

WELCOME!

Welcome to Bright Haven! We are pleased that you have enrolled your child in our program. Bright Haven operates as a School Family which means we want you to be a part of our center and your child's education. This handbook covers most of our policies and procedures. Please review it carefully and keep it for future reference.

Bright Haven has established several policies concerning program and classroom practices. These guidelines have been developed to comply with both state licensing standards and accreditation criteria and reflect input from the owners, management, staff, and parents of Bright Haven. The policies and procedures described in this booklet are written to provide a clear description of what parents may expect of Bright Haven and what Bright Haven expects of parents. Our goal is to provide exemplary childcare services to the families of Northwest Arkansas.

We hope that your experience at our center is a good one and provides peace of mind about the quality of care your child receives. Please communicate with us regarding any questions or concerns.

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Family Handbook
for



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Springdale, AR 72762
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www.BrightHavenShines.com

Bright Haven will not discriminate against a child or parent based on race, color, sexual orientation, gender or national origin in any of its policies, services, or practices.

Bright Haven will update the Family Handbook annually. An updated registration form, Family Policy Agreement, and child questionnaire will also be required at this time.

Services Offered

- We provide quality group-care for children ages 6 weeks to 5 years of age. The educational activities are carefully planned and adapted to be developmentally appropriate.
- We hold a 3-star rating with AR Better Beginnings. For additional information visit www.ARBetterBeginnings.com
- A chef-developed menu prepared in our full-service commercial kitchen that provides a morning snack, lunch, and afternoon snack are included in tuition. A weekly menu will be posted on our website for your review.
- A daily report is provided to parents via email. **Please ensure we have a correct email address on file and notify us in the event of an email address change.**
- A lesson plan with listed Arkansas Child Development Early Learning Standards (CDELS) that integrates emergent curriculum is developed and posted weekly via our electronic messaging system. Evidence of your child's learning will be visible through photos and displays through both email and adorning classroom walls.
- Access to live views of classroom cameras are provided to the primary parents/guardians.
- Secure, controlled access to the center is granted to primary parents/guardians through the VizPin app for smartphones and androids.
- Family social events are coordinated and/or hosted several times a year to allow families and staff an opportunity to enjoy community outside of school hours.
- Family/teacher conferences are held 2-3 times throughout the school year to allow for collaboration

between home and school. During the conferences, teachers and the family will work together to plan goals for the child and review progress made thus far.

Admission

There is a nonrefundable \$200 registration fee per child or \$325 per family that must be paid at the time of enrollment. The annual enrollment fee will also be collected at this time.

If you choose to enroll your child in Bright Haven Children's Learning Center you will need to complete a Registration Form, Child Enrollment Questionnaire, and a Parent Policy Agreement Form (which is a part of this handbook). All new families must attend an enrollment interview prior to admission, at which time the family and our management team will work together to decide if Bright Haven is a good fit for you and your child.

Each parent will receive a copy of this Family Handbook which includes an Illness Policy, Our Goals, and an Emergency Management Plan Summary when they enroll in the program.

Before attending Bright Haven, you must return the following:

- Completed Registration Form
- Completed Enrollment Questionnaire
- Immunization Record provided by a physician
- Signed Parent Policy Agreement Form
- Copy of your child's birth certificate
- Copy of medical insurance card
- Identification for each parent/legal guardian

Hours of Operation

We are open Monday through Friday from 7:00 AM to 6:00 PM.

Late Pick-up

There will be a \$5.00 per minute charge for picking your child up after 6:00pm. If this becomes a recurring problem, the charge will be \$10.00 per minute. Parents will be responsible for paying the late fee as reflected on the following month's invoice. Parents who consistently pick up their children late will be asked to leave the program.

Professional Development and In-Service

We value continuing education and staff development. To properly train our staff on prominent issues and best practice in the early childhood field, we will hold two professional development training days annually. We are also committed to providing a stimulating and inviting classroom environment, which includes rotating classroom toys, displays and room arrangement. This is not easily facilitated when we are focused on the care and education of the children. Therefore, we will hold staff in-service half-days quarterly to accommodate these needs. On in-service days children must be picked up no later than noon.

School Closings:

We are closed on the following full days:

- ♦ Labor Day
- ♦ October 17 - Professional Development Day
- ♦ November 27& 28 - Thanksgiving Break
- ♦ December 22-26 - Christmas Break
- ♦ New Year's Day
- ♦ February 13 - President's Day & Professional Development Day
- ♦ March 26 & 27 - Spring Break
- ♦ Memorial Day
- ♦ Juneteenth
- ♦ July 3 - Independence Day
- ♦ Transition Prep Day (TBD; the Friday before Transition day in August)

Tuition and Fees

6 weeks - 2 years (Full-time)	\$1472 monthly
3 years –Kindergarten Readiness (full-time)	\$1147 monthly
Monday, Wednesday, Friday	\$925 monthly
Tuesday, Thursday	\$700 monthly

****To properly prepare children for elementary school, students participating in the last two years of our preschool program will only be accepted on a full-time basis.**

Payment Methods

Tuition payments must be made via ACH draft on a bi-monthly (1st & 3rd Monday of each month) or monthly basis (2nd Monday of the month). If you are unable to make payments via ACH draft, prior approval for alternate payment methods must be received from the Director. Due to bank service charges, a convenience fee of \$5.00 per check or cash payment will be incurred. This fee must be added to the payment at the time it is made.

