



**Bright Horizons.**  
Early Education & Preschool

BRIGHT HORIZONS

# Family Guide

# Welcome!



## Dear Family,

Welcome to **Bright Horizons**®. We know that choosing a child care center for your family is one of the most important decisions you will make. At Bright Horizons, your child will be cared for in a safe, warm, and nurturing place of wonder that encourages learning and growth through fun 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 observe your child in the classroom, to join your child for lunch, or to speak with the teachers, center management, and other families. Our center is an active community that fosters friendships and creates a supportive network.

Enrolling in a new child care center is a big change for your child — and for you. We recognize that adjustment periods will vary depending on your child's age and prior experiences in a child care 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 you become part of our family, 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 discovery-filled environment.

Sincerely,

Stephen Kramer,  
Chief Executive Officer

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Note: Information contained in this Family Guide may be updated throughout the year. For the most up to date version, please visit [enroll.brighthorizons.com](http://enroll.brighthorizons.com). Additionally, information may differ due to individual state licensing regulations and center-specific policies. This information will be shared with you by center management.



# Family Involvement

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

Family involvement, family satisfaction, and shared decision making about your child's experiences are essential to the Bright Horizons program. Our centers are caring communities of learning in which families, staff, and children interact and grow. We actively work to support family life and create pathways that involve families in our program.

We believe family involvement starts with opportunity. Some of the many ways you can be involved:

*Call or come by:* The center's open-door policy welcomes and encourages you to visit anytime.

*Use our Family Resource Library:* We offer books, articles, CDs, DVDs, and other helpful materials on parenting, child development, health and nutrition, and general work/life and family topics.

*Visit our website:* **[brighthorizons.com/curriculum](http://brighthorizons.com/curriculum)** offers information about our early literacy, science, and math curriculums.

*Join the partnership:* Our Family Partnership (advisory) group provides a forum to discuss centerwide activities and promote collaboration.

*Enjoy our events:* Parenting seminars, curriculum nights, special events, family breakfasts, potluck dinners, and family support group meetings are held throughout the year.

*Check in:* Daily, weekly, and monthly formal and informal communication is available through morning and afternoon greetings, daily and weekly journals, classroom bulletin boards, center calendars, posted planning forms, documentation of your child's learning, newsletters, My Bright Day (see page 9), and conferences.

*Share:* We encourage you to share your ideas and concerns with center management and staff at any time.

*Participate in class:* Come into your child's classroom and share a special activity or project.

*Take a break:* Join your child for lunch anytime you wish.

*Read e-Family News:* Our biweekly electronic newsletter features parent-friendly tips and resources.

*Give feedback:* An annual survey allows you to rate and comment on all aspects of the program.







## Family-Teacher Partnership

We are most effective when we partner together to educate your child. Our family-teacher partnerships at Bright Horizons Early Education and Preschool Centers are designed to do just that, providing frequent opportunities to share information between teacher and family. Together in these partnerships, we can help children create a positive attitude toward themselves, build nurturing relationships with others, and establish a lifelong love of learning. Together, we can provide a stronger program.

You are your child's first and most important teacher, and you can strengthen that role and share in learning by participating in activities at home and at the center. For ideas that tie our curriculum to fun-filled experiences for families at home, visit [brighthouse.com/family-resources](https://brighthouse.com/family-resources).

### A Community of Caring

Each Bright Horizons Early Education and Preschool Center is a community of caring, with policies and practices that reflect both the ideals and values of the community, and the diversity and individual differences of the population served. We know each community is different and design programs specifically to reflect those differences.

Our partnership with families relies on the constant exchange of information. Through this communication, parents learn about child development and curriculum, and the center learns about parents'/guardians' goals and priorities for their children. To support each individual family, we encourage dialogue about curriculum, caregiving practice, guidance, cultural events, and celebrations of holidays.

## 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 primary caregiver — a teacher who assumes special responsibility for that child and who communicates with his or her parents/guardians.

By assigning a primary caregiver, we are encouraging a relationship with a single staff member who will be focused on your child's needs and development. At the same time, we know education is a team responsibility, and 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/center connection. Our goal is to foster open, honest communication about both your child's experience at the center and development in learning.

## Daily Communication

It is important that everyone who cares for your child have a sense of his or her daily experience, both at home and in the center. The daily communication you receive through My Bright Day® (see page 9) will give you a sense of your child's day and keep you informed about his or her experiences. (For centers where My Bright Day is not yet implemented families receive the same information through daily notes or journals.)

## Notice Boards

Bulletin boards located throughout the center (in various areas such as the foyer, hallways, and classroom entrances) communicate news, daily events, staff changes, holiday closing dates, center visitors, etc.

## Email

Centers may provide emails containing important communication about your child's experience at the center. However, because your children are the teachers' priority, our teachers do not have access to their personal devices when in ratio/in the

classroom. Teachers will communicate information about your child through My Bright Day (see page 9). If you have specific information regarding your child that needs to be shared with your child's teacher during the course of the day, we ask that you contact the center directly.

## Mailboxes

Centerwide messages from management or teachers may be left in your mailbox, emailed to you via the center or classroom distribution list, or left on the check-in/check-out station screen. Check with your center to find the location of your mailbox, and please remember to check it daily.

## Partnership Groups

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





# My Bright Day

My Bright Day is an easily accessible mobile app that will allow you to learn about your child's day in real time – via smartphone, email, or web. Connect to the My Bright Day app for “What in the World Happened Today,” (classroom curriculum highlights), individual child development observations, and care events (naps, bottles/meals, diaper changes) for younger children – right at your fingertips.

My Bright Day may not be available in all centers.

## How It Works

The My Bright Day app provides seamless communication with your child's teacher. Each morning, you will enter pertinent information such as how your child slept and ate last night. Teachers will provide updates throughout the day; however, the children's safety is our first priority, so updates will be made as time allows. Your child's daily report will be emailed directly to you. You'll also have access to a report history and photos/videos in the app's Memories section. This information is also available online via the Family Information Center.

In our program we use a system of ongoing assessment, which does not involve testing children; rather, we implement a more holistic and comprehensive approach to learn about each child.

During teachers' orientation and through ongoing professional development, teachers are trained to observe children to enrich assessment and curriculum planning. Additionally, teachers receive training on child development through self-guided learning modules and facilitator led instruction as a means to complete a personal and meaningful assessment for your child.



MyTeachingStrategies™, integrated with My Bright Day, helps us observe and plan for each child ensuring that every child is making progress. It helps us discover each child's strengths, skills, interests, and needs so we know how to help every child experience success. We know how important these early years are to children's success in school and in life. Like you, we want to do everything we can to give your child a strong foundation for lifelong learning.

