hear from you, we will be concerned about your child. If your child has a contagious illness, please let center management know so other families can be alerted to look for symptoms in their children.



Non-Discrimination/Confidentiality

Bright Horizons programs are designed to support children's growth and to challenge them to learn. Bright Horizons views each child as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities we serve, it is incumbent upon us to recognize and appreciate the characteristics and behaviors that each child brings to our programs. Our hope is to build programs that are responsive to the wide range of individual learning styles and needs in our classrooms — programs that truly celebrate and value the individuality of each child.

Bright Horizons provides full-day and part-day child care (where available) to children between the ages of infancy and 6 years (school-age programs may be available in some centers) without regard to race, religion, color, creed, gender, cultural heritage, parent/guardian marital status, parent/guardian political beliefs, parent/guardian sexual orientation, disability or special needs, child's toileting ability, medical condition, HIV status, or any other consideration made unlawful by federal, state, or local laws.

The Americans with Disabilities Act requires that reasonable accommodations be provided to people with disabilities. The law covers children with disabilities seeking reasonable accommodations in a child care setting, as well as the parents/guardians served. Bright Horizons will conduct an individualized assessment of the particular needs of a child and family and engage in an interactive dialogue with parents/guardians, caregivers, and medical professionals to identify reasonable accommodations and to safely integrate the child into the program, given each individual's capabilities, and to give the family full access to and participation in our programs to the extent feasible.

Any information regarding a child, a child's family, or other matters discussed with center management or staff will be held in the strictest confidence.

Children's Records

Confidentiality and Distribution of Records

The information in your child's record is considered privileged and confidential. Only those persons directly related to the care of your child, center management, or regulatory agencies will have access to the record unless your written permission is given. As a parent/guardian, you may have access to your child's records within a reasonable time upon your request. Upon withdrawal of your child from the center, files will be retained for seven years. A small fee may be charged, if necessary, to retrieve your child's file from off-site storage.

As a parent/guardian, you have the right to add information, comments, data, or other relevant material to your child's record. You also have the right to request, in writing, deletion or amendment of any information contained in the record. When your child leaves the center, center management will provide a copy of your child's record to you within a reasonable time of your written request.

Regulatory Agencies

Regulatory agencies may review your child's record in order to ensure the center has followed its requirements. All information in the record is kept confidential. Bright Horizons is required to have a copy of all state regulations available at every center. These regulations are available to all parents/guardians.

Classroom Observation

As part of the center's activities, outside child care professionals not employed by Bright Horizons may observe children in their classroom from time to time. If this occurs in your center, families will be notified and the confidentiality of child information will be maintained. In addition, teacher candidates may spend supervised time in the classroom with our regular staff as part of our hiring process.

Research Conducted in the Center

Occasionally, Bright Horizons will authorize research at centers. This increases our collective knowledge about children and their development and/or trains professionals in careers in early childhood education or related fields.

Bright Horizons requires the written informed consent of parents/guardians if research will be conducted in a classroom. The following information will be included in the consent form:

- The identities, positions, and qualifications of the individuals conducting the research
- The nature and purpose of the research
- The duration of the research and the frequency of contact between the child and the researcher
- The specific location where the research is to occur
- An ethics statement regarding research at the center

Unrelated Activities

Bright Horizons will not authorize any activities unrelated to the direct care of children or allow any third parties to contact you without your written, informed consent. Bright Horizons does not share customer information, for any reason, without your consent. "Activities" include, but are not limited to, publicity or media events, taking of photographs or videos, media, and participation in surveys (other than those carried out by Bright Horizons).



Babysitting by Center Staff

In an effort to maintain the professional status of Bright Horizons staff and prevent any potential conflict of interest, babysitting by center staff is strongly discouraged by Bright Horizons. However, if a center staff member elects to babysit for a family, all such activities must occur outside center premises and with the understanding that such arrangements and payment for services is solely between the staff member and the child's family and that Bright Horizons is in no way responsible for the child's care in connection with these activities. The arrangements are not sanctioned by the center, by the corporate sponsor, or by Bright Horizons. Babysitting should not interfere with the staff member's center schedule. If a babysitting arrangement should be made between a staff member and a family, the family is required to complete a Babysitting Release form, which can be supplied by center management.