Payment Collection

Tuition is due prior to services being rendered each week. Payments not received by 6:00 pm on Monday will incur a late fee of \$10.00 per day. If your bill is more than 2 weeks late, your child may not return until the bill is paid in full. We cannot guarantee your child's spot will remain open during this time.

Returned Check Fees

There is a \$30 fee charged for all returned checks or auto-drafts. This is in addition to any collection fees charged by the banking institutions.

Sibling Discount

Families with multiple children enrolled at Bright Haven Children's Learning Center will receive a 5% discount on tuition for the second and third child enrolled concurrently. The discount will apply to the older child's tuition. This applies only if all children are enrolled full-time

Tuition Increase

In order to cover increases in operating costs, as well as maintain a level of high-quality care for the children and families we serve, there will be a tuition increase annually. Parents will be notified at least one month in advance of the new tuition rate.

Closings

Full payment is required if the child is absent, for scheduled closings, professional development days, in-service training and weather-related closings.

Annual Enrollment Fee

There is a yearly enrollment fee of \$500 for all enrolled children. This will be payable in one installment at transition each year in August. Payment and late fees will follow the same policy as tuition payments.

Withdrawal

Written Notice

We require a four- week written notice before your child is withdrawn from our program. If we do not receive written notice four weeks in advance, you will still be billed for the four weeks after your child stops attending. Payment and late fees will follow the same policy as tuition payments.

Final Balance

If you stop bringing your child and you still owe a balance, you will be responsible to pay all collection fees, court costs, late fees, or lawyer fees associated with the collection of that balance. In addition to the daily late fees incurred for the time in attendance, a \$15.00 late fee is added to all outstanding balances each week.

What to Bring

Clothing

- Complete change of weather-appropriate clean clothes (including socks & shoes).
- Children should be dressed in comfortable clothing that can get dirty.
- Children who are potty-training should have three complete sets.
- Shoes need to be safe for running and climbing.

Personal Items

- **Lovey:** If your child has a special object that helps him/her feel secure, please bring it. Mark your child's name on it. This special "lovey" will be placed in the child's backpack & available during rest time each day. **Do not allow your child to bring other toys** or money to school unless it is a scheduled share day.
- **Blanket:** All children over the age of 12 months should have a lightweight blanket for rest time. All

blankets must be labeled with their name and will be sent home weekly for laundering. Children in the infant dorms may use swaddlers until the age of three months and then a sleep sack only. You are responsible for providing your child's swaddler/sleep sack if he/she uses one.

- **Water Cup:** All children over the age of 12 months should bring a water cup from home with their name on it each day. This cup will be sent home daily for sanitizing.
- **Diapers and Pull-ups:** Diapers or pull-ups must be provided by the family. Families will be notified when diapers or pull-ups are running low. If your child completely runs out of diapers and/or pullups during the school day, the center will provide them temporarily if available. Pull-ups used must have Velcro side closure.
- **Toilet Training:** We will begin toilet training children at the age of 24 months utilizing the guidelines of our Toilet Training Contract. If you feel your child is displaying signs of readiness prior to 24 months, you may request we begin this process sooner. All children who are toilet training must have a signed Toilet Training Contract on file.
- **Dietary Restrictions:** If your child has special food restrictions, let us know and we will work with you as much as possible. Depending on the need, you may be required to bring substitutions, as we are limited as to how many variations we can do with our menu. It is Bright Haven Children's Learning Center's policy to provide nutritious meals and snacks that children enjoy. If you feel that you must bring a meal substitution, we ask that you follow the same guidelines we do. We will be happy to supply the information we have on this. **We will also require an Allergy Action Plan and/or Milk or Food Avoidance Form from their treating physician.**
- We ask that you do not bring candy or "snack type" foods for lunch. We do not serve a dessert with lunch, and it is not fair to the other children in the room who do not get that treat.
- **Medication:** We will only administer medication prescribed by a doctor that is required to be dispensed three or more times a day. The child's name and dispensing instructions per physician's orders must be printed on the medication and proper dispensing tools must be provided. Medicine can only be given according to the physician's instructions and for short-term duration. You must fill out a Medication Consent Form before leaving. *Any long-term medication must be provided with a Medical Action Plan completed and signed by your child's physician. * Never leave any type of medication in a backpack or diaper bag. All items that state on them "Keep out of the reach of children" or "Call poison control in case of overdose" must be kept in a locked box outside of the classroom.
- **Bottles and Formula/Breast Milk:** Parents with infants being cared for in the infant area (under 1 year of age) who are still being bottle-fed need to supply bottles of formula/breast milk. These should be supplied in the form of pre-made bottles, labeled with the child's name. Soiled bottles will be sent home daily to be cleaned. Bottles and lids should be labeled with the child's name. It is a DHS requirement that children be given either breast milk or formula until they are one year old.
- **Baby Food:** If your infant is being fed baby food, please make sure to label the jars with your child's name. We can only accept unopened jars of baby food and any baby food not used within 24 hours must be thrown away. Beginning at the age of four months, USDA child care meal pattern guidelines must be met with the food being provided by the parents.
- **Only Clear Diaper Bags/Backpacks/Totes are allowed to be brought into the center.** Diaper bags/backpacks/totes often contain medications, creams, hand sanitizer, or other materials that are not permissible to be in the reach of children. Therefore, to maintain a safe environment for all children at Bright Haven, we will not permit any bags to be left on the premises unless secured in the offices of the Founder or Director. We require all students to have a small, clear backpack/bag in to hold a change of clothing and/or bottles. This bag must be secured on the hook outside of their classroom.