We observe children over time and at different periods of the day to be sure we capture an accurate picture of what each child knows and can do. These examples are documented and sent to the portfolio that we share with you via My Bright Day.

Conferences are scheduled at least twice annually, depending on the age of your child and state licensing requirements. Together, parents/guardians and the child's primary caregiver will review the Family Conference Report, and a summary of development that highlights 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

Differences of opinion — and sometimes even conflict — are an inevitable part of living and working with others, including within a school community. To address these issues, it is critical to ensure an environment of mutual respect, tolerance, and clear, honest communication long before conflict arises. 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 the 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 is listed on the Center Information Sheet, along with other important information, and is posted in the center. If concerns are not satisfactorily resolved at this level, the division vice president is available to pursue the matter further. You can also call our Parent Customer Service line at 866-854-1958 or send a message to [parents@brighthorizons.com](mailto:parents@brighthorizons.com).

# Family Referral Program

Satisfied Bright Horizons families are our very best ambassadors. We are thankful when a satisfied family shares their child's positive experience with another family. The Bright Horizons Family Referral Program allows families to earn unlimited tuition credits for family referrals. If a referred family enrolls at a Bright Horizons Early Education and Preschool Center, the referring family receives a tuition credit after the new family has been enrolled for 30 days.

The Family Referral Program is not available in all centers. Visit [brighthorizons.com/familyreferral](http://brighthorizons.com/familyreferral) for more details or see your center management for details and availability.





# Program Standards

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





# State Licensing

Bright Horizons centers are licensed by the appropriate state licensing agency. A copy of state regulations is available at each center.

## World at Their Fingertips: Education for Bright Horizons

*World at Their Fingertips*® is Bright Horizons' own curriculum that empowers children to become confident, successful, lifelong learners and secure, caring people. Our curriculum approach is rooted in what research concludes is best for early learning, and it provides a framework to support each individual child's development. We keep the whole child in mind, ensuring we use these formative early years to help children develop a strong foundation of skills and foster a love of learning. Through projects, play, and pursuit of child-led interests, teachers ensure children have diverse and robust experiences that do more than prepare children academically. We integrate all areas of development, striving to develop children who see the world as an invitation to learn, grow, and live fully; who are resilient and joyful members of our community; and who approach school and life with confidence, competence, and an eagerness to explore.

For more information, please refer to Curriculum at Bright Horizons: A Guide for Families, visit [brighthouse.com/curriculum](https://brighthouse.com/curriculum), or speak to your center management.



# Transitions

At Bright Horizons, we recognize the importance of new beginnings for both the child and the family. We call these new beginnings “transitions,” and we want to make them as special and smooth as possible. Transitions are supported by slowly integrating the child into a new program and by customizing care and communication throughout the transition period.

## Initial Transition from Home to Center

We realize that the transition from home to center — and adjusting to new routines and new people — can be a challenging period for families. During this time, you will receive general information on the program, meet with your child’s teachers, and visit the classroom. You are encouraged to talk to your child’s teachers about the communication methods that work best for you. Please mention any adjustment problems you anticipate; together we will work to foster the best possible transition. We also recommend that you and your child visit the center several times prior to your child’s first day. Gradually increasing the length of time your child stays at the center allows for a smooth transition.

## Transitioning to a New Classroom

There is no set formula for classroom transitions. Children transition to the next age group based on chronological age, developmental readiness, state licensing requirements, and space availability. Each classroom changes to fit the developmental characteristics of the children enrolled.

Current and future teachers will meet with you during the transition. Your child will be gently integrated into the new environment through a series of visits to the new classroom. At this time, we encourage you to visit the new classroom often so you, too, can become accustomed to the environment, and so you can bond with your child’s primary caregiver. You are also encouraged to discuss communication methods that work best for you.

## Taking the Next Big Step: Transitioning to Elementary School

Bright Horizons is committed to assisting families in the important transition from the center to elementary school. Teachers will provide you with information on local schools, ideas on how to talk to your child about going to elementary school, and information on what to expect. To help children, transition activities are integrated into the preschool and kindergarten curricula. These activities may include a field trip to a local school, and help creating a goodbye book to commemorate special friends and times at a Bright Horizons Early Education and Preschool Center. “READY for SCHOOL” seminars 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.

# Program Enhancements

Some of our programs allow occasional opportunities for preschool and older children to take field trips. You will be notified of any additional fees before the trip, and asked to sign a permission slip for your child.

Centers may also include special activities (e.g., an animal show, a gym program) to supplement regular programs. Parents/guardians are notified in advance and made aware of any additional fees.

Depending on the location of your center, some centers will take children on walks in the local area; infants and young toddlers will be taken in a buggy or stroller.

## Summer Program

Each summer, Bright Horizons Early Education and Preschool Centers offer families a summer enrichment program with added outdoor extracurricular activities. Using the outdoors as an extension of the classroom allows children to learn and grow in new ways, while maintaining the same quality care provided all year.

*Camp Explorations* summer preschool program is an integrated component of the World at Their Fingertips education. This program builds on children’s skills and individual development through distinctive summer experiences full of hands-on learning, adventure, outdoor activities, and creative fun.

*Camp Explorations* for school-age children provides a relaxed, non-school atmosphere for children to foster their growing capacity to make choices, work with others, and assume responsibility.



## Teaching Staff

All Bright Horizons staff meet state licensing requirements and undergo a thorough screening and hiring process, including a Bright Horizons background check and state-required background check.

Staff certified in Pediatric First Aid, Pediatric CPR, and Universal Precautions (infection control) are present in the center at all times.

Bright Horizons supports and encourages professional development for our staff. Good early childhood teachers are actively engaged in continuing professional development and benefit from enhanced, ongoing training to update their skills and knowledge. Bright Horizons staff members are required to follow state guidelines for on-going professional development and are supported by the Bright Horizons Education and Development department to accomplish this.

## Positive Guidance

Bright Horizons consistently emphasizes basic respect for the individual child. Young children are striving for understanding, independence, and self-control. They 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, appropriate assertiveness, and self-control. Bright Horizons helps children learn these lessons by offering a relaxed, positive atmosphere of support and understanding that recognizes the child's struggle.