Child Illness Policy

Our Child Illness Policy is based upon the standards developed by the American Academy of Pediatrics.

Bright Horizons understands that it is difficult for a parent/guardian to leave or miss work; therefore, it is suggested that alternative arrangements be made for occasions when children must remain at home or be picked up due to illness. Exclusion from the center is sometimes necessary to reduce the transmission of illness or because the center is not able to adequately meet the needs of the child. Mild illnesses are common among children and infections are often spread before the onset of any symptoms. **In these cases, we try to keep the children comfortable throughout the day, but will find it necessary to exclude them from the child care setting for the following reasons:**

- **Illness that prevents the child from participating comfortably in program activities.**
- **Illness that results in a greater need for care than our staff can provide without compromising the health and safety of other children.**
- **Illness that poses a risk of spreading harmful disease to others.**
- **Fever** (100° axillary (armpit), 101° orally, 102° aural/ear)* and behavior change or other signs and symptoms such as sore throat, rash, vomiting, diarrhea, lethargy, irritability, constant crying, or difficulty breathing.
- **Diarrhea** — more watery stools or decreased form of stool that is not associated with change of diet. Exclusion is required for all diapered children whose stool is not contained in the diaper, and toilet-trained children if the diarrhea is causing “accidents.” Diapered children with diarrhea will be excluded if the stool frequency exceeds two or more stools above normal for that child.
- **Blood or mucus in the stools** not explained by dietary change, medication, or hard stools, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet. Special circumstances that require specific exclusion criteria include the following:
 - Toxin-producing **E. coli** or **Shigella infection**, until the diarrhea resolves and the test results of two stool cultures are negative for these organisms.
 - **Salmonella serotype Typhi infection**, until diarrhea resolves. In children younger than 5 years with Salmonella serotype Typhi, three negative stool cultures are required.
- **Vomiting** more than two times in the previous 24 hours unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
- **Mouth sores** with drooling unless the child’s medical provider or local health department authority states that the child is noninfectious.
- **Abdominal pain** that continues for more than two hours or intermittent abdominal pain associated with fever, dehydration, or other signs of illness.
- **Rash with fever** or behavioral changes, until a medical provider has determined it is not a communicable disease.
- **Purulent conjunctivitis** (defined as pink or red conjunctiva with white or yellow eye discharge) until on antibiotics for 24 hours.
- **Impetigo** until 24 hours after treatment has been started.
- **Strep throat** (or other streptococcal infection) until 24 hours after treatment has been started.
- **Head lice** until after treatment and all nits are removed.
- **Rubella**, until six days after the rash appears.
- **Scabies** until 24 hours after treatment has been started.
- **Chicken pox**, until all lesions have dried or crusted (usually six days after onset of rash).
- **Pertussis** (whooping cough), until five days of appropriate antibiotics.
- **Mumps**, until five days after onset of parotid gland swelling.
- **Measles**, until four days after onset of rash.
- **Hepatitis A virus**, until one week after onset of illness or jaundice or as directed by the health department (if the child’s symptoms are mild).
- **Tuberculosis**, until the child’s medical provider or local health department states the child is on appropriate treatment and can return.
- **Any child determined by the local health department to be contributing to the transmission of illness during an outbreak.**



We ask that for your child's comfort and to reduce the risk of contagion, children be picked up within 1.5 hours of notification. Until then, your child will be kept comfortable and will continue to be observed for symptoms.

Children need to remain home for 24 hours without symptoms before returning to the program. This means that the child needs to remain out of the center for the remainder of the day he/she is sent home and the following day (if a child is sent home on Friday, he/she may return on Monday), unless the center receives a note from the child's medical provider stating that the child is not contagious and may return to the center. In the case of a (suspected) contagious disease, rash, or continuing symptoms, a note from the child's medical provider may be required before returning.

**Infants less than 4 months of age will be excluded if they have a fever of 100° axillary (armpit) or 100.4° aural (ear) and should receive medical attention as soon as possible.*

**Any child with a fever of 104° will be excluded and should receive medical attention as soon as possible. Any infant younger than 2 months with a fever should get urgent medical attention.*

Children who have been excluded may return when:

- They are free of fever, vomiting, and diarrhea for a full 24 hours.
 - Readmission after diarrhea can occur when diapered children have their stool contained by the diaper (even if stools remain loose) and when toilet-trained children do not have toileting "accidents."
- They have been treated with an antibiotic for a full 24 hours.
- They are able to participate comfortably in all usual program activities, including outdoor time.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's medical provider signs a note stating that the child's condition is not contagious.
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.