Arrival and Departure

Arrival Procedure

- Children should be dropped off by **8:30 am** each morning they are in attendance. **If your child is not here by that time, they could be excluded from care for the day.** Children should be escorted to their classroom and released to the staff. The parent or guardian dropping off your child will be required to use a personal PIN to check your child in using our electronic system, Tadpoles.
- To model healthy hygiene practices and maintain a clean environment, the parent or guardian should assist their child with washing their hands at drop-off. For younger students this looks like walking them to the sink and helping them wash their hands. For older students (3 years and up) it can be a verbal reminder and accountability to ensure the process is started when they enter the room.
- Please be sure the classroom staff sees you and greets your child before you leave.

Departure Procedure

- When picking your child up, please make sure you take their soiled clothing and sippy cups/water bottles. The parent or guardian picking up your child will be required to check your child out utilizing our electronic system, Tadpoles.
- Please make sure classroom staff sees you and says good-bye to your child before you leave.

Please note that if the child's parent/guardian is on the Bright Haven premises, the parent is responsible for their child.

Notification Of Absence

Parents are required to inform the center by 8:30 am if a child will not be at the center on a scheduled day. This will enable the center to maintain appropriate ratios and help the classroom teacher effectively plan for the day more. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses which may occur at our school. This information will only be shared with staff on a "need to know" basis.

If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Bright Haven will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

If your child will be late, you are required to notify the center by 8:30 am as to maintain the appropriate staff to child ratios upon your child's arrival at school. If your child is not here by 8:30 and we have not heard from you, we will mark them absent for the day. Call 479.717.2344 to let the office staff know if your child will not be here by 8:30 a.m.

Center's Right to Refuse Admission

Bright Haven reserves the right to refuse admission to any child at any time with or without cause. Bright Haven strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first come first served" basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

- Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
- Maintaining compliance with Licensing Regulations.
- Staff deem the child too ill to attend.
- Domestic Situations that present a safety risk to the child, staff or other children enrolled at Bright Haven if the child were to be present at the center.
- Parents' failure to maintain accurate, up to date records.
- Parents' failure to complete and return required documentation in a timely fashion.
- Parents' failure to follow Bright Haven policies and procedures
- Past due tuition or fees on the account

Parents WILL NOT be reimbursed for days when their child is refused admission to the program.

Child Release Policy

Bright Haven Children's Learning Center cannot release any child to an unauthorized person; therefore, we must emphasize the importance of keeping this information current and accurate for your child's records.

Children are only released to:

- **An authorized parent/guardian**
- **A person authorized by written permission from the parent/guardian**
- **An authorized person with a picture i.d.**
- **An authorized sibling that is 16 years of age or older**

Custody Orders

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) Bright Haven must be provided with a Certified Copy of the most recent order and all amendments thereto. The court orders will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Bright Haven administration, both parents should be afforded equal access to their child as stipulated by law. Bright Haven cannot, without a court order, limit the access of one parent by the request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, Bright Haven suggests that the parent keep the child with them until a court order is issued. If conflicting court orders are presented, the most recently dated court order will be followed. Once presented with a Protection from Abuse Order or a Restraining Order, Bright Haven is obligated to follow the order for the entire period it is in effect.

Employees of Bright Haven cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Bright Haven will report any violations of these orders to the court.

Curriculum and Instruction

Toddler and preschool classrooms begin curriculum instruction at 8:45 a.m. daily. For children to receive the full benefit of our program and to participate in the group activities, we ask that you have your child here by this time.

- Morning Snack is served between 8:15 and 9:30 a.m. daily. If your child is not here during their scheduled snack time (see your classroom daily schedule), they will not be served the morning snack. Please note due to sanitary guidelines, your child's meal will not be held more than 10 minutes past their scheduled mealtime.
- We do not allow drop off between the hours of 9:30 a.m. and 2:30 p.m. as this is the scheduled curriculum, lunch, and naptime throughout the Center. In the event you must bring your child during this time, you must receive prior authorization from a member of management.

Curriculum at Bright Haven includes the child-initiated and teacher-directed activities and experiences offered to young children that support and enrich their development physically, emotionally, socially, and cognitively. Each classroom has weekly lesson plans, posted in Tadpoles. These plans contain several activities, designed to foster each child's development, and the development of the group. Lesson plans may be changed to accommodate the children's changing interests.

Center-Based Play

Each classroom is set-up in centers, which include blocks, dramatic play, library, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and must be one hour per day weather permitting (See outdoor play for clarification). Self-selection or "free- play" is a daily part of the curriculum and means a child can choose which center or activity they participate in. This promotes creative expression and development of important social skills.

Daily Schedule and Activities

The classroom's teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities. Consistency is particularly important to the overall well-being of the children and classroom environment. Children thrive on consistency! Routines will be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.

Free Play

"Free-play" (also called child-initiated activities, free choice, self-selection, center time) activities are incorporated into the morning and afternoon schedule. During free-play, teachers actively participate with the children by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc. Free play is another opportunity for a child to grow socially and cognitively through the development of relationships.

Outdoor Play

Outdoor play is incorporated into the daily schedule for both the morning and afternoon. There is less structure in an outdoor learning environment; staff members will actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child-directed play, children can choose their friends and with whom they would like to interact.