At Bright Horizons, children are accepted as they are. Here, development is viewed as a process of growing, with each age and stage having its own characteristics, challenges, and needs. Positive guidance is viewed by adults as an important aspect of teaching and learning. Through positive guidance and modeling, staff help children feel good about themselves and behave in responsible ways. In our approach:

- ▶ Expectations are limited to what is realistic for the developmental level of the child, and clarified so children understand what is expected
  - ▶ A "yes" environment enhances and encourages children's positive behavior
  - ▶ Teachers model appropriate behavior
  - ▶ Teachers use redirection by providing alternatives that enable them to turn destructive situations into constructive ones
  - ▶ Natural and logical consequences motivate and empower children to make responsible decisions
  - ▶ Cooperation, helping, negotiation, and problem solving are encouraged
  - ▶ Labeling, such as indicating a child is a "bad" boy or girl, or otherwise implying that he or she, rather than the behavior, is the problem
  - ▶ Bribes, false threats, or false choices
  - ▶ Depriving children of outdoor time or, unrelated activities such as special events
  - ▶ Depriving children of meals or snacks; force feeding children or otherwise making them eat against their will, or in any way using food as a consequence. Neither will food be used as a reward to get child to behave in a certain way
  - ▶ Retaliating or doing to the child what he or she did to someone else
  - ▶ Punishment for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting
  - ▶ Confining a child to a high chair, crib, or any other piece of equipment for an extended period of time in lieu of supervision or as punishment
- The following methods of discipline are prohibited:**
- ▶ Subjecting children to cruel, severe, corporal or frightening punishment such as shaming, humiliation, threats, derogatory remarks, verbal or physical abuse, neglect, or abusive treatment including any forcible restraining, hitting inflicted in any manner upon the body, shaking, jerking, squeezing, spanking, yelling, choking



## Behavioral Incidents & Family Confidentiality

In social settings where young children are just beginning to explore and experiment with peer interaction, it is not unusual for incidents of aggression to occur. At certain stages in early childhood development, children may express their feelings and needs in non-constructive ways. Children may sometimes express themselves by hitting another child, grabbing toys, or even biting (see page 23 - Biting). As an organization committed to the education and development of young children, we at Bright Horizons understand the developmental context in which these behaviors may occur, and provide an environment in which children can, develop, grow as individuals, and learn more constructive ways of interacting with their peers.

When incidents of aggression occur, Occurrence Reports (see page 24 - Children's Injuries) will be completed for each child, only if someone was injured. Each child's identity will remain confidential and staff will communicate with each family involved. The report will typically share details of the incident such as the time, place, contexts, comfort to the injured child, and how the situation was handled in general. Plans to teach more appropriate interactions and to prevent the recurrence of the aggressive behavior will be developed, and shared with parents/guardians.

If, in our judgment, a child's behavior places the well-being of others at risk of injury, we will act quickly and decisively to attempt to solve the behavior. This may include closer supervision, redirection to more appropriate activities, removal from tense situations, firm and consistent limit-setting, and/or alternative outlets for the expression of feelings. An Action Plan to encourage better behavior may be implemented and referrals made to outside resources to encourage the child's success. If the unsafe behavior does not improve within a reasonable time despite these efforts, suspension of enrollment may be required until the child is able to participate safely.

Our policies 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 even at the request of a parent/guardian of children affected by the behavior. The child's identity is not needed to understand the details of an incident or the center's response, and may add to the family's stress in an already difficult situation. Interfamily conflicts that may result are not constructive or conducive to a speedy and natural resolution. Therefore, it is in the best interests of all involved that confidentiality be strictly maintained.



# 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 strict health and safety practices based on the *Caring for Our Children, National Health and Safety Standards; Guidelines for Early Care and Education; 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 Caring is an umbrella for our policies and practices that nurture children and keep them healthy and safe.

Bright Horizons risk management department and health consultant are available 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 “Ready to Respond” emergency response plan in place, which includes staff training, severe weather drills, where required by licensing, evacuation and lockdown drills, secured entrances, and a team at the center assigned to specific tasks in an emergency. If an emergency requires the center to evacuate and leave the premises, families will be informed regarding the safety and location of their children via the center’s emergency notification system.

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 (see page 29 - Child Custody). In addition to security measures promoting indoor and outdoor safety on the center grounds, Bright Horizons provides its own secure system and secured access at most centers; this system ensures that access to the center is available only to parents/guardians and authorized personnel. To make certain that the center is kept as secure as possible, we ask parents/guardians not to share their access code with anyone and not to allow others to “piggyback” on entrance or departure from the center. Center management will review your center’s security program with you upon enrollment.

When dropping off/picking up, we ask that your vehicle be turned off and your keys removed while the car is parked. Do not leave your child in an unattended vehicle. To protect your privacy and the safety of the children, we ask that you not use your cell phone while in the classroom when dropping off or picking up your child.

## 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. Specific information requirements vary from state to state. Your center’s managers will provide specific information. These records need to be updated annually, when new immunizations are given to younger children, or as required by state licensing. All enrolled children meet state licensing immunization requirements.

## Child Wellness

If your child appears to be ill upon arrival or becomes ill during the day, you will be asked to pick up your child within a reasonable amount of time (usually within 90 minutes). 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.

## Infection Control

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

Bright Horizons regularly cleans, sanitizes, and/or disinfects certain equipment, items, and surfaces using soap and water followed by sanitizer or disinfectant. The sanitizer and disinfectant can be either a bleach solution or commercial disinfectant registered by the Environmental Protection Agency.

The following duties are performed on a regular basis:

- ▶ Cribs, cots, and mats: cleaned weekly or before another child’s use
- ▶ Infant toys: cleaned and sanitized daily with a bleach solution or cleaned after they have been mouthed
- ▶ Crib sheets and machine-washable fabric toys: washed on a weekly basis or more often if needed
- ▶ Children’s blankets and washable toys: sent home weekly for washing
- ▶ Diapering surfaces: cleaned and disinfected after each use
- ▶ Food preparation surfaces (including tables and chair trays): cleaned and sanitized before and after each use
- ▶ Toilets, toilet seats, flushing handles, containers/lids for soiled papers, water tables and water play equipment, play tables, and smooth non-porous floors: cleaned and disinfected daily or whenever there is visible contamination



Infant rooms at Bright Horizons are “shoeless” environments. To reduce the spread of germs, shoes that have been worn outside of the infant room are required to be removed, replaced, or covered with clean foot coverings (provided by the center). Adults and visiting children, including older siblings during drop off and pick up, may not be barefoot in the infant classroom.