If a child is excluded because of a reportable communicable disease, a note from the child's medical provider stating that the child is no longer contagious and may return is required.

The final decision whether to exclude a child from the program due to illness will be made by the child care center.

Note: Notes allowing for a child's return to the center after an exclusion due to illness must originate from the child's medical provider. Unfortunately, Bright Horizons cannot accept a signed doctor's note from a physician parent/guardian.





Medication Policies

Every child has an occasional need for medication. We encourage you to discuss with your child's medical provider dosing schedules or once-a-day regimens that can be administered at home. You are also welcome to come to the center to administer medication to your child during the day, but we ask that you do so away from the other children.

When such options are impractical, the center can be authorized to administer medications to your child. Such occasions are governed by specific rules and can often vary by state regulations.

All medications (including non-prescription acetaminophen and antihistamines, as well as all ointments, lotions, sunscreens, insect repellants, and remedies for diaper-rash) will require a parent's or guardian's signed Authorization for Administration of Medication form (available from center management).

- Non-prescription medication necessary for more than three days will also require a written order from the child's medical provider or nurse practitioner/physician's assistant, if allowed by the state licensing agency.
- The current prescription label from the pharmacy with complete information and instructions will suffice as the medical provider's authorization for prescription medication. If the label does not include all necessary information, a signed Authorization for Administration of Medication form will be required from the medical provider.

Unfortunately, Bright Horizons cannot accept signed doctors' orders from physician parents/guardians.

Doses will be tracked on an Administration of Medication log; all unused medications will be returned to parents/guardians. We ask that the first dose of any new medication be given at home to note any side effects.

Please note that we are unable to administer expired medications of any kind.

Designated staff members will administer medication according to the Six Rights of Medication:

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| 1) Right Child; | 4) Right Time; |
| 2) Right Medication; | 5) Right Method; |
| 3) Right Dose; | 6) Right Documentation |

Other general medication rules:

- All medication—prescription and non-prescription—must be brought to the center in the original container and labeled with the child's full name, instructions (precise dosage, time to be administered), current date, and name and telephone number of physician, where necessary. Medication spoons and other dosage implements must be provided and be labeled with the child's name (medication cannot be given without this).
- Medication cannot be administered in a child's bottle without specific orders from the child's medical provider.
- All medications must be handed directly to center management. Please do not leave medication—including ointments, lotions, and lip balms—in lunch bags, backpacks, or a child's cubby.
- Changes in medication/dosage require a new Authorization for Administration of Medication form and, where pertinent, an updated prescription or note from the child's medical provider.

**Note: Non-prescription medications (antihistamines and acetaminophen, as well as all over-the-counter ointments and creams including sunscreens, insect repellants, lip balms, and diaper-rash remedies) require written authorization from the child's medical provider if the medication is not designated for the age of the child, if the instructions specify "consult a physician" for the age of the child, if the request is for a higher dosage than what is prescribed on the label, or if it is to be used for more than three days.*





Medication for Chronic Conditions

Children with chronic illnesses such as severe allergies or asthma, or those children with special circumstances such as monitors or catheters, must have an individualized health care plan on file from the child's medical provider. Professional training for staff caring for the child will be the responsibility of the parent/guardian. New medications, those not included on the child's individualized care plan, or changes to doses or instructions for existing medications are subject to the general medication rules (above). Information must be updated annually.

As-Needed Medications

As-needed medications are non-prescription, over-the-counter medications such as acetaminophen, ibuprofen, or antihistamines. These are given to a child for a specific reason when the child presents with mild symptoms. These medications are not usually needed on a continuous basis, but are administered as the need arises.

As-needed medications will require:

- Written authorization (Authorization for Administration of Medication form) from the child's medical provider.
- List the reason to give the medication (e.g., teething, fever over 100°).
- List the dosage.
- Be given according to the instructions on the medication label or instructions provided by the child's medical provider, in writing, on the Authorization for Administration of Medication form.
- Have a start date and an end date, and be written for no longer than six months.

The parent/guardian will be notified each time the medication is given.