Concerning weather, Bright Haven will adhere to the following guidelines:

- A staff member will check the playground daily to ensure it is safe for children's play.
- Children will go outside year-round, including winter.
- All children, except for Infant 1 and Infant 2, are strongly encouraged to have a raincoat for days when wet or muddy conditions are present.
- Best practice states that children have the opportunity for outdoor play daily in all types of weather.
- Weather advisories and conditions will be considered when identifying the amount of time the children spend outdoors.
- Children will be monitored regularly for signs of discomfort due to weather conditions. Staff will bring children in when the group is not able to participate well in active play.
- It is important for parents to send their children in appropriate clothing and outerwear for the weather conditions (e.g., coat, snow pants, boots, gloves, etc.). Please clearly label all articles of clothing with your child's name. Bright Haven has a few extra hats and mittens, but not enough for every child.

Please ask your child's teacher if you have any questions about weather-appropriate clothing.

Nap/Rest Time

We are required by licensing regulations to provide a supervised sleep or rest period for children in a one-year-old class through preschool. Children under the age of 12 months most often sleep according to their individual schedule; however, the teacher may begin to adjust their nap schedule to prepare them for promotion to the next classroom. Between 12 and 18 months, a child's nap time will not be limited to two hours. Per DHS regulations, we are prohibited from allowing children over 18 months to sleep longer than two hours, force a child to remain on their cot, or take a nap. We will make every effort to support your child's personal decision to rest and/or nap daily as we know this makes for a better afternoon and evening for all.

Room Assignment

Placement of a child in a classroom is determined by age and developmental level. We want your child to be placed where their needs are met, and their interest is sparked. While we do accept input from parents about room assignments, the Director and teachers will make the final decision based on what is best for the child, other children, teachers, and Center as a whole.

Family Code of Conduct

Bright Haven always requires the parents and family members of enrolled children, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Bright Haven is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of Bright Haven but is the responsibility of every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on center property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding disenrollment of the child when a parent is prohibited from accessing center property.

Swearing/Cursing

No parent or adult is permitted to curse or use other inappropriate language on center property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

Threatening Of Employees, Children, Other Parents or Adults Associated with Bright Haven

Threats of any kind will not be tolerated. Bright Haven cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be fully prosecuted. While apologies for such behavior are appreciated, the center will not assume the risk of a second chance. PARENTS and FAMILY MEMBERS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

Physical/Verbal Punishment of Your Child or Other Children at Bright Haven

Bright Haven does not support the use of corporal punishment of children, and such acts are not permitted in the childcare facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse or shame their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the supervisor and/or Center Director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavioral concerns should be brought to the classroom teacher or Director's attention. At that point, the teacher and/or Director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our center have privacy rights and are further protected by our confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

Smoking

For the health of all Bright Haven employees, children and associates, smoking is prohibited anywhere on center property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Bright Haven. Anyone smoking in their cars must dispose of the cigarette prior to entering the parking lot.

Violations of the Safety Policy

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children, and associates of Bright Haven. Please be particularly mindful of Bright Haven's entrance procedures. We all like to be polite. However, we need to be careful not to allow unauthorized individuals into the center.

Holding the door open for the person following you may be polite; however, that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

Confrontational Interactions with Employees, Other Parents or Associates of Bright Haven

While it is understood that parents will not always agree with the employees of Bright Haven or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Violations Of the Confidentiality Policy

Bright Haven takes very seriously the responsibility of maintaining the confidentiality of all people associated with the center. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Bright Haven. Any parent who shares any information considered to be confidential, pressures employees or other parents for information, which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

Parent/Teacher/Management Communications

When you have a concern, please remember:

- Teachers want parents to be satisfied with the care their child is receiving.
- When the concern is regarding your child's development within the classroom, talk to the teachers directly whenever possible. If you feel more comfortable talking to the management team, please do.
- Use the Solution/Resolution worksheet found in the appendix of the Parent Handbook to facilitate verbal communication.
- If you have a concern regarding the management, policies, procedures, or practices of the center, please do not discuss it with the classroom or administrative staff, rather take it directly to the management team. We want our teachers to focus on the children, and they do not have the ability to address issues regarding the management of the center. Therefore, it will benefit all parties to simply take the issue directly to a member of the management team.
- Realize that if you have a concern with a teacher or staff member, we will need to investigate and talk with that person about your concern to deal with the issue in a straightforward manner. Please give teachers a chance to correct minor issues.

- On the other hand, do not allow concerns to build up. As concerns occur, share them with the teachers. It is disturbing to find out “later” that a parent had several concerns & never expressed them. *We cannot address a concern if we have no knowledge of it.*
- **Sometimes we cannot make the changes you request due to other restrictions, but we ALWAYS want to hear your suggestions. We pledge to consider them seriously and respond to you in a timely manner.**
- If, at any time, a parent wishes to meet with their child’s teacher to discuss issues that may arise, he/she can contact the teacher to schedule a meeting. We do ask that you **schedule a conference with your child’s teacher to discuss issues in depth and not try to discuss them during drop-off or pick-up times as this takes their focus away from the classroom.**
- Please let us know when a staff member has done something commendable. We all enjoy “kudos” now and then.

For problem solving at the classroom level, we recommend the following four-step process:

1. Bring your concern to the Lead Teacher.
2. If you are not satisfied with the outcome, schedule a meeting with the supervisor.
3. If you still have a concern, schedule a meeting with the Director.
4. If you feel your concern has still not been addressed properly, schedule a meeting with the Executive Director.

The Management team has an Open Door Policy, so please do not hesitate to stop by their office, call, or email them anytime you have a question, comment, or concern. For issues that require discussion, please schedule a meeting with a member of management so you may have their undivided attention.