## Allergy Management and Food Intolerances

Families are expected to notify the center regarding children’s food or environmental allergies and food intolerances. 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 medical provider, detailing the child’s symptoms, reactions, treatments, care, and all necessary medications (see pages 35, 36 - Medication Policies). A list of children’s allergies with photos is posted in all the classrooms throughout the center, including the kitchen. Staff members are trained on how to consult and use the list. The names of children with medically documented food allergies, food related health issues documented by a physician, and those with suspected allergies and food intolerances will be highlighted in red. Children with health related issues requiring a health care plan, including allergies unrelated to food, will be highlighted in purple.

Contact with nuts, including peanuts or products containing traces of nuts or oil, can be critical or even fatal to a child with a severe nut allergy. All Bright Horizons Early Education and Preschool Centers are nut-safe. This means we do our best to keep nut products out of the centers. All families and staff are asked to carefully monitor all product ingredients to avoid nut-containing products (including almond milk and products containing nuts in any form, such as lotions).

Despite our diligent efforts, it is impossible to eliminate all risk for children with food allergies. Ultimately, in light of the risks that cannot be eliminated, parents/guardians will need to decide whether group care is appropriate for their child with allergies.



## Food Preferences

As part of our programs, Bright Horizons strives to provide healthy food offerings that meet or exceed state licensing requirements. Lunch and snack menus are posted, as required by licensing.

Bright Horizons’ locations offer a vegetarian option, if possible. Food substitutions, whether for religious or cultural reasons, may not be available. Likes or dislikes of certain foods cannot be accommodated. If permitted by licensing, families are welcome to bring “nut free” food from home for their child. If your center participates in a federal food program, there may be additional requirements.

Cultural/religious/vegan or vegetarian preferences will be listed throughout the center, including the kitchen. Although children are monitored at mealtimes, Bright Horizons cannot guarantee a child will not eat another child’s food.



# Diapering

Children's diapers will be checked at least every two hours (more often if required by licensing) as well as upon awakening, and will be changed promptly when soiled or wet.

Diapers will be changed:

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

Bright Horizons' policy does not allow the use of baby powder during diaper changes. Baby powder can get into the baby's lungs, causing swelling and irritation and potentially causing breathing problems. When exposed to the broken skin of a diaper rash, it can also cause an inflammatory reaction in some children. To reduce rubbing and prevent diaper rash, cornstarch or cornstarch powder is a safer choice. See the Medication Policy on pages 35 and 36 for information regarding the use of diaper cream.

Cloth diapers with a waterproof covering may be used if allowed by licensing. The soiled diaper and covering will be changed as a unit and not reused. Due to the risk of contamination, soiled diapers will not be emptied. Items will be double bagged, sealed, and labeled with the child's name for return home.



# Toilet Learning

Learning to control one's bodily functions is a childhood rite of passage, and it is of great importance to all in a child's life — including those at home and at the center. 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 started around two years of age or later. Most positive toilet learning will occur only after children show both signs of physical control (or awareness) of their bodily functions, and a demonstrated interest in/curiosity about 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 must be supervised during toilet learning, and shall be encouraged for their efforts and accomplishments.
- ▶ Toilet learning shall not be coerced. The individual developmental abilities of each child shall be considered. Children shall not be punished emotionally or physically for soiling, wetting, or not using the toilet.
- ▶ Families will provide sufficient extra clothing, including underwear, (for sanitary reasons, underwear must be worn while toilet training) for 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 shall be kept regularly advised of their child's progress according to family wishes.
- ▶ For sanitary reasons, potty chairs will not be allowed.



## Bibs and Pacifiers

Due to strangulation hazards, bibs will not be left on babies in cribs.

If your child uses a pacifier, please provide at least two, as well as instructions for use. Infants will not be forced to take a pacifier for any reason.

Due to strangulation hazards, 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 cribs. Additionally, pacifiers with a stuffed animal attached are not allowed.

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

## Safety and Injury Prevention

Teachers for each age group are responsible for daily safety inspections of their assigned areas and equipment. Defective equipment is removed or repaired to prevent injury. Small toy pieces or other objects that could pose a choking hazard to infants and toddlers are not 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 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; for that reason, latex balloons are not allowed in Bright Horizons centers. Mylar balloons are prohibited in an infant room; however, they may be used in an older classroom. These must be removed at the end of the event.

If you wish to send something special for your child's birthday or other celebration, we suggest items such as birthday hats, beach balls, or streamers (see page 38 - Special Occasions). Check with center management to find out what is both allowed by your center and appropriate for your child's age group.

### Clothing and Accessories

Due to the risk of choking, the following clothing and accessories are prohibited:

- ▶ Outerwear with neck strings, including scarves
- ▶ Pants with drawstrings on the waist or bottom that extend more than three inches when tied
- ▶ Bibs, pacifiers and teethingers with ties or strings of any kind
- ▶ Teething beads, including Amber beads
- ▶ Mittens or gloves threaded on a string inside a child's jacket

### Footwear

Sneakers, sandals with backs, or other footwear fit for active, outdoor play (climbing, running, and jumping) on various surfaces is strongly recommended. Closed-back shoes are preferred. Flip-flops and open-back sandals risk trips, falls, and injury, and are not recommended.

*Note: Centers may apply their own center-specific policy regarding footwear.*



# Biting

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

Brief episodes of biting do not mean 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 many developmental stages, most biting behaviors end quickly.

In all cases of biting, our response will be to care for and help the child who was bitten, help the biter to learn a more appropriate behavior, and 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
- ▶ Showing affection
- ▶ Exploring cause-and-effect relationships
- ▶ Exploring holding on to and letting go of relationships
- ▶ Making an impact
- ▶ Impulsiveness and lack of self-control
- ▶ Excitement and overstimulation





When a child bites another child, an Occurrence Report (see below - Children's Injuries) will be written for each child, keeping both identities confidential. Staff will communicate with each family involved. Strategies for change — which may include the development of an Action Plan and/or referral services for the child who bit — will be developed. If efforts to solve the biting behavior are unsuccessful, we may consider suspending the child from the program until the biting behavior subsides. Suspension is appropriate if the biting behavior has not improved significantly or resolved within a maximum of four weeks after implementing an Action Plan. This period may be shorter depending on the severity or frequency of the biting. The behavior is considered unresolved if a child is still attempting to bite or the biting resumes after a period of improvement.

## Children's Injuries

If your child sustains an injury, you will receive an Occurrence Report outlining both the incident and the 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 and then rinsed. 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. You will be presented with the Occurrence Report to review and sign at time of pick-up. A copy will be provided to you at time of signature.