Note:

- **Fever:** *Fever-reducing medications such as acetaminophen cannot be administered by staff or parents/guardians so that a child can remain at the center. Such medications can only be administered to reduce a fever while a child awaits pick-up, and only for children with signed "as needed" instructions on file. Children can return after being fever free for 24 hours with no other symptoms (See Child Illness Policy on page 32).*
- **Orajel:** *Due to the recommendation of the FDA and the AAP, benzocaine products, such as Orajel, can only be administered to children less than two years of age with a medical provider's written permission, and not for more than 7 days.*

Non-Prescription Topical Ointments

Before center staff can administer any non-prescription topical ointments (e.g., diaper cream, sunscreen, Vaseline, lip balm, and other ointments free from antibiotic, antifungal, or steroidal components) to a child, Bright Horizons requires written authorization signed by the parent/guardian.

The parent/guardian should provide a completed Authorization for Administration of Medication form and instructions (precise dosage, times to be administered). Duration of administration cannot exceed one year.

If the child has open and/or oozing sores, the ointment can be applied for three consecutive days with written authorization and instructions from the parent/guardian. Written authorization from a medical provider will be required after the three days or any time within the three-day period if it appears the sores are worsening.

Note:

- **Diaper Rash Prevention:** Diaper cream may be applied to a child as a protective measure after diapering to help prevent diaper rash or to a child with a mild diaper rash. Duration of administration cannot exceed one year. If a child has diaper rash that persists and/or has a rash that is red, irritated, and has open, oozing areas, the child should be seen by a medical provider.

Homeopathic/Herbal Medications

Before center staff can administer any form of homeopathic or herbal medications, Bright Horizons requires written authorization signed by the parent/guardian and the child's medical provider.

The parent/guardian should provide a completed Authorization for Administration of Medication form along with instructions (precise dosage, times to be administered, start date and end date, method), and the medication in the original container, labeled with the child's full name.



Infant Feeding: Bottles and Food

In order to maintain consistency from home to the center, and to meet the individual needs of children, babies will eat according to their own schedule. Fresh formula or breast milk (refer to breastfeeding procedures below) and baby food will need to be supplied to the center daily. If allowed by the state licensing agency, glass bottles are allowed with a silicone sleeve to reduce the risk of dropping the bottle while feeding. All bottles should be capped and labeled with your child's full name. Each infant will be assigned a color code that will be placed on all bottles and food containers. A color coding chart will be kept in the classroom. Staff also use a verbal double check procedure to be certain all infants receive the correct bottles. Microwave ovens are not used to heat infants' bottles or food due to uneven heating and placing the children at risk of burns.

It is Bright Horizons' policy that all leftover contents of a bottle shall be discarded after 60 minutes to avoid contamination. All bottles will be sent home at the end of the day. For older infants, the center will supply all snacks (e.g., crackers, fruit, teething biscuits, etc.).



Note: Solid food and cereal will not be fed in a bottle unless the child has specific written instructions from their medical provider. Solid food in a bottle is not only a choking hazard, it also teaches the child to eat solid foods incorrectly. Additionally, please note that medications should not be put in a child's bottle. If your child is not feeling well and does not complete the bottle, he/she may not get the full dosage of the medication. See the Medication Policy on page 34 for further information.

Breastfeeding

A meaningful benefit of having child care near or at the work site is the opportunity for a new mother to breastfeed throughout the day. If you are a nursing mother, we will be more than happy to make arrangements for you to visit your infant at any time. If the center is not convenient to your workplace for nursing visits, please feel free to supply us with expressed milk to feed your baby. All breast milk bottles will be marked with a red band for identification purposes in addition to the child's first and last name and color code. We can store a frozen supply for you up to one month from the date expressed, or you may provide milk daily.

Note: Although some literature suggests that breast milk may be frozen for a longer period, given the types of freezers in our centers and the frequency with which they are opened, it is recommended that breast milk be kept frozen no longer than one month.



Meals and Snacks

Bright Horizons believes that meals and snacks are critical to a child's health and development. They are also an important part of the center's curriculum. When meals are provided by the center, they are carefully planned to provide children with the necessary nutritional content. Every effort is made to ensure that mealtime is enjoyable for children.

