Bright Horizons®
Early Education & Preschool



BRIGHT HORIZONS®

Family Guide

Dear Family,



Welcome to **Bright Horizons**®. We know that choosing an early education and child care center for your family is one of the most important decisions you will make. We want to assure you that at Bright Horizons, your child will be cared for in a safe and nurturing environment for learning that enables children to grow through fun, intentional, and developmentally appropriate activities.

Bright Horizons Early Education and Preschool Centers are designed with families in mind. We seek to form a partnership with you to foster the learning and healthy development of your child. You are welcome in the center at any time during the day to join your child for lunch, to observe your child in the classroom, or to speak with the teachers, center management, or other families. Our aim is to make our center an active community that fosters friendships and creates a supportive network.

Enrolling in a new center is a big change for your child—and for you. We recognize that adjustment periods will vary depending on the age of your child and prior experiences in a classroom setting. We also understand the pace of modern life. Our teachers and center administrators are very experienced in welcoming new families and will work with you to make the process as seamless as possible. The following are some suggestions for easing the transition for you and your child:

- Visit the center with your child before his or her start day. On one of those visits, let your child explore his or her new classroom while you step out for 15 to 20 minutes. This time will allow your child to associate your departure with a return, and it will allow you to observe your child at play with other children.
- Establish a routine of reading a story or playing a game together in the classroom before you leave. The routine will tell your child that you feel the classroom is a good place to be, not a place from which you want to hurry away.
- Bring a family photograph for your child to look at during the day.
- Say goodbye to your child rather than slipping out. Your child will recognize that although you are leaving, you will be back.

As we build our partnership together, please feel free to share new ideas and suggestions. We value the need for close communication between families and teachers. We look forward to getting to know you and to offering you and your child a safe, caring, and joyful educational environment.

Sincerely,



David Lissy,
CEO

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Family Involvement

The center partners with you, the family, to ensure your child's success in school and in life.

Family involvement, family satisfaction, and shared decision making about your child's experience are essential to the **Bright Horizons®** program. We believe the center forms a caring and learning community in which families, staff, and children can interact and grow. We actively work to support family life and create ways to involve families in our program.

Family involvement is an all-purpose term that encompasses family partnership groups and committees, volunteering, family education, and special events. We believe the key to family involvement is giving families a variety of ways to be involved, if they are able, in the life of the center.



Excellent education and care replicates many of the aspects of a good and loving home, where caring adults nurture children and help them to learn and grow.

Our role is to supplement, but not supplant, the primary role of families in providing care for their children. By establishing and maintaining open and ongoing communication with families, we are able to strengthen the ties that connect the home with our center and enhance the individual development of the children in our care. When families entrust their children to us, we are challenged to have a significant and positive influence by providing a program of the highest quality designed to help give children the foundation they need to build self-esteem, develop school readiness, and reach their full potential in learning.

Family-Teacher Partnership

The family-teacher partnership at Bright Horizons Early Education and Preschool Centers helps children build a positive attitude toward themselves, toward language, literacy, and all other areas of the curriculum. Together, we can provide a stronger program for your child to foster a lifelong love of learning. The best teacher and family partnerships are based on frequent opportunities to share information. You can strengthen your family's role as your child's first and most important teacher and share in learning by participating in activities at home as well as at the center. Our *Learning at Home* series will provide you with ideas that tie our curriculum to fun-filled experiences for families. Visit www.brighthorizons.com/family-resources for ideas.

Ask center management for copies of *Curriculum at Bright Horizons: A Guide for Families,* and other resource materials to support you as you guide your children through their development and become strong and effective advocates for them.



The following are some of the many ways you can be involved:

- The center's open-door policy welcomes and encourages you to call or visit at any time.
- Family resources are available so that you can find books, articles, CDs, DVDs, and other helpful materials on parenting, child development, health and nutrition, and general work/life and family topics.
- You and your child can grow with us by visiting our ***Growing at Bright Horizons*** website: www.brighthorizons.com/family-resources; a resource for families rich in information about early literacy, science, and getting your child "READY for SCHOOL."
- A Family Partnership Group provides a forum to discuss center-wide activities and promote collaboration.
- Parenting seminars, curriculum nights, special events, family breakfasts, potluck dinners, and family support group meetings may be held throughout the year.
- An annual survey allows you to rate and comment on all aspects of the program.
- Daily, weekly, and monthly formal and informal communication takes place through vehicles such as morning and afternoon greetings, daily and weekly journals, classroom bulletin boards, center calendars, posted planning forms, documentation of your child's learning, newsletters, and conferences.
- We encourage you to share your ideas and concerns with center management and staff at any time.
- You are invited to come into your child's classroom and may choose to share a special activity or project.
- You are welcome to join your child for lunch any time you wish.
- Subscribe to our free electronic newsletter, ***e.family news***. Written by early education experts, ***e.family news*** provides parenting advice, strategies, tips, and resources.