If a serious medical emergency occurs, the child will be immediately taken to the hospital by ambulance, accompanied by a staff member. 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. We follow the recommendations of the First Candle/SIDS Alliance, the American Academy of Pediatrics, and the Association of SIDS and Infant Mortality Programs, which strongly recommend that infants be placed to sleep on their backs in a crib. This is the best sleep position for your baby. At first, some babies do not like sleeping on their backs, but most quickly adjust. Where allowed by state regulations, parents/guardians who choose to have their child placed to sleep in the crib on his or her side or stomach (or any other variation other than to sleep on their backs) must sign a release authorizing Bright Horizons to make an exception to its policy and to release Bright Horizons from any liability. This release must also be signed by the child's medical provider.

Infants who fall asleep outside of a crib will be gently picked up and placed in a crib on their backs for the duration of the nap time.

In keeping with our safe sleep practices, infants who arrive at the center asleep in a car seat will be immediately placed on their backs in their assigned crib.


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 a child of any age at a Bright Horizons center. This includes blankets, pillows, sheepskins, bolsters, mobiles, toys, bumper pads, and other crib furnishings and/or attachments.

The AAP recommends sleepers or other sleep clothing as alternatives to blankets, or no covering. However, a Baby Merlin's Magic Sleep Suit or other weighted sleep clothing are prohibited. Swaddling is only allowed using a non-restrictive swaddle sack, where allowed by licensing. The use of swaddle sacks will be stopped when any of the following occur:

- ▶ The child begins to roll over.
- ▶ The swaddle sack begins to limit the child's movements.
- ▶ The child becomes overheated.

## 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 receive training in identifying and reporting suspected abuse and 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 all appropriate authorities and will maintain confidentiality. Our foremost concern is always the protection of the child.



# Policies *and* Procedures

*Visiting a center prior to enrollment gives your child an opportunity to spend time with children and staff.*





## Registration Procedure

To enroll at a Bright Horizons center, a Bright Horizons registration form must be completed and returned to center management along with the registration fee (where applicable). Enrollment is based on availability and may be subject to priority enrollment rules of the center. We cannot guarantee that a space will be available for your child on the day you desire, as the center may have a waitlist. Families may choose to stay on waitlists at a maximum of three Bright Horizons Early Education and Preschool Centers with payment of a single registration fee, where permitted. With additional fees, more centers can be added. 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 to be introduced to the children and staff. Visits give you the opportunity to observe your child in the classroom, meet with center management to schedule a start date, and review the enrollment procedure. Once enrolled, re-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 days and hours of care needed for your child. 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 will be required to complete forms providing the center with information about your child. These forms include but are not limited to an Informed Consent Form (including medical authorization and consent, emergency contacts, and walk permission), a Personal Care Plan/Developmental History form to obtain information about your child, and an Enrollment Agreement that outlines the program's policies.

Annually, you will be required to review enrollment paperwork and update it as necessary. **A complete list of forms is available on our website at [enroll.brighthorizons.com](http://enroll.brighthorizons.com).**

Please remember to provide the center with additional updates as needed and/or as required by licensing (change of emergency contact or medical information, including allergies, etc.).

## Tuition/Fees

Tuition is due in advance of the period of service via online recurring payment or, if available through your employer, by payroll deduction.

Tuition is due and required to hold a child's space regardless of a child's absence from the program for any reason (including holidays or illness), or closure due to situations beyond Bright Horizons' control (inclement weather, power outages, etc.).

If tuition is not paid by the due date, a late fee will be added 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, and your child's space will be unreserved until the balance is fully paid and current.

Additional fees may be associated with special summer activities or field trips.

Notice of intent to withdraw a child must be given to center management at least 30 days in advance and in writing. Should you withdraw your child for any reason and re-enroll at a later date, a new registration fee will be applied.



# Schedule Changes

In order to provide appropriate child supervision and to appropriately schedule staff, families are asked to follow the schedule they choose for their child. If a schedule change (days and/or hours) becomes necessary, a written request to center management should be made at least one month in advance. If you have an emergency and need to alter your child's schedule, do not hesitate to contact center management.

## Drop-Off and Pick-Up

Parents/guardians are responsible for physically checking their child into and out of the center each day. This ensures that each child is safe and supervised at all times, and encourages daily communication between families and staff. A parent/guardian must accompany each child into the classroom and confirm that the 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. Children must be checked out. Teachers ensure safety throughout the day with roll calls, head counts, and transition tracking sheets to sign children out/in whenever they leave or enter a classroom.

Children must be under direct adult supervision at all times while on the premises; 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 doing pick-up will be required to show photo ID. For the safety and trust of the children in our care, we will not release a child to a person the child does not know.

If your child will be picked up by a person who is listed on the Child Release Form but who does not regularly pick up your child, you must provide the center with prior, advance **verbal** notice. If your child will be picked up by a person who is not listed on the Child Release Form, you must provide the center with prior, advance **written** notice.

If Bright Horizons has reasonable cause to suspect that any person picking up a child is a danger to a child in any way (under the influence of drugs or alcohol; physically or emotionally impaired in any way) pick-up will be refused and we will attempt to contact the other parent/guardian or authorized persons as listed on the Child Release section of the Informed Consent Form. If alternative arrangements cannot be made, the local child protective services agency and/or police will be called, as required by state licensing.

Friends or relatives who would like to visit a child while at the center must be escorted by the parent/guardian at all times while in the center.





# Child Custody

Bright Horizons strives to remain neutral in all custody matters and disputes, so that all parents/guardians feel equally welcome at a center. A center cannot deny a parent or guardian access to a child without court authorization, and families are required to resolve their differences through legal channels. Parents/guardians are required to provide to the center all relevant Court Orders (signed by a judge), including any active restraining orders or court-ordered visitation schedules, and joint agreements (signed by both parents/guardians). These items must be kept on file at the center. If visitation rights are set by an Order, a parent/guardian will only have access to the child at times and under the circumstances designated in the Court Order. Although Bright Horizons has an “open door” policy, staff will not be placed in the role of supervising parental visits. Bright Horizons will not allow visitation to occur at the center or a parent/guardian to supplement visitation with center visits, even if the other parent/guardian agrees.

## Transportation to/from the Center

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

## 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 either cannot pick up your child on time or must send one of your emergency contacts, please notify the center staff 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. If we are unable to reach you or an emergency contact after two hours, the local child protective services agency and/or police will be called, as required by state licensing.

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

There may be times a child needs care because a regular caregiver is ill, school is canceled due to bad weather, or a school vacation day is scheduled when a parent/guardian must be at work. In situations like these, Bright Horizons Early Education and Preschool Centers may be able to help. Some employers participate in *Bright Horizons Back-Up Care™*. If you work for a participating employer, please call 1-877-BH-CARES (877-242-2737) or go to [backup.brighthorizons.com](https://backup.brighthorizons.com) to register and reserve care. Employer rules and regulations apply. Please refer to your benefits department for more information.