If the center does not provide meals and you need to bring them from home, we offer the following suggestions. We have found that most children like "finger foods" as an alternative to the traditional "lunch box" meal. Plastic food containers are a great idea for packing fruits and vegetables, cheese, pieces of meat or chicken, and homemade leftovers from the night before. All food should be cut into bite-size pieces that are easy to swallow. Please make sure all lunch boxes, bags, and containers are labeled with your child's full name. Lunches are kept in your child's cubby. We suggest that you use insulated lunch bags and ice packs to keep food cool, and thermoses to keep food warm. When sending dairy products in your child's lunch, extra ice packs may be required to keep food at the proper temperature. We are not able to heat or prepare meals for children as this not only keeps the children waiting for their lunch, but also takes the staff away from their time with the children. Additionally, we strongly recommend avoiding foods that are high in fat or sugar in your child's lunch and using the USDA's MyPlate recommendations to ensure your child's meal is well-balanced. Providing a healthy lunch will ensure your child has the energy and stamina to get the most out of their day and fully participate in all of the fun learning experiences.

Each morning and afternoon, children are provided with a healthy snack. You should provide infant formula, breast milk, and food until your child is old enough to eat table food; however, it is up to you to introduce your infant to solid foods, usually around the age of 6 months, and let us know when it is appropriate to begin to offer our snacks. Ask your center management for a menu of snacks and meals served. If your child has special dietary needs or food allergies, please work with center management to find suitable accommodations (*See Allergy Prevention on page 20*).

Rest

In order to maintain consistency from home to the center, and to meet the individual needs of children, babies will sleep according to their own schedule.

At Bright Horizons Early Education and Preschool Centers, infants will be put to sleep on their backs unless parents request otherwise (*See Infant Sleep Positions on page 24*), and where allowed by state licensing with a release form signed by parents/guardians and a physician.

Following lunch, toddlers and older children will have an afternoon rest period of at least 45 minutes or as required by the licensing agency. However, if your child does not wish to nap, the teacher will provide alternative quiet activities.

Clothing Suggestions/Items Needed



Proper dress is an important part of the Bright Horizons experience. In general, durable clothing that can withstand the energetic activity of young children—digging in dirt, exploring sand, experimenting with water, or tending to a garden, among other activities—is best. We consider our playground to be an extension of our classroom and, as required by state licensing, we conduct programs outside whenever weather permits. That makes it important for your child to dress for the elements—rain gear including boots for wet weather; jackets/snowsuits, hats, mittens, and boots during the winter and snow. Though we limit outdoor time in winter, if the weather is extremely cold, it's also a good idea to send an extra sweater. We also ask that you leave a complete extra set of weather-appropriate clothing, especially socks, at all times. For newly toilet-trained children, it is helpful to keep an extra set of underwear on hand. Please replace the items when they become soiled.

When buying indoor or outdoor clothing for school, make sure older children can put them on themselves. Boots purchased a size larger than actually needed are easier to put on. If you are using shoe boots, please send slippers or sneakers so that your child will not have to keep his/her boots on indoors.

Each child attending the program must have a complete change of clothing labeled with his or her name. Clothing will be kept in each child's cubby and used as needed.

Bright Horizons Early Education and Preschool Centers provide nap mats or cots, cribs, and crib linens. Check with center management for other items that may be needed.

The center is not responsible for lost or damaged clothing. We will take all precautionary methods to be certain that your child's belongings are well cared for; please keep in mind, clothes that look a little less clean at the end of the day are a sign that your child was actively engaged in learning.

Other items important for each child may include:

- A favorite nap-time blanket or pillow small enough to fit in a cubby (toddlers, twos, and preschool only)
- Diapers
- Pacifiers
- A special toy or stuffed animal small enough to fit in a cubby (toddlers, twos, and preschool only)
- A paint smock or large adult shirt to cover clothing
- A sheet to cover the child's nap mat or cot



Photographs

Bright Horizons takes photographs and videos of children enrolled at its centers on a regular basis for its business purposes. Bright Horizons takes care that any use, display, or dissemination of photographs or videos of children, whether at a particular center where the child attends or for its general business purposes, is accomplished in a thoughtful, safe, and secure manner appropriate under the particular circumstances.