A Community of Caring

Each **Bright Horizons**® Early Education and Preschool Center becomes a *community of caring,* with policies and practices that reflect the community ideas and values of the population served, while respecting the diversity of families and individual differences. Bright Horizons provides a strong vision of quality, appropriate educational practice, and the fundamental characteristics of the community. However, each community will be different, and the program will reflect those differences.

The partnership between families and centers consists of the continual exchange of communication. In this process, families learn a lot about child development and curriculum, and the center learns what parents/guardians feel is important for their children to grow up to be the kind of people they expect them to be. We encourage dialogues with parents/guardians about curriculum, caregiving practices, guidance, cultural events, and celebrations of holidays. The goal of full family partnerships is to build a community and recognize and respect the differences of families and children.

Primary Caregiving

At Bright Horizons we believe in the practice of primary caregiving. Each child at a Bright Horizons Early Education and Preschool Center is assigned a teacher as the primary caregiver who assumes special responsibility for that child and for communication with his or her parents/guardians, especially during conferences.

Primary caregiving strengthens the link between families, children, and teachers. By assigning a primary caregiver to your child, we are encouraging you to establish a relationship with a particular staff member who will be especially focused on your child's needs and development as well as your concerns. At the same time, education is a team responsibility; all teachers on your child's team will interact with and provide learning experiences for every child in that classroom.

Family Communication

We are committed to creating a strong home and center connection by developing a process of open, honest communication with you regarding your child's development and experience at the center. This includes a continual exchange of information between you and the center staff and management.

Daily Experience Sheets and Journals

It is important that everyone who cares for your child has a sense of his or her daily experience, both at home and in the center. Staggered scheduling of staff makes the daily experience sheet or journal, both of which provide written information on your child's experience at the center and at home, a critical communications link. The daily notes and journals will give you a sense of your child's day and keep you informed about his or her experiences.

Notice Boards

Bulletin boards may be located throughout the center (in the foyer, hallways, and classroom entrances) to communicate news, daily events, staff notes, holiday closing dates, center visitors, etc.

E-mail

An e-mail, when possible, is also a wonderful tool to provide families with communication about your child's experience at the center, which may also include a picture of your child in action.

Mailboxes

When center management or teachers have information to share with all families, this information could be left in a mailbox for you, e-mailed to you via the center or classroom distribution list, or left on the check-in/out station screen. Check with your center to find out where your mailbox is and please make sure to check it daily.

Partnership Groups

Family Partnership Groups provide an opportunity for you to be part of a forum in your center to discuss center-wide activities, family education, center updates, and much more. Ask center management for more information about the Family Partnership Group and other ways you can become involved.



Bright Learner

We begin documenting your child's developmental journey at the initial enrollment. This effort continues through daily communication, observations, recording learning experiences, and assessing your child's development.

Bright Learner is the Bright Horizons process for understanding and communicating your child's developmental journey.

Bright Learner consists of:

- Documenting your child's learning experiences
- Planning based on your child's individual needs, interests, and skills
- Tracking your child's developmental progress in all learning areas through the online assessment tool, Teaching Strategies GOLD™
- Communicating your child's learning experiences on an ongoing basis

Teaching Strategies GOLD™ is the tool used by teachers to create a digital portfolio of your child, which includes a collection of observations, and documentation of experiences and accomplishments in all developmental areas.

By having access to Teaching Strategies GOLD™ you may view, add to, and comment on the digital portfolio anytime. You will also have access to a variety of activity suggestions to support your child's development and learning at home.

The Teaching Strategies GOLD™ assessment component of Bright Learner will also provide a developmental picture of your child, relative to general norms, and information on how your child is progressing. It is important to remember that development is a journey, not a race. Children benefit from the individual, measured pacing of the journey, not from achieving developmental milestones at the earliest opportunity.

Conferences are scheduled at least twice a year depending on the age of your child and state licensing requirements. Together, parents/guardians and the child's primary caregiver/teacher will review your child's digital portfolio, the Family Conference Report form, and a summary of your child's development, highlighting your child's learning in different areas. Together, you will also develop goals and next steps for your child. Additional conferences with staff are always available at your request.

Conflict Resolution

In any community, and in the routine and regular process of daily living, there are inevitable situations or conflicts that are potentially negative for individuals or for the community. It is critical that long before conflict arises, an environment already exists that fosters mutual respect, tolerance, and clear, honest communication. The emotional health of a center is determined not by the absence of conflict, but by its quick and intelligent resolution.

Bright Horizons is committed to responding to all family grievances within a 24-hour period and to resolving those grievances as quickly as possible.

Concerns and grievances are most effectively addressed within the center. If a specific classroom concern arises, you should discuss the issue with the appropriate teacher. We encourage you to discuss more general center concerns with center management, who will involve staff members as needed.