If your employer does not participate in *Bright Horizons Back-Up Care™*, Bright Horizons Early Education and Preschool Centers may be able to provide emergency or drop-in child care. To pre-register, families must 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 emergency or drop-in care are filled on a space-available, first-come, first-served basis.



# Program Placement

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

## Absence

In some states we are required by licensing to call you if your child is absent and we have not heard from you. However, please call the center or indicate through My Bright Day that your child will be absent or arriving after 9:00 a.m. or more than an hour after their normal arrival time. If your child is absent due to contagious illness, (see pages 32, 33, and 34 - Child Illness Policy) please let the center management know so that 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 his/her own way of learning and 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. Our hope is to build programs that are responsive to the wide range of individual learning styles and programs that truly celebrate and value the individuality of each child.

Bright Horizons provides programs to children 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 includes children with disabilities seeking reasonable accommodations in a child care setting, as well the parents/guardians served. Bright Horizons will conduct an individualized assessment of particular child and family needs and engage in an interactive dialogue with parents/guardians, caregivers, and medical professionals to identify reasonable accommodations, safely integrate the child into the program given each individual's capabilities, and provide a family with full access to and participation in our programs.

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. Unless your written permission is given, only those persons directly related to the care of your child, center management, or regulatory agencies will have access to the record. 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. If necessary, a small fee may be charged 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.

## Classroom Observation

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

## 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.

If research will be conducted in a classroom, Bright Horizons will ask for (and require) the written informed consent of parents/guardians. 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. "Activities" include but are not limited to publicity or media events, taking of photographs or videos, and participation in surveys (other than those carried out by Bright Horizons). Bright Horizons does not share customer information, for any reason, without your consent.

## Taking Photos/Videos

Parents/guardians are permitted to take pictures and videos of their children in their classrooms. However, please check with the classroom teachers before including other children as not all children have permission to be photographed. Photos that include other children should not be posted to social media sites, including any screen shots taken from My Bright Day. Pictures and videos that include other children should not be posted to social media sites.



# Babysitting by Center Staff

In an effort to maintain the professional status of Bright Horizons staff, and to prevent any potential conflict of interest, Bright Horizons strongly discourages babysitting by center staff. If, however, 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 are 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. Such 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 or extend the child's schedule beyond normally scheduled hours. If a babysitting arrangement is 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

On the average, babies experience eight to ten illnesses a year; preschoolers experience almost as many. We know that managing the demands of work can be challenging when your child is ill. We strive to limit the spread of communicable disease in our centers and are committed to implementing policies that balance and respect the needs of children, families, and staff in these circumstances. If your child is diagnosed with an infectious illness, please notify center management. When we are notified that a child or staff member has an infectious illness, notification of the illness will be posted for families. The name of the child/staff person with the illness will remain confidential.

Our Child Illness Policy is based on the Model Child Care Health Policies 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 either 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.

Reasons for Bright Horizons to exclude children include, but are not limited to, the following:

- ▶ Illness that prevents the child from participating comfortably in program activities, such as going outdoors
- ▶ 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 spread of harmful disease to others
- ▶ Severely ill appearance
- ▶ Fever of 101 degrees or above regardless of method used, accompanied by behavior change or other symptoms
- ▶ Unexplained fever in a child younger than four months
- ▶ Fever of 100.4 degrees in an infant younger than two months, regardless of method used; such circumstances should be medically evaluated within an hour
- ▶ Fever of 104 degrees or greater in a child of any age (requires immediate medical attention)
- ▶ Diarrhea; watery stools or decreased form of stool not associated with change of diet; stool not contained in the diaper; child unable to reach the toilet; or stool frequency that exceeds two or more stools above normal for that child
  - ▶ Cases of bloody diarrhea and diarrhea caused by shigella, salmonella, shiga toxin-producing E. coli, cryptosporidium, or G. intestinalis must be cleared for re-admission by a health care professional
- ▶ Blood or mucus in the stools not explained by dietary change, medication, or hard stools
- ▶ 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 not infectious)
- ▶ Abdominal pain that continues for more than two hours; intermittent abdominal pain associated with fever, dehydration, or other signs of illness
- ▶ Rash with fever or behavioral changes (unless a medical provider has determined it is not a communicable disease)
- ▶ Skin sores weeping fluid and on an exposed area that cannot be covered
- ▶ Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge) until on antibiotics for 24 hours
- ▶ Impetigo until antibiotic treatment has been started
- ▶ Strep throat (or other streptococcal infection) until 24 hours after treatment has been started
- ▶ Head lice or nits until after first treatment
- ▶ Rubella until seven days after the rash appears
- ▶ Scabies until 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 after start of 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

For your child's comfort, and to reduce the risk of contagion, we ask that 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, unless the center receives a note from the child's medical provider stating that the child is not contagious unless specified otherwise above 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 the child can return.

Unless specified otherwise above, children who have been excluded may return when the following, if applicable, have been resolved.

- ▶ They are free of fever, vomiting, and diarrhea for a full 24 hours.
  - ▶ Re-admission 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, and 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 on 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. A note written and signed by the child's parent/guardian who is also a medical provider is not acceptable.*

## 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 health department. Authorities may require further information, testing, or preventive measures.

In order to promote the health and safety of staff members and the children and families we serve, Bright Horizons will give serious consideration to all recommendations made by the public health agencies. Notification will be consistent with the requirements of the local health department.

Reportable illnesses include but are not limited to the following:

- ▶ Bacterial meningitis
- ▶ Chicken pox
- ▶ Haemophilus influenza (invasive)
- ▶ Hepatitis A
- ▶ Measles (including suspected)
- ▶ Meningococcal 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 health department for the additional requirements in your state, or ask center management for a complete listing.

## Medication Administration

Medication, which includes prescription and over-the-counter (OTC) oral medications, lotions, ointments, and homeopathic products, will be given in accordance with state licensing requirements. Please see your center management for details on your state medication administration regulations.



Check with your child's medical provider to see if a medication schedule can be arranged that does not involve the hours your child is in the center. If that is not possible, you may come to the center to administer medication to your child during the day. If you come to the center to administer medication, it should be done in an area away from other children. All medication and medication devices must be removed from the area before leaving.