For example, at your center, these materials may be used to better communicate with families and to illustrate the daily curriculum, to chronicle a child's development, or to document center activities. Photos may be shared with you and other families on a secure Bright Horizons' website, by e-mail, posted in the center, or in a parent newsletter.



Process of Suspending a Child's Enrollment

Our child care programs are centered on the children for whom we care. We seek to provide programs designed to support children's growth and to challenge them to learn as individuals with unique learning styles and ways of responding to the world. Given the diversity of families and communities we serve, we recognize and appreciate the characteristics and behaviors that each child brings to our programs. Our hope is to build a program that is responsive to the wide range of individual learning styles and needs in our classrooms, one that truly celebrates and values the individuality of each child.

Our child-centered approach seeks to accommodate a wide range of individual differences; however, on occasion a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child cannot participate safely in our program or appears to be a danger to him or herself or others, despite our best efforts to reasonably reduce the risk of harm or injury.
- Medical, psychological, school district, or social service personnel working with the center or child determine that continued care at the center could be harmful to, or not in the best interest of, the child.
- Any other situation in which the accommodations needed for the child's success in the program conflict with the fundamental nature of our group environment, or when a different environment is in the best interest of the child or the center.

At any point that a child's behavior/circumstance is of concern to a teacher or administrator, written documentation and family/teacher communication will begin as the first steps to understanding the child's individual needs and challenges, and to evaluate these needs in the context of our program.

Process of Disenrolling a Family

Our programs are based on developing partnerships and supporting families; however, despite our best efforts, on rare occasions a parents'/guardians' actions or requests may warrant the need to find a more suitable setting for themselves and their child. Examples of such instances include:

- The parent/guardian fails to abide by the center policies or those requirements imposed by the appropriate licensing agency.
- A parent/guardian demands special services that are not provided to other children's families and that cannot reasonably be delivered by the program (including requests that are outside the philosophy of the program).
- A parent/guardian is physically or verbally abusive to center staff, children, or anyone else at the center, including any communications they may have posted on any social media sites.

Family Behavior

If Bright Horizons has reasonable cause to suspect that any person picking a child up is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way and may endanger the child, we may refuse to release the child to that person. If this occurs, we will request that another adult (parent/guardian or someone listed on the Child Release form) pick up the child or we will call the police to prevent potential harm to your child. This will be done for the protection of your child.

Center Safety

In order to maintain a safe and secure environment for young children, firearms, explosive devices, and other weapons are not permitted on Bright Horizons' premises. If required, family members and anyone dropping off or picking up a child is asked to secure any weapons before entering the center, regardless of a valid permit to carry such weapon.







Tips for the morning routine

Adapted from *The Working Mother's Guide to Life: Strategies, Secrets, and Solutions* by Linda Mason, Chairman and Founder of Bright Horizons Family Solutions.

- With your child, choose and set his or her clothes out the night before. Pack your child's bags for child care at night; extra change of clothes, diapers, blanket, etc.
- Lay out the breakfast dishes the night before. It's one less task to do in the morning.
- Never sneak out without saying good-bye. Develop a consistent daily routine for saying good-bye and leaving each day.
- Feel free to call your caregiver when you arrive at work to see how your child is doing.

Bright Horizons Informed Consent

I grant my informed consent for my child(ren) _____
to participate in the child care program operated by Bright Horizons.

By signing below, I acknowledge and accept the following program conditions:

Access

I have full access to the center without notification whenever my child(ren) is/are present. However, this access may not be used to supplement any visitation schedule or custody arrangement.

Child Release

For children's safety, Bright Horizons will release a child only to the parent(s)/legal guardian(s) who have signed this form and to those listed below by the parent/guardian.

Bright Horizons will not release my child to any other person unless I notify the center, following the guidelines listed below:

- If the person (spouse, relative, friend) picking up my child is listed on this form but does not regularly pick up my child or has never before picked up my child, I will notify the center verbally, in advance.
- If the person picking up my child is NOT listed on this form, I must notify the center in writing, in advance.
- Photo identification will be required of any person picking up my child.