If you feel that your problem is not yet resolved, you may then wish to speak with a regional manager. Your regional manager's name and telephone number are listed in the back of this guide, along with other important information. If concerns are not satisfactorily resolved at this level, the division vice president is available to pursue the matter further.

Family Referral Program

Satisfied Bright Horizons families are always our best ambassadors. We are thankful when a family who is satisfied with their child's experience tells another family. To reward families for their consideration, we have designed the Bright Horizons Family Referral Program. Through the Family Referral Program, you are eligible to earn unlimited tuition credits. When an enrolled family refers a new family to a Bright Horizons Early Education and Preschool Center, and the new family enrolls, the referring family receives a tuition credit after the new family has been enrolled for 30 days. To learn more, visit www.brighthorizons.com/familyreferral.

The Family Referral Program is not available in all centers. Please see your center management for details and availability.



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Program Standards

We recognize how important new beginnings are to each child and to each child's family.

Transitions

At Bright Horizons, we recognize how important new beginnings are in each child's development and to each child's family. We call these new beginnings transitions. We take great effort to make transitions as special and as smooth as possible for children and their families. This is done by slowly integrating children into a new program and by customizing care and communication throughout the transition period.

Initial Transition from Home to Center

The first transition families experience is from the home to the center. We realize that this can often be a difficult period for families as everyone adjusts to new routines and new people. During the transition from home to center, you will receive general information on the program and a daily schedule, meet with your child's teachers, tour the classroom, and meet the other children in the classroom. You are encouraged to discuss the communication methods that work best for you with your child's teachers. Please mention any adjustment problems you anticipate, and, together, we will work to foster the best possible transition. We also recommend that you visit the center several times prior to your child's first day, if possible. By gradually increasing the amount of time your child spends at the center and by leaving your child at the center for longer periods of time, your child will adjust to this new situation.

Transitioning to a New Classroom

As children grow and develop, they need new challenges and social interactions with other children in their peer group. Children will make a transition to the next program based on their age, developmental readiness, state licensing requirements, and space availability. There is no set formula. This allows for greater flexibility so that each classroom can change to fit the developmental characteristics of the children enrolled.

During the transition from one program to another, current and future teachers meet with you, and your child is gently integrated into the new environment through a series of visits to the new classroom. We encourage you to visit the new classroom as often as you can so that you too can become accustomed to the environment and bond with your child's new primary caregiver. Special attention is given to your family to support you through these changes. You are encouraged to discuss communication methods that work best for you in order to maintain ongoing dialogue throughout your child's transition.

Taking the Next Big Step: Transitioning to Elementary School

Bright Horizons assists families in the transition from the center to elementary school. Teachers will provide you with information on local schools, help you with ideas on how to talk to your child about going to elementary school, and provide information on what to expect. Transition activities are integrated into the preschool , pre-kindergarten, and kindergarten curricula. Children may take a field trip to a local school or create a goodbye book to commemorate special friends and times while at a Bright Horizons Early Education and Preschool Center. Seminars on "READY for SCHOOL" may be hosted. If possible, some parent "alumni" will be invited to participate and share their experiences regarding their child's transition to elementary school. You may also ask your center management for information on advocating for your children as they enter and transition to elementary school.



Program Quality Standards

We believe that quality is a goal to work toward every day. That is why we have made ongoing self-assessment an integral part of our programs. In addition, many centers participate in a voluntary accreditation process through the National Association for the Education of Young Children (NAEYC), or with another external accrediting body and/or a state quality rating and improvement system.

NAEYC has developed standards to define and recognize quality early education programs. To become accredited, a program must go through a rigorous process of self-study involving children, families, and staff. A variety of strict criteria related to providing a developmentally appropriate program must be met. These criteria include having a well-qualified and trained staff, good staff-child ratios and group sizes, and a comprehensive curriculum, as well as meeting stringent health and safety standards. In addition, the program must provide meaningful opportunities for family involvement. At **Bright Horizons®**, our centers strive to meet NAEYC accreditation standards or other state quality standards.

For more information about education at Bright Horizons and for an in-depth look at ***The World at Their Fingertips®*** curriculum, please refer to your copy of *Curriculum at Bright Horizons: A Guide for Families*, visit www.brighthorizons.com, or speak to your center management.

Positive Guidance

Bright Horizons consistently emphasizes basic respect for the individual child. Young children are striving for understanding, independence, and self-control. Children learn by exploring, experimenting, and testing the limits of their environment and experiencing the consequences of their behavior. In this way, they begin to understand how the world works, their own limits, and appropriate assertiveness. Children learn self-control and how the world works in a relaxed, positive atmosphere of support and understanding that recognizes the child's struggle toward independence.