Inclement Weather Policy

We will follow the weather-related closings of the Springdale Public Schools. Closings will also be posted sent via alert in Tadpoles. In the event the closing takes place more than one day, we will make the closing decision independently of the schools.

Visitor Policy

Any visitor to BRIGHT HAVEN must:

- Sign in at the front desk
- Provide identification
- Have an approved purpose for a limited visit
- Be courteous of the classroom schedule and activities

We encourage parents and family members to be involved in their child’s educational environment. We maintain an open-door policy regarding parents and any person authorized by the parents to visit the classroom and take part in the activities. We do ask that you are respectful and courteous to the children, staff and families present.

Volunteer Opportunities

Parents are invited and encouraged to be involved in their child's school activities. There are many ways in which parents can participate and volunteer at the child care center. Parents may volunteer to read in the classroom, assist teachers, and/or coordinate special events. Teachers will have posted in their classrooms any volunteer opportunities available. Parents not interested in volunteering directly in the classroom may donate items, do maintenance work, or other tasks around the center.

Any parent who volunteers in the classroom on a regular basis will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom. Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, the parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements), will only be permitted to volunteer with the express written permission of the custodial parent.

Bright Haven reserves the right to make Volunteer assignments. Bright Haven does not guarantee the volunteering parents will be assigned to locations where their child(ren) is present.

Illness/"Symptom Free" Rule

One of the most serious challenges facing group care situations for young children is preventing illness. Bright Haven uses the following guidelines (utilizing DHS regulations) to protect your child, as well as others, from contagious illness. We realize that this can sometimes be an inconvenience for parents, but we trust that you will understand the necessity for such a policy. If any of the follow conditions occur while your child is in attendance, **you will be notified, and your child must be picked up from the center as soon as possible:**

- Fever - a body temperature of 100 or greater* To determine if your child has a fever, we will check with two different ear thermometers. If you choose to take your child to a medical clinic, we **highly recommend** you request them to check their temperature with an ear thermometer as well. We have been told by medical professionals that this is the most accurate methodology in determining internal temperatures.
- Diarrhea – two or more watery stools in a 24-hour period
- Vomiting – vomiting on two or more occasions in a 24-hour period
- Rash – body rashes, not obviously associated with diapering, heat, or allergic reactions to medications (i.e. immunizations)
- Sore Throat – if associated with fever or swollen glands in neck
- Severe Coughing – episodes of coughing which may lead to repeated gagging, vomiting or difficulty breathing.
- Pink Eye – Pink or red eye(s) which may be swollen with white or yellow discharge, until proof of being on antibiotics for 24 hours is submitted.
- Untreated Scabies, Head Lice, or the presence of nits – may return after treatment and removal of nits.
- Multiple Sores inside mouth with drooling – unless the health care provider determines the condition is non-infectious and presents the Center with a written statement.

- Ringworm – may return after evaluation and treatment by a health care provider.
- Impetigo – may return 24 hours after treatment is initiated.
- Hand, Foot, Mouth Disease or Herpangina– if your child is sent home with suspicion of HFM and they are not diagnosed with HFM, you will be required to submit a physician’s note stating the true diagnosis. If it is diagnosed as HFM, the child will not be able to return with any active blisters (open sores or blisters with fluid inside them). This is a highly contagious virus, and we want to be proactive in preventing the spread.
- Any other condition deemed necessary by the director or teacher for the well-being of your child and the other children enrolled.

**Exception for infants that are teething with a written statement from the doctor.*

One of the best ways to prevent the spread of disease is to have strictly enforced standards regarding the exclusion of ill children. We must have your help with this.

Do not bring ill children to the Center, and if your child becomes ill at the Center, please pick the child up immediately. If you cannot pick your child up immediately, it is your responsibility to find someone to come on your behalf. If a child is not picked up within 30 minutes of a parent/guardian being notified, the emergency contacts will be called to pick the child up from the center.

If your child is diagnosed with a communicable disease, you are required to notify the Center as soon as possible. It is important for us to be aware of what children may have been exposed to so that we can communicate with other parents.

If your child cannot participate in the daily scheduled activities of the classroom due to health conditions, they should not be present that day.

The 24 Hour “Symptom Free” Rule

The Center’s policy requires that your child be free from symptoms of illness: fever, diarrhea or vomiting for at least 24 hours before returning to school.

Fever-free means without medication for fever reduction

Please keep in mind that if we send your child home because of illness, the child will not be admitted to the Center the next day because the **24-hour period** will not have elapsed. Do not rush a child’s return to school following an illness. The Center reserves the right to require a doctor’s statement before the child can be readmitted to the Center.

Injuries and Accidents

Every precaution will be taken to ensure the safety of your child while in our care. Should an injury occur, an Incident Report will be completed via our electronic tracking software (Tadpoles) by the closest adult. This report will remain in the child’s portfolio which is always accessible by the parents/guardians. A parent or guardian will be notified regarding any injury that occurs while your child is in our care. In the event of a major medical emergency or accident, the center teacher or director will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian will be called immediately.