NAME _____
ADDRESS _____
CITY/TOWN _____ ZIP _____
RELATIONSHIP TO CHILD _____
DAY PHONE _____ EVENING PHONE _____
E-MAIL _____

NAME _____
ADDRESS _____
CITY/TOWN _____ ZIP _____
RELATIONSHIP TO CHILD _____
DAY PHONE _____ EVENING PHONE _____
E-MAIL _____

NAME _____
ADDRESS _____
CITY/TOWN _____ ZIP _____
RELATIONSHIP TO CHILD _____
DAY PHONE _____ EVENING PHONE _____
E-MAIL _____

Walk Permission

As part of the program, children will go on walks in the surrounding area supervised by the staff, weather permitting.

Child(ren) may be taken to the locations listed below by Bright Horizons' staff; infants and young toddlers will go in a buggy or stroller.

The areas my child may walk to are:

A separate Field Trip Policies and Permission Slip describing the field trip will be sent home if your child will be leaving the center for an extended period of time (for preschool and school-age children only).

- ☐ I give permission for my child to participate in walks.
☐ I do not give permission for my child to participate in walks.

Photography and Video Permission

Bright Horizons takes photographs and videos of children enrolled at its centers on a regular basis for its business purposes. Bright Horizons retains all rights, title, and interest in these materials and may use and disseminate them in a variety of ways, in its sole judgment. Bright Horizons takes care that any use, display, or dissemination of photographs or videos of children, whether at a particular center where the child attends or for its general business purposes, is accomplished in a thoughtful, safe, and secure manner appropriate under the particular circumstances.

For example, at your center, these materials may be used to better communicate with families and to illustrate the daily curriculum, to chronicle a child's development, or to document center activities. These photos may be shared with you and other families on a secure Bright Horizons' website, by e-mail, posted in the center, or in a parent newsletter.

By signing below, I give permission to Bright Horizons to take photographs and videos of my child during his/her enrollment and to use these materials for its business purposes.

PLEASE CONTINUE ON NEXT PAGE ...

Child Illness

In case of illness, I will be called and possibly required to pick up my child(ren) as soon as possible. We ask that for your child’s comfort and to reduce the risk of contagion, children be picked up within 1.5 hours of notification. Until then, your child will be kept comfortable and will continue to be observed for symptoms. Children need to remain home for 24 hours without symptoms before returning to the program. This means that the child needs to remain out of the center for the remainder of the day he/she is sent home and the following day (if a child is sent home on Friday, he/she may return on Monday), unless the center receives a note from the child’s medical provider stating that the child is not contagious and may return to the center. In the case of a (suspected) contagious disease, rash, or continuing symptoms, a note from the child’s medical provider may be required before returning.

Children’s Injuries

If my child sustains a minor injury (e.g., scraped knee) during care, I understand that I will receive an Occurrence Report outlining the incident and course of action taken by the staff member when I arrive to pick up.

I will be contacted immediately if the injury produces any type of swelling, is on the face or head, or needs medical attention.

Family Guide Acknowledgement

I have received the Bright Horizons Family Guide and applicable information specific to center and state policies. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures of the Bright Horizons Family Guide. In addition, I understand that this handbook reflects company-wide policies and that supplemental center and state specific policies may apply. By signing below, I acknowledge receipt of these materials, and agree to abide by them.

I understand that it is my responsibility to address any questions I may have regarding the policies and procedures and information contained in the Bright Horizons Family Guide directly with center management.

Information contained in this guide may be subject to change.

I have read, understand, and accept the conditions noted above.

Emergency Medical Care

Every effort will be made to contact me in the event of an emergency requiring medical attention for my child,

If I cannot be reached, the emergency contacts listed above will be called. I authorize Bright Horizons to call an ambulance to transport my child to a hospital or medical facility and to secure for my child the necessary medical treatment. Staff is trained in the basics of first aid and CPR and I authorize them to give my child first aid. In a center, any member of the staff responsible for the care and education of my child may view my child’s health information, as well as state licensors for compliance purposes.

CHILD’S HEALTH INSURANCE PROVIDER

NAME OF INSURED

POLICY NUMBER

PARENT/GUARDIAN SIGNATURE

DATE

PARENT/GUARDIAN SIGNATURE

DATE

Information About Your Bright Horizons Center

CENTER MANAGEMENT

CENTER ADDRESS

TELEPHONE

CENTER E-MAIL

DIRECTOR E-MAIL

YOUR CHILD'S TEACHERS

CHECK-IN/CHECK-OUT CODE

DOOR CODE

ADDITIONAL NOTES:



www.brighthorizons.com