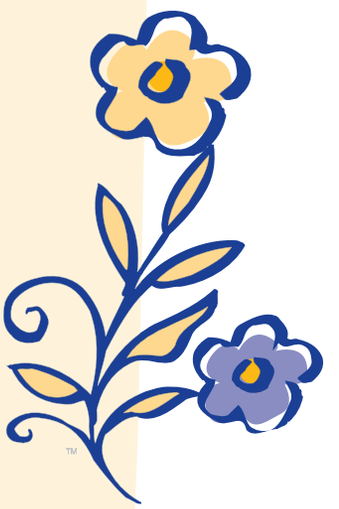
Children are accepted as they are — development is viewed as a process of growing, with each age and stage having its own characteristics, its own challenges and needs. Behavioral guidance is viewed by adults as an important aspect of teaching and learning. Through positive guidance of behavior and modeling, staff members help children to feel good about themselves and to behave in responsible ways.

In our approach:

- Expectations are limited to what is realistic for the developmental level of the child, and they are clarified for children so they understand what is expected of them.
- A "yes" environment is created, which enhances and encourages children's positive behavior.
- Teachers model appropriate behavior.
- Teachers encourage children's efforts to build feelings of self-worth.
- Children are given alternatives, which enable them to turn destructive situations into constructive ones.
- Natural and logical consequences are used to motivate and empower children to make responsible decisions about their behavior.
- Behaviors such as cooperating, helping, negotiating, and problem solving are encouraged.

The following methods of discipline are prohibited:

- Corporal punishment, including spanking.
- Shaking, jerking, squeezing, or physically indicating disapproval.
- Shaming, humiliation, or verbal abuse.
- Labeling, such as indicating a child is a "bad" girl or boy, or otherwise implying that he or she, rather than the behavior, is the problem.
- Using bribes, false threats, or false choices.
- Withholding of food or drink, outdoor time, or unrelated activities (e.g., special events) as punishments.
- Retaliating or doing to the child what he or she did to someone else.
- Punishment for soiling, wetting, or not using the toilet.





Handling of Confidential Information in Incidences of Children's Aggressive Behavior

In social settings where young children are just beginning to explore and experiment with ways of interacting effectively with their peers, it is not unusual for incidences of aggression to occur. At certain stages in early childhood development, children's desire to communicate their feelings and the need to assert themselves as individuals may often be expressed in non-constructive ways. Children at this stage in their development may sometimes express themselves by hitting another child, grabbing toys, or even biting. As an organization committed to the education and development of young children, Bright Horizons understands the developmental context in which these behaviors may occur, and we provide an environment where children can develop and grow as individuals as they learn more constructive ways of interacting with their peers.

When incidences of aggression do occur, parents/guardians of the children involved are informed of the incident and of any specific information pertinent to an understanding of the situation. The information shared typically includes the details of the incident itself (e.g., the time and the place, preceding and subsequent events, the specific steps taken to comfort the child who was hurt and, more generally, to handle the situation). Plans are developed to teach more appropriate interactions and to prevent the recurrence of the aggressive behavior, and are shared with parents/guardians. However, the identity of the child who engaged in aggressive behavior is not disclosed.

Our policies are designed to promote respect for every child and family we serve. Each child's record is confidential. Consequently, we will not reveal the identity of a child who has engaged in an aggressive act against another, even at the request of the parent/guardian whose child has been the target of that aggressive incident. Knowledge of the aggressor's identity is not necessary to parents'/guardians' understanding of an incident of aggression, or of the actions taken by the center staff to ensure the well-being of their own child. In fact, such knowledge may serve only to stigmatize the other child unnecessarily (and inappropriately, given the developmental context of such behaviors). It may even add to the stress of this child's parents/guardians, who already find themselves in the midst of a difficult situation. The interfamilial conflicts that could also result add nothing constructive to the situation and may hinder its speedy and natural resolution. Therefore, it is in the best interests of all involved parties to maintain a policy of confidentiality in such cases. This policy is consistent with standards for excellence in early childhood education, and it is one practiced consistently by other high-quality child care organizations.

If, in our judgment, any child's behavior places the well-being of others at risk of injury, we will act quickly and decisively to resolve the situation (e.g., through closer supervision, redirection to more appropriate activities, removal from tense situations, firm and consistent limit-setting, and/or provision of alternative outlets for the expression of feelings). If the aggressive behavior continues after exhausting our resources, we may conclude it is in the best interest of the program to suspend a child's enrollment until appropriate outside resources are identified and implemented to both support the child in our program and to reduce the opportunity for injury to others. Our commitment is to provide a quality group-learning environment for every child.

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We Care: Health and Safety

We Care: The Bright Horizons® Program for Health and Safety **is an umbrella for our policies and practices that nurture children and keep them healthy and safe.**

Health and Safety Practices

Bright Horizons maintains stringent health and safety practices. Our health and safety policies and practices are based on the *Caring for Our Children, National Health and Safety Standards; Guidelines for Early Care and Education; Third Edition,* a joint collaborative project of the American Academy of Pediatrics, the American Public Health Association, and the National Resource Center for Health and Safety in Child Care and Early Education. *We Care: The Bright Horizons Program for Health and Safety* is an umbrella for our policies and practices that nurture children and keep them healthy and safe.