Behavior Guidance Policy

Bright Haven Children's Learning Center utilizes Conscious Discipline. Some of the processes we work through with the children in this regard are:

- ✓ Confirmation that the misdeed occurred
 - ✓ Confirmation that the child understands that what occurred was hurtful
 - ✓ Discussion of the natural consequences of the incident
 - ✓ Discussion of some possible imposed consequences
 - ✓ Discussion of some alternative and helpful ways the child could have responded
 - ✓ Ending discussion on a positive note
-
- **"Safe Place"** is employed when developmentally appropriate and needed. The safe place is a softly padded area of the room for a child who is upset to go while working through their feelings. Teachers will monitor the child and assist when needed appropriately. We will communicate with the parents when we need their support in deterring consistent and improper behavior. Exclusion from our program is rare but possible. If a child has been referred for outside services of any kind and deemed needful of those services, parent compliance is expected.
 - In the event of an **accident or biting incident**, a report will be completed by the staff members who observed the event and documented via Tadpoles. The parents of each child involved will review the report via their Tadpoles app. Electronic delivery tracking will be proof of notification of parents. Please be respectful of the law that requires us not release the name of an offending child in a biting situation or any action resulting in an injury.
 - Bright Haven will not discriminate against a child with a disability solely based on the disability. This center serves children with special needs and disabilities whenever possible. Any eligible applicant with disabilities or special needs will be enrolled in the program if, after careful evaluation of the child's needs for care and the center's capabilities to meet these needs, it is felt that the child can participate in and benefit from the program this center offers; and the center can make reasonable accommodations to provide safe care to this child, as well as, to the other enrolled children.
 - Bright Haven reserves the right to request the withdrawal of a child if one or more of the following conditions exists: 1) the child is not participating in or not benefiting from the program; 2) there are no reasonable accommodations this center can make to provide adequate or safe care for this child or the other children in the classroom; This statement is in regard to all children; not just disabled or special needs children.

Biting

Bright Haven recognizes that biting is a ***developmentally appropriate behavior for children in the infant through 3-year-old classrooms***. Parents with children in these classrooms should expect that their children may be bit or may bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke or elicit this behavior so it can be prevented in the future.

The staff will not punish or harshly discipline children in the classrooms for biting behavior; they will simply coach the children through appropriate responses given the situation and redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Parents will be notified by the incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is confidential and cannot be disclosed. The staff of Bright Haven cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

Child Welfare Policy

If a parent or other approved person arrives at the center to pick-up a child while under the influence of alcohol or drugs, we will call the next person on the emergency transportation list to pick-up the child. The Department of Human Services and/or the Police Department will be notified if the child is transported by a person that is impaired. The staff at Bright Haven Children's Learning Center is trained in the detection of child abuse. We are required by law to report any reasonable suspicion of child abuse to the Arkansas Department of Human Services. Any person required to report known or suspected child abuse and knowingly and willfully fails to do so or prevents another person from doing so is guilty of a misdemeanor.

As required by the Arkansas Department of Human Services, notice is hereby given that children may be subject to interviews by licensing staff, child maltreatment investigators, and/or law enforcement for the purpose of determining licensing compliance or for investigative purposes.

Birthdays/Celebrations/Holidays

The Center celebrates the children's birthdays in age-appropriate ways in the classroom. The birthday celebration, however, is purposefully kept simple and child centered. We will provide a special treat for afternoon snack on the third Thursday of each month in recognition of all students who have a birthday that month.

The child's birthday observance at the Center is not intended to take the place of each family's special observance at home. We will not be distributing special snacks, treats or favor bags.

Birthday party invitations for parties away from the Center may be distributed at school only through the classroom teacher and must include all children in the classroom. If you do not want your child's birthday celebrated, please notify the Center in advance in writing.

Bright Haven will observe traditional, national, cultural, and seasonal holidays with activities that are child-centered, educationally oriented, and developmentally appropriate.

Photography/Social Media Policy

Photography taken by parents, guardians, family members, or visitors to the center may not be published on any social media sites (Instagram, Facebook, Twitter, etc.) if they contain images of any employee of Bright Haven or any child not directly related to the photographer, unless there is signed, written consent from the guardian of the child.

Cell Phone Policy

To maintain a child-focused environment and facilitate a safe transition for children, parents and guardians should not be on their cell phones while inside the building. Phone calls taken in common spaces are distracting for others and the person on the phone. If you arrive at the center and are on a phone call, complete that call prior to walking into the building. Additionally, phone calls received while inside the building should be returned once you have left the building.

Goals

SPIRITUAL: We are spiritual beings housed inside physical bodies. We will encourage children to respond to their fellow mankind with love, respect, and helpfulness.

EMOTIONAL: Encourage, support, and help your child grow in positive self-awareness; living confidently as their best self.

SOCIAL: Provide an environment in which your child understands and strengthens relationships.

PHYSICAL: Plan activities in which they grow in perceptual motor skills and bodily development.

INTELLECTUAL: Involve your child in appropriate experiences to enhance discovery, communication, conceptualization, critical thought, and creativity.