- ▶ All medications, including prescription and OTC oral medications, ointments, lotions, and homeopathic products, require an authorization form signed by the parent/guardian and in some cases, as required by state licensing, the child's medical provider. The authorization form can be found by going to [enroll.brighthorizons.com](http://enroll.brighthorizons.com) and clicking on the specific state page or obtained from center management.
- ▶ All medication as noted above must be brought to the center in the original container and include the proper dosing device to administer the medication as well as the authorization form. The medication and the implement must be labeled with the child's full name.
- ▶ If a child is taking a new medication, the first dose must be given to the child at home so that parents/guardians can observe the child for any side effects.
- ▶ Once-a-day medications and vitamins should be administered at home unless otherwise indicated for medical reasons noted by the child's medical provider.
- ▶ All medications must be handed directly to center management or a staff person to ensure proper storage.
- ▶ Medication, including **ointments, lotions, and lip balms**, should not be left in diaper bags, lunch bags, backpacks, or the child's cubby. If these are found in a child's belongings, they will be removed and stored out of the reach of children until pick-up that day.



- ▶ Where allowed by state licensing and with the proper authorization in place, standing order medications require a note from the parent/guardian for the specific days/times the medication is to be given.
- ▶ If, while a child is taking a medication, the dosage should change, a new Medication Authorization form will need to be completed and signed. Prescription medication will require an updated prescription or a note from the child's medical provider.
- ▶ All medication must be current. Expired medication will not be given to a child and will be returned to the family for proper disposal.
- ▶ Each time medicine is administered, it will be documented and the record will be placed in the child's file at the end of the authorization period.
- ▶ All unused medication will be returned to the parent/guardian at the end of the authorization period.

**The following must be authorized by the child's medical provider:**

- ▶ OTC medication not indicated for use for children
- ▶ OTC medication not indicated for the age of the child
- ▶ OTC medication with instructions to consult a medical provider before administering based on the child's age
- ▶ A request by the parent/guardian that the center administer a higher dosage than what is indicated on the label

- ▶ Medication in a child's bottle, and must indicate the amount of medication to amount of fluid
- ▶ Any medication as required by the state licensing agency

Children with chronic illnesses such as severe allergies or asthma, or children with unusual circumstances, including but not limited to a seizure disorder or feeding tube, must have on file a health care plan completed and signed by their medical provider and parent/guardian. A new health care plan is required annually or as required by state licensing, or any time there is a change during the year, including changes to the child's medical condition or treatment, including medication or elimination of the illness/allergy. Medication documented on the health care plan must be on-site while the child is in attendance.

Authorization for prescribed medication or OTC medication requiring medical provider authorization may not be written and signed by a parent/guardian who is also a medical provider.

With a Standing Order, fever reducing medication can be administered if a parent/guardian is en route for pick up, but not to allow the child to remain in care. The child will be readmitted to the center when fever-free for at least 24 hours (according the Child Illness Policy) with no other symptoms.

Due to the recommendation of the Federal Drug Administration and the American Academy of Pediatrics, benzocaine products such as Orajel will be administered to children less than two years of age only with authorization from the parent/guardian and the child's medical provider.

## 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 schedules. Fresh formula or breast milk (see Breast-Feeding) and baby food will need to be supplied to the center daily. Unless prohibited by state licensing, bottles/formula need to be prepared at home and brought to the center ready to feed. If required by licensing, formula may be prepared at the center. In such cases, the formula must arrive in a factory-sealed container labeled with the child's full name, date, and enough sterilized bottles for the day.

Glass bottles (with a silicone sleeve to reduce the risk of dropping the bottle while feeding) are allowed where permitted by the state licensing agency. All bottles should be capped and labeled with your child's full name. Each infant will be assigned a color code, which will be placed on all bottles and food containers. A color-coding chart will be kept in the classroom. Staff use visual and verbal check procedures to be certain all infants receive the correct bottles. To avoid uneven heating and the risk of burning children, microwave ovens are not used to heat infants' bottles or food.

To avoid contamination, all leftover contents of bottles are discarded after 60 minutes (unless the child is still feeding). All bottles are sent home at the end of the day. Snacks (crackers, fruit, teething biscuits, etc.) are supplied for older infants.



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); children between 12 and 24 months will be fed formula, breast milk, or whole milk. A request to feed a child younger than 12 months anything other than formula or breast milk will require written authorization from the child's medical provider.

You may request that soy formula or soy milk be fed to your child due to a possible lactose intolerance or a suspected or diagnosed allergy. If due to an intolerance or suspected allergy, you must complete a Suspected Allergy/Food Intolerance Form; if due to a diagnosed allergy or other medical reason, a health care plan will need to be completed by the child's medical provider. The use of milk containing nut products is not allowed.

Note: Solid food and cereal will not be fed in a bottle unless the child has specific written instructions from a medical provider that indicate the amount of cereal to amount of fluid. Solid food in a bottle is not only a choking hazard, but also teaches the child to eat solid foods incorrectly.

## Breast-Feeding

A meaningful benefit of having child care near or at the workplace is the opportunity for a new mother to breast-feed throughout the day. If you are a nursing mother, we will be 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. For identification purposes, all breast-milk bottles are marked with a red band as well as the child's first and last name and color code. If space allows, a supply of frozen breast milk can be stored at the center for up to one month from the date provided to the center; you may also 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 for 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 nut-safe suggestions. We have found that most children like finger foods as an alternative to the traditional lunch box meal. Fruits and vegetables, cheese, pieces of meat or chicken, or homemade leftovers make easy and nutritious lunches. 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 a designated area within the center. We suggest that you use insulated lunch bags and ice packs to keep food cool, and thermoses to keep food warm. The center will not be able to heat any food from home. To keep food at the proper temperature, extra ice packs may be required when dairy products are included in your child's lunch. Foods should be packed in BPA plastic containers. (if glass containers are used they must have a silicone sleeve). We strongly recommend avoiding foods that are high in fat, sugar, and sodium, and using the USDA's MyPlate ([choosemyplate.gov](https://www.choosemyplate.gov)) 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 his or her day and fully participate in all of the fun learning experiences. Visit [enroll.brighthorizons.com](https://enroll.brighthorizons.com) for more information on providing food from home.

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 six to eight months. Please 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 the center management to find suitable accommodations (see page 20 - Allergy Management and Food Intolerances).

## Special Occasions

Food items, such as special-occasion cupcakes or birthday cakes, must be store-bought and include an ingredient list. Due to the possibility of food-borne illness and severe allergies, homemade items are not allowed. If you would like to honor your child's birthday, you can do so by donating a book to the classroom's library, visiting the classroom to share a craft project, or providing special birthday hats or napkins for the class.



### Rest

In order to bring the consistency of home to the center, and to meet the individual needs of children, babies will sleep according to their own schedules and will not be awoken for feedings or any other reason unless the parent/guardian has come to pick up the child. See page 24 for more information regarding infant sleep.