Staff members undergo a thorough screening and hiring process, including a Bright Horizons background check and state-required background check. Staff members who are certified in first aid, CPR, and bloodborne pathogens (infection control) are present in the center at all times. Bright Horizons employs a corporate risk manager and a health, wellness, and nutrition consultant to advise on all health and safety issues. Comprehensive health and safety checklists are completed and routine fire and emergency drills are conducted on a regular basis. In addition, each center has an individual emergency response plan called "Ready to Respond" in place. If an emergency requires the center to evacuate and leave the premises, families can call an emergency hotline number to receive information about the safety and location of their children.

Families of enrolled children are welcome to visit at any time during the day; however, this "open door" policy may not be used to supplement a custody or visitation schedule. In addition to security measures promoting indoor and outdoor safety on the center grounds, Bright Horizons provides its own security keypad system and secured access at most centers, ensuring that access is available only to parents/guardians and authorized personnel. To make certain that the center is kept as secure as possible, we ask that you not allow others to "piggyback" on your entrance or enter the center upon your departure. Center management will review your center's security program with you upon enrollment.

Medical Records

In order to protect the health of all children and to satisfy child care regulations, current medical information for each child is required prior to enrollment. The information required varies from state to state. Center management will provide you with the specific information required. These records need to be updated annually, or as required by state licensing if more often, and when new immunizations are given to younger children.



Child Illness

On average, babies experience eight to ten illnesses a year and preschoolers experience almost as many. If a child in care is ill, it may be more difficult for families, staff, and children to balance their respective needs. For example, it may be inconvenient for the family member who has to leave work or school or difficult for staff who are trying to care for a sick child despite other demands of the day. Although everyone shares a concern for the child's well-being, it is easy to get frustrated under the circumstances. We are committed to implementing policies that balance and respect the needs of children, families, and staff in these circumstances.

Child's Wellness Check

If your child appears to be ill when brought to the center and he or she cannot be made comfortable, you will be asked to take your child home. If we feel that your child is well enough to attend the center but may be becoming ill, we will monitor your child and update you as necessary.

Reportable Communicable Diseases

When Bright Horizons is notified that a child enrolled in one of our centers or an employee has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. Authorities may require further information, testing, or preventive measures.

Bright Horizons will give serious consideration to all recommendations made by the public health agencies in order to promote the health and safety of staff members and the children and families we serve. We believe it is extremely important to notify families about exposure so their children can receive preventive treatment if available.

Included among the reportable illnesses are the following:

- Bacterial meningitis
- Chicken pox
- Diphtheria
- Haemophilus influenza (invasive)
- Hepatitis A
- Measles (including suspected)
- Meningoccocal infection (invasive)
- Pertussis
- Poliomyelitis (including suspected)
- Rabies (human only)
- Rubella congenital and non-congenital (including suspected)
- Tetanus (including suspected)
- Any cluster/outbreak of illness

Please refer to your local Public Health Department for the additional requirements in your state, or ask center management for a complete listing.



Infection Control

All teachers are trained in proper hygiene practices, which include hand-washing procedures, general infection control, safe food handling, and diapering and toileting procedures (procedures are posted in each classroom). In addition, you may find hand sanitizing stations conveniently located at adult height in the hallways and by classroom doors. Adults are encouraged to sanitize their hands before entering classrooms and other common areas as an additional precaution to prevent the spread of germs; however, this does not replace hand washing with soap and water. Teachers will also engage children in learning activities designed to teach healthy habits.

Bright Horizons® will sanitize certain equipment, items, and surfaces using soap and water followed by disinfectant on a regular schedule. The disinfectant can be either a bleach solution or a commercial disinfectant registered by the Environmental Protection Agency (EPA).

The following duties are performed on a regular basis:

- Cribs and infant toys are washed and sanitized daily or after they have been mouthed.
- Crib sheets, crib blankets, and machine-washable fabric toys are washed on a weekly basis or more often if needed.
- Blankets and washable toys that belong to children are sent home at the end of each week for washing.
- Diapering surfaces are cleaned and disinfected after each use.
- Food preparation surfaces are cleaned and sanitized before and after each use, including tables and high chair trays.
- Toilets, toilet seats, flushing handles, containers/lids used to hold soiled papers, water tables and water play equipment, play tables, and smooth nonporous floors are cleaned and disinfected daily or whenever there is visible contamination.

Allergy Prevention

Families are expected to notify the center regarding children's food or environmental allergies. Parents/guardians of children with diagnosed allergies or asthma are required to provide the center with an individualized health care plan, signed by the child's physician, detailing the child's symptoms, reactions, treatments, care, and all necessary medication *(See Medication Policies on page 34)*. A list of children's allergies with their pictures is posted in all the classrooms throughout the center, including the kitchen. Staff members are trained to familiarize themselves with the list and to consult as appropriate to avoid the potential of exposing children to substances to which they have known allergies.