Bright Haven recognizes and strives to provide for each child's individual need to:

- Pursue their own innate desire to learn
- Acquire skills and knowledge that make for effective learning
- Broaden intellectual horizons through language arts, motor skills, socialization, cognition, and self-help skills
- Have opportunities to develop all of their senses by touching, listening, talking, smelling and looking for themselves
- Develop a good self-concept, self-confidence, and self-understanding
- Have opportunities and materials for creativity through art, music, and dance
- Have opportunities and materials for creative, dramatic play with their peers or alone
- Strengthen their physical growth and development
- Be able to observe, investigate, seek information, and think critically
- Learn to live in harmony with others

We at Bright Haven Children's Learning Center pledge to:

- Relate to each child with respect as individuals
- Develop a special relationship with each child
- Constantly continue our personal and professional education to better serve the children
- Provide a clean, bright, and safe environment for the children
- Be honest and straightforward in dealing with each parent

Emergency Management Plan Summary

- The center will be prepared for any emergency lasting up to 48 hours by storing food, water, diapers, medical supplies, medication, flashlights, radios, and extra batteries.
- The center will practice monthly fire, tornado, and shelter in place drills so that the children will know how to respond to emergencies.
- Children's files will be kept updated, with current phone numbers, and emergency information and contacts, so that someone will be notified in the event of an emergency.
- Emergency information for each child will be taken with the staff in the event of an evacuation.
- Emergency numbers are posted by each phone. Children's emergency numbers are easily accessible by all staff.
- All staff will be trained in emergency procedures on or near hire dates. They will be made aware of the chain of command in the Director's absence.
- At least one person is always on duty with First Aid and CPR certification.
- An evacuation plan has been developed to include means of transportation and location evacuation diagrams are posted in each classroom.
- Authorities will be notified as needed.
- Parents will be notified by phone and/or posted signs as to where to reunite with their children.
- Permission is hereby granted for Bright Haven to arrange for emergency transportation for your child in the event of a life-threatening injury and when parental contact cannot be made immediately.

FIRE/EMERGENCY DRILLS

Bright Haven conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans. During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 30 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

24/7 Alternate Safe Location

Should the administration of Bright Haven or any emergency services personnel determine the building which houses the childcare center to be too dangerous to be occupied, the staff and children will be taken to the location designated in the evacuation plan located in the center lobby. Once the children are assembled here, the staff will begin contacting parents or emergency contact people for pick up. As stated before, children must be picked up within 30 minutes of the telephone call.

Staff Employment by Client Policy

The staff of Bright Haven is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ Bright Haven staff are subject to having their services terminated and any deposits forfeited. Staff who become employed by current or former clients of Bright Haven are subject to having their employment with Bright Haven terminated. Employment refers to any relationship outside of the center's services which involves an employee of Bright Haven interacting with a current or former client of Bright Haven. Such relationships include but are not limited to baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether those services are voluntary or paid.

Final Thoughts from the Founder and Executive Director, Erin Helmer

I believe that every childcare center is not for every family. This holds true for teachers too; not every teacher will be the just right fit for every center. The policies and procedures at a center are developed around the owners' and managing team's beliefs about child development. Therefore, it is important for the parents and the teachers to understand these beliefs. Of course, no two people are going to completely agree on every issue, and that is fine if there are no disagreements that cannot be compromised. These are my basic beliefs that shape our policies and the atmosphere of our center. If you have any questions or wish to discuss any of these things, please feel free to call or email me anytime.

- One of the most important things we can teach our children is to love themselves. They need to know they are worth loving, they are unique, and they are smart. If a child is made to feel they are not good enough or “bad”, they will meet those expectations. Notice your children or students. Give them opportunities to succeed. Teach them that should they face failure, it is simply an opportunity to learn, grow, and try again. Listen to them, make eye contact with them, and respond to what they say. This makes them feel like they are worth listening to and that they are important. Children are people, too. They learn to love and respect themselves from the love and respect they are shown by their caregivers.
- Boundaries and consent. Recognize them, accept them, and challenge them. We all have boundaries that we must live within. Your children should start learning this from the beginning. There are legal boundaries and social boundaries. Allowing children to rule their world does not help them in the long run. Learning to clean up after yourself is an extremely basic lesson in boundaries. Not hitting other people or taking toys away from others are lessons in boundaries. Keeping food in the kitchen or toys in the bedroom is a lesson in boundaries. We do have to be allowed to challenge our boundaries. If we blindly accept every boundary set for us by the law or by society, we do not leave any room for growth in ourselves or our community and world. Help children learn to question boundaries yet respect them. Model this with your children by asking them for permission to hug them, sit near them, play with them. Hold other adults in their lives accountable to this same level of basic consent. The ability to create and hold healthy boundaries are part of the foundation to healthy emotional development and is vital to being in a thriving relationship as an adult. Starting young is so much easier than teaching this when they are teenagers (or never teaching it at all).
- Every child is an individual. There are no set standards or rules that can be applied to the development, education, or personality of a child. I do not believe that a child should be evaluated by any stringent guidelines. Be proud of each child for who he/she is as an individual. Help them learn things that they should learn but do not stress yourself or them out about how quickly they learn.
- Anytime you meet a boisterous child you might hear or say, “that child needs more attention”. Or you will hear, “that child is spoiled rotten”. So, we attribute negative behavior to two totally opposite judgments. I do not believe there is any such thing as holding a baby too much or giving a child too much attention. A child is “spoiled” when they are not taught and modeled respect and boundaries. Positive attention only reinforces a child’s self-esteem, confidence, and security. So yes, “that child needs more attention”. It may be positive attention, or it may be a call for coaching them through respect and boundaries. Love them! Discipline them but know the difference between discipline and punishment. Teaching discipline is one of the most loving things we can do. Know how to apply natural consequences instead of punishments whenever possible.

- We must provide consistency in our child's life while helping them learn to adjust to change. Be consistent with rules and expectations. Provide routine in their day. Help them face change head on and allow for flexibility in your routine when needed. They are still navigating the world and growing into themselves. Likewise, many of us are doing the same in our role as parents. Grace makes the world go around.
- Help your child learn to make choices and accept the consequences of their choices. Children do not need too many choices; two or three acceptable choices are sufficient. Keep in mind, there are some decisions children should not be required to make. Never give a child a choice when one does not exist as this will cause them to feel as if they have no voice. As they get older, give them a little more room to make decisions and allow them to experience the consequences of those choices.