Following lunch, toddlers and older children 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. Children who sleep will be allowed to wake independently. Children will not be awoken while napping unless the parent/guardian has come to pick up the child.

## 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 (e.g., digging in dirt, exploring sand and water play, garden tending) 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, which includes rain gear (including boots) for wet weather, and jackets/snowsuits, hats, mittens, and boots for winter and snow.

Although we limit outdoor time in winter, if the weather is extremely cold, it's also a good idea to send an extra sweater.

We ask that you leave a complete set of weather-appropriate clothing, including socks and underwear (while at the center, all children who are toilet training/toilet trained must wear underwear) at the center. If a child is newly toilet trained, it is helpful to keep additional underwear at the center. Clothing will be labeled with your child's full name and will be kept in your child's cubby to be used as needed. Please replace the items when they become soiled.

If a child is well enough to come to school, the child should be able to play outside as long as he/she stays dry.

When buying clothing items for school, make sure older children can put them on by 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/her name. Clothing will be kept in each child's cubby and used as needed.



Some Bright Horizons Early Education and Preschool Centers may 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 and other personal property brought into the center. To protect the privacy of children and staff, we ask that children not wear/bring smartwatches or other personal devices to the center. We take all reasonable precautions to be certain that all children's belongings are well cared for, but please keep in mind that less-than-clean clothes 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 (weighted blankets are not allowed unless authorized in writing by a medical provider) or pillow that's small enough to fit in a cubby (toddlers, twos, and preschool only)
- ▶ Diapers
- ▶ Pacifiers (see page 22 - Bibs and Pacifiers)
- ▶ A special toy or stuffed animal (with no small parts including glued or button eyes) that's small enough to fit in a cubby (toddlers, twos, and preschool only)
- ▶ Personal belongings, such as toys and electronic equipment, should not be brought into the center unless approved by the center
- ▶ A sheet to cover the child's nap mat or cot, if not provided by the center

Please do not use plastic bags, bags with drawstrings, or other similar items for children's belongings. These items pose a significant safety hazard for young children.

## Suspending a Child's Enrollment

Bright Horizons provides programs that are designed to support children's growth and that 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 classroom, 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:

- ▶ The 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 have concluded that continued care at the center is unsafe, could be harmful to the child or others, or is not in the best interest of the child.
- ▶ The accommodations needed for the child's success in the program conflict with the fundamental nature of our group environment.

If a child's behavior/circumstances raise concerns, written documentation and family/teacher communications 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. The center will work with a family to develop an action plan to address the concerns, and help the family to identify resources and seek evaluations needed to connect a child with the help he or she needs to be successful. If a child cannot be safe in our environment, the child's enrollment may be suspended to maintain a safe environment until he/she is connected with appropriate support resources and is ready to participate safely in our group setting. Bright Horizons does not use suspension intermittently or to punish behavior; instead, suspension is a pause in enrollment while a family seeks appropriate resources. All suspensions are considered fairly, consistent with state and federal civil rights and other laws, and are reviewed by the legal department.



## Disenrolling a Family

Our programs are based on developing partnerships and supporting families. Despite our efforts, on rare occasions a parent's/guardian's actions or requests may warrant the need to find a different program for themselves and their child. Examples of actions that may warrant family disenrollment include:

- ▶ A parent/guardian fails or refuses to abide by the center policies or licensing requirements.
- ▶ A parent/guardian interacts with others in an inappropriate or disrespectful way.
- ▶ A parent/guardian or family fails to pay tuition.
- ▶ A parent/guardian is physically or verbally abusive to center staff, children, or other parents, including social media posts.
- ▶ A parent/guardian demands special services that are not provided to other children and cannot reasonably be delivered by the program (including requests that are outside the philosophy of the program).

## Center Safety

### No Smoking

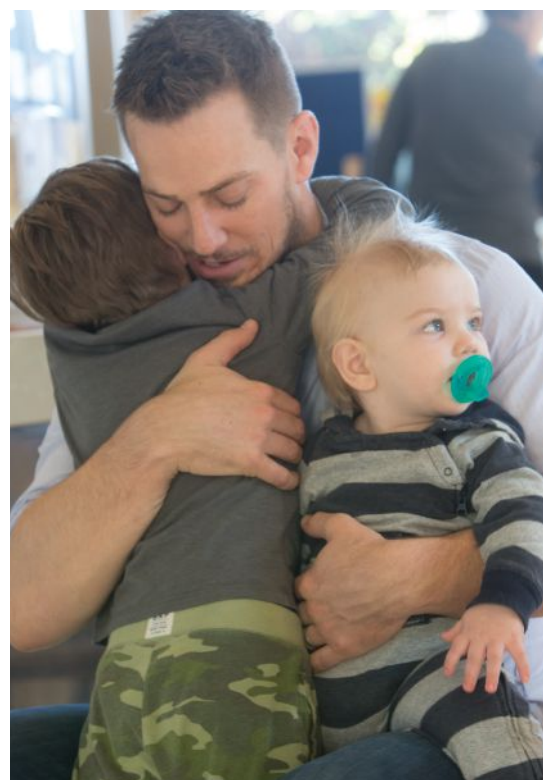
Smoking or tobacco use, in any form, including vaping, is prohibited in the child care center and on the child care premises; this includes on or near the playground. Also, disposal of smoking paraphernalia on center property is prohibited.

### Hot Beverages

To prevent accidental spills and harm to the children, hot beverages or liquids are not permitted in the child care setting. Please leave your morning coffee in the car when dropping your child off at the center.

### Weapons

Firearms, explosive devices, and other weapons are not permitted on Bright Horizons' premises. Family members and anyone dropping off or picking up a child are asked to secure any weapons before entering the center/school, regardless of a valid permit to carry such weapons.



# We are thrilled to welcome you to the **Bright Horizons Family!**

You have big hopes and dreams for your little one, and we know that choosing a place that is just right for your child is an important decision. We're here to ensure your child gets off to the very best start by providing high-quality care and learning environments that support your whole family. You can take our promises to heart — we're passionate about the importance of the early years, our programs are informed by decades of practice, and our research-based curriculum meets children where they are developmentally to spark curiosity and foster excitement about learning. You can count on us. Thank you for allowing us to be your trusted partner on your child's early education journey.

Your partner in teaching and learning,

A handwritten signature in black ink that reads "Rachel Robertson". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Rachel Robertson  
VP, Education and Development





**Bright Horizons<sup>®</sup>**

Early Education & Preschool