Contact with peanuts, or products containing traces of peanuts or peanut oil, can be critical or even fatal to a child with a severe peanut allergy. Many **Bright Horizons**® Early Education and Preschool Centers have taken a proactive approach to create a "peanut sensitive" environment or will do so in the event a child in the program develops such an allergy or a child with this allergy is newly enrolled in the program. In these programs, all families and staff are asked to carefully monitor all food ingredients to avoid peanuts and peanut products.

Despite our diligent efforts, it is impossible to eliminate all risk for children with food allergies. Some allergies are so severe that the presence of the allergen in proximity of the child causes a reaction. Similarly, it is impossible to prevent children from sharing food or for an allergen to be brought into the center by a family member or child, despite our best efforts to educate families and raise awareness. Ultimately, parents/guardians will need to decide whether group care is appropriate for their child with allergies in light of the risks that cannot be eliminated.

Food Preferences and Intolerances

While we certainly respect all cultures and religions, we are not able to provide and manage food substitutions for the many families we have in our centers, whether that substitution is motivated by religious or cultural reasons, food intolerances, or simply a child's preference. Menus are posted and families are always welcome to bring a meal from home.



Diapering

Children's diapers will be checked at least every two hours and upon awakening and will be changed promptly when soiled or wet.

We understand that as part of the diaper-changing process, you may request that we use baby powder. However, it is Bright Horizons' policy not to use baby powder. While using baby powder, it can get into the baby's lungs, causing swelling and irritation, and could lead to breathing problems. It can also cause an inflammatory reaction in some children when exposed to the broken skin of a diaper rash. A better choice for reducing rubbing and preventing diaper rash is cornstarch, which is coarser and safer than powder. *(See the Medication Policies on page 34 for information regarding the use of diaper cream.)*

Diapers will be changed:

- In accordance with requests of families.
- Consistent with children's physical and emotional abilities.
- In compliance with state regulations.

Toilet Learning

Learning to control one's bodily functions is a childhood rite of passage, and it is of no small concern to all the adults in a child's life — at home and at the center. In our environment, a family-teacher partnership that supports the child is the most important factor in making this experience successful and as low-stress as possible. There are different views on the *when* and *how* of toilet learning, and every culture approaches it differently. Research indicates that young children cannot successfully learn how to use the toilet until they are physically, mentally, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Thus, toilet learning is generally most successful when it is started around that age or later. Most positive toilet learning will occur only after children show signs of physical control (or awareness) of their bodily functions and when they demonstrate an interest or curiosity in the process. Bright Horizons' toilet-learning procedures follow the recommendations of the American Academy of Pediatrics and state regulations. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns. Procedures will be posted in each classroom.

The following guidelines will be followed:

- Children will be supervised during toilet learning, and will be encouraged for their efforts and accomplishments.
- Toilet learning will not be coerced. The individual developmental abilities of each child will be considered. Children will not be punished emotionally or physically for soiling, wetting, or not using the toilet.
- Families will provide sufficient extra clothing for their children to change into in the event of a toileting accident. Any extra clothes that are worn home should be replaced the next day.
- Families will be kept advised of their child's progress on a regular basis according to family wishes.

Injury Prevention

Teachers for each age group are responsible for daily safety inspections of their assigned area and equipment. Defective equipment will be removed or repaired as soon as possible to prevent injury. Small toy pieces or other objects that could pose a choking hazard to infants and toddlers will not be allowed in areas designated for children under age three. For the same reason, children's personal items such as barrettes, hair ties, earrings, necklaces, and beaded jewelry are also strongly discouraged in these areas. When visiting your child's classroom, please ensure that purses, briefcases, or backpacks are not left within the reach of children.

Balloons



Broken balloon pieces can be ingested and cause an obstruction of a child's airway. This is possible whether a balloon is inflated or not, as children may bite the balloon or suck it in while attempting to inflate it. As a result, latex balloons are not allowed in Bright Horizons' centers. If you wish to send something special in for your child's birthday or for another celebration, other items could be used such as birthday hats, beach balls, or streamers. Check with center management to find out what is allowed in your center and is appropriate for your child's age group.

Clothing Hazards

Playground safety is a major concern in child care. One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment and creates a hazard that might lead to strangulation or other serious harm. Parents/guardians should be aware of the potential strangulation hazards of drawstrings on clothing.

To prevent injuries from strangulation, children will not be permitted to wear any shirts, jackets, sweatshirts, jewelry, or articles that are tied around the neck or waist, including scarves and mittens or gloves secured with a string through the sleeves of a jacket. Please check your child's clothing carefully and remove all drawstrings.

Footwear

Footwear (e.g., sneakers and sandals with backs) that is appropriate for active, outdoor play such as climbing, running, and jumping on various surfaces is strongly recommended. Closed-back shoes are always preferred.

Note: Centers may apply their own center-specific policy regarding footwear during the summer months.

Bibs and Pacifiers

Bibs will not be left on babies when they are placed in cribs or while mobile due to the potential strangulation hazard.

If your child uses a pacifier, you will need to provide staff with at least two pacifiers and instructions for use. Infants will not be forced to take a pacifier for any reason; should the pacifier fall out of the infant's mouth, it does not need to be reinserted.

Pacifiers attached to strings or ribbons cannot be placed around infants' necks or attached to infants' clothing at any time, including activity time and while in their crib, due to the risk of strangulation.

Pacifiers should be labeled using only a non-toxic marker. Tape, adhesive labels, or similar products may become loose over time, becoming a choking hazard.

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

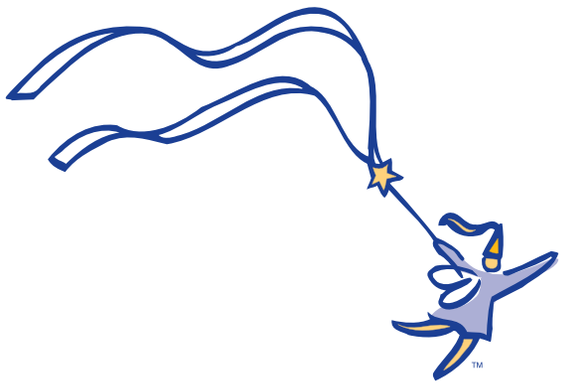
Children's Injuries

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 U.S. Public Health Department and the American Academy of Pediatrics (AAP) strongly recommend that infants be put to sleep on their backs 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 in a crib. Where allowed by state regulations, parents/guardians may choose to have their child put to sleep in a different sleep position only if the parents/guardians and the child's physician sign a release authorizing Bright Horizons to make an exception to its policy and to release Bright Horizons from any liability.



Additionally, as recommended by the American Academy of Pediatrics, to reduce the risk of SIDS, suffocations, entrapment and strangulation, **no soft items of any kind may be placed in a crib** with your child while at a Bright Horizons center. This includes blankets, pillows, sheepskins, bolsters, toys, bumper pads and other crib furnishings.

The AAP recommends using a sleeper or other sleep clothing as an alternative to blankets, using no other covering. The use of swaddling is only allowed using a swaddle sack. Swaddling using a square cloth of any kind is not allowed.

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.

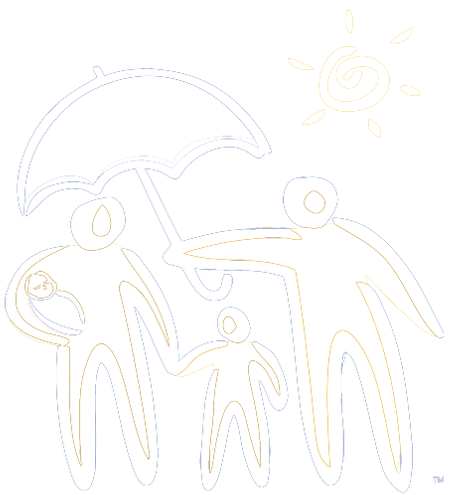
We do, however, understand that special circumstances arise. If, in the case of an emergency, you cannot pick up your child on time or send one of your emergency contacts, please notify the center immediately.

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 streptoccol 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.

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

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

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

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:

- ***Fevers:*** *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.

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.



Note: As recommended by the American Academy of Pediatrics (AAP)

- *Infants younger than 12 months will be fed formula or breast milk; no cow's milk.*
- *Infants between 12 and 24 months will be fed formula, breast milk, whole milk or 2% milk.*

The use of other milk or soy products will require written instructions from the child's physician.

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.).

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

Child's Name: _____

Access

I will have access to the center without notice when my child is present. However, this access may not be used to supplement any visitation schedule or custody arrangement.

Child Release

For a child's safety, Bright Horizons will release a child only to parent(s)/legal guardian(s) or to the third parties I authorized below. Parents/guardians are required to provide a current copy of any relevant Custody Order. Third party pick-up is subject to the following rules:

- At least two people other than the parents/guardians must be listed and designated as emergency contacts by checking the corresponding box below. Emergency contacts will be contacted if parents/guardians cannot be reached.
- If the person picking up is listed below, but does not pick up the child regularly, I will notify the center **verbally, in advance**. Verbal authorization is not permitted for any person not listed on this form.
- If the person picking up is **NOT** listed below, I must notify the center/school **in writing, in advance**. (Note: In RI, parents/guardians must also provide notice in person and in writing.)
- Photo identification will be required if the third party does not pick up the child regularly or is unknown to the staff member releasing the child.

THE FOLLOWING PEOPLE (WHO ARE NOT PARENTS/GUARDIANS) ARE AUTHORIZED TO PICK UP MY CHILD.

NAME

ADDRESS

CITY/TOWN/STATE/ZIP

RELATIONSHIP TO CHILD

DAYTIME PHONE CELL PHONE

E-MAIL

CONTACT IN THE EVENT OF AN EMERGENCY? ☐ YES ☐ NO

NAME

ADDRESS

CITY/TOWN/STATE/ZIP

RELATIONSHIP TO CHILD

DAYTIME PHONE CELL PHONE

E-MAIL

CONTACT IN THE EVENT OF AN EMERGENCY? ☐ YES ☐ NO

NAME

ADDRESS

CITY/TOWN/STATE/ZIP

RELATIONSHIP TO CHILD

DAYTIME PHONE CELL PHONE

E-MAIL

CONTACT IN THE EVENT OF AN EMERGENCY? ☐ YES ☐ NO

Bright Horizons will not release a child to anyone who appears impaired. If an impaired person attempts to pick up your child, pick-up will be refused and we will attempt to contact the other parent /guardian or authorized persons. If alternative arrangements cannot be made, the local child protective services agency will be called.

Walk Permission

Weather permitting, children may go on walks supervised by staff in the surrounding area. Infants and young toddlers are transported in a buggy or stroller. Children may be taken to the areas listed below, which are **not** part of our licensed premises.

_____

_____

_____

☐ I give permission for my child to participate in walks.

Preschool and school-age children may take field trips. A separate **Field Trip Permission Slip**, describing the activity, will be sent home for signature.

PARENT/GUARDIAN INITIALS: ____

Photography and Video Permission

Bright Horizons regularly takes photographs and videos of children enrolled 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. They may be shared with you and other families on a Bright Horizons' website, by e-mail, by posting in the center, or in a parent newsletter. They may be used to better communicate with families, to illustrate the daily curriculum, to chronicle a child's development, or to document center activities. They may be used for other center, general business, and marketing purposes, including online. Bright Horizons takes care that any use, display, or dissemination of photographs or videos of children is accomplished in a thoughtful and safe manner.

☐ I give permission for Bright Horizons to take photographs and videos of my child and use these materials for its business purposes.

Child Illness

If my child becomes ill, I will be called. I may be required to to pick up my child as soon as possible (within 90 minutes at most). A child must remain out of the center until he/she is symptom free for 24 hours, unless a doctor's note is provided which states that the child is 1) not contagious; and 2) can participate in group care. The Family Guide contains Bright Horizons' full Child Illness Policy, including protocols for contagious illnesses.

Children's Injuries

If my child sustains a minor injury during care,I will receive an Occurrence Report when I pick-up describing the incident. I will be contacted immediately if the injury produces any swelling, is on the face or head, or requires medical attention.

Emergency Medical Care

If emergency medical attention is needed for my child,_____, the center will attempt to contact me or the emergency contacts listed (if I cannot be reached). I authorize Bright Horizons to call an ambulance to transport my child for medical treatment to the closest hospital or medical facility, or to_____ my preferred facility, if possible.

Staff is trained in pediatric first aid and CPR and I authorize staff to administer the same. My child's health information may be viewed by staff, on a need to know basis, and state licensors for compliance.

_____
CHILD'S HEALTH INSURANCE PROVIDER

_____
NAME OF INSURED

_____
POLICY NUMBER

Family Guide Acknowledgement

By signing below, I acknowledge and agree that: 1) in addition to this Informed Consent, I received the Bright Horizons Family Guide or client equivalent, as well as any center specific information and relevant state policies; 2) it is my responsibility to read and familiarize myself with all these materials and address any questions with center management; and 3) I will abide by these materials.

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

_____ _____
PARENT/GUARDIAN SIGNATURE DATE

_____ _____
PARENT/GUARDIAN SIGNATURE DATE

Bright Horizons®
Early Education & Preschool

Annual parent/guardian review and signature is required by Bright Horizons and some state licensing agencies. If any changes are necessary, a new form will be completed.

_____ _____
PARENT/GUARDIAN SIGNATURE REVIEW DATE

_____ _____
PARENT/GUARDIAN SIGNATURE REVIEW DATE

_____ _____
PARENT/GUARDIAN SIGNATURE REVIEW DATE

Information About Your Bright Horizons® Center

CENTER MANAGEMENT

CENTER ADDRESS

TELEPHONE

CENTER E-MAIL

DIRECTOR E-MAIL

REGIONAL MANAGER

TELEPHONE

REGIONAL MANAGER E-MAIL

YOUR CHILD'S TEACHERS

CHECK-IN/CHECK-OUT CODE

DOOR CODE

ADDITONAL NOTES:

Bright Horizons®

Early Education & Preschool

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www.brighthorizons.com