Have fun! Remember, they are children. Their job is to explore the world around them. This is how they grow into the unique person they were created to be. You have an incredible gift and a priceless opportunity to make the world a better and brighter place from the direct influence you have in the life of your child.

Thank you for taking the time to read this and again, feel free to discuss any of these points or others that concern you with our management team at any time.

Helpful Resources

Conscious Discipline:

<https://www.youtube.com/@ConsciousDisciplineVideos/playlists>

Conscious Discipline empowers us to be conscious of brain-body states in ourselves and children. It then provides us with the practical skills we need to manage our thoughts, feeling and actions.

With this ability to self-regulate, we are then able to teach children to do the same. By doing this, we help children who are physically aggressive (survival state) or verbally aggressive (emotional state) become more integrated so they can learn and use problem-solving skills (executive state). When we understand the brain state model, we can clearly see the importance of building our homes, schools and businesses on the core principles of safety, connection and problem-solving.

Healthy Children:

<https://www.healthychildren.org>

HealthyChildren.org is the only parenting website backed by 67,000 pediatricians committed to the physical, mental and social health and well-being of all infants, children, adolescents and young adults.

Here, you'll find evidence-based information from the American Academy of Pediatrics to help guide you on your parenting journey. Whether you're looking for general information on child health or for more specific parenting guidance, you've come to the right place.

Frequently Asked Questions

When is tuition due?

Tuition is due weekly by close of business (6 p.m.) on Monday.

How does invoicing work?

The center invoices on a monthly basis. Invoices are emailed to the parent as indicated on the enrollment form. Each invoice will list the dates covered, weekly rate, and total for the month. All other fees will be invoiced separately.

Am I required to attend parent meetings?

Yes. Per your Parent Policy Agreement, you commit to attending quarterly family/teacher conferences, a parent orientation meeting, and any other meeting requested by management.

Can I use members of Bright Haven staff for babysitting services?

No. It is a violation of employment policies for any employee of Bright Haven to perform babysitting services for the families we serve. If you need an exception to the policy, you must obtain permission from the Executive Director and on a case-by-case basis.

How do I sign-up for camera access?

Simply visit our website, www.BrightHavenShines.com, click on 'video cameras', and you will be walked through the sign-up process. Please allow 24 hours for processing.

How do I get copies of invoices or receipts?

Email the Executive Director with the information needed. Please allow 48 hours for processing. If you should need receipts on a regular basis (i.e. each time a payment is made), please let the Executive Director know and she will get those to you on a scheduled basis.

Yearly tax statements will be available by February 2nd each year.

APPENDIX

Bright Haven Children's Learning Center Solution & Resolution Worksheet for Staff & Families

What is the issue?

How does the issue affect/involve you?

Who needs to be involved in solving/resolving the issue and the reason for their involvement?

Schedule a meeting; list the date & time:

During the Meeting: Brainstorm, with everyone present, ideas for solving/resolving the issue:

Describe the plan to be implemented:

List the action step(s) to be taken, the person responsible for the action step & the date set for the completion of the action step:

List the date and time for a follow up meeting:

Bright Haven Children's Learning Center
Family Policy Agreement

As a Bright Haven Children's Learning Center parent, I have met with the Center's Program Coordinator and/or Director and reviewed the Bright Haven Parent Handbook. I agree to:

- Comply with and support all Bright Haven policies and procedures.
- Be financially responsible, keep my account current and pay late fees if it is not current.
- Pick up my child no later than 6:00 p.m. and pay late fees when I do not.
- Adhere to the Center's ill child policy and the 24 hour "symptom-free" rule.
- Pick my child up promptly in case of an injury or illness while at the Center.
- Follow medication dispensing regulations and complete all necessary forms.
- Keep my child's immunizations current and provide copies of any updates to the Bright Haven office.
- Attend at least one Parent Orientation meeting.
- Attend all parent conferences and/or meetings requested by the Teacher.
- Read all information provided/shared with Bright Haven parents.
- Use the Bright Haven website and Parent Information Boards to stay informed.
- Cooperate with Bright Haven staff and follow up on medical, dental or developmental referrals/needs of my child.
- Keep all telephone numbers, emergency information and other enrollment information current.
- Be willing to learn and grow as a parent and increase my knowledge of child development.
- Provide the Center with diapers, pre-made bottles, baby food, special foods, change of clothing or anything else necessary for my child's care.
- Discuss my concerns and keep open communication lines with my child's teacher and the Center seeking to avoid problems and misunderstandings.
- Adhere to the Bright Haven Staff Employment policy
- Respect all Bright Haven staff

*I understand that failure to abide by Bright Haven's policies and procedures may result in my child's enrollment termination. Disregard of Center policies can include: ignoring state licensing rules and regulations; not keeping your account current; aggressive, loud and argumentative interactions with a Center employee; sexual harassment; hostile phone calls, voice mails, faxes or email communications.

By signing below, I consent to the photography and video-recording of my child for use in portfolios, assessment, and center-wide publishing. I also grant permission for Bright Haven to secure medical treatment for my child in the event of an emergency.

Above all, BRIGHT HAVEN reserves the right to maintain a harmonious and safe environment for the children. Our goal is to bring about collaboration between the home & school in ways that enhance your child's development.

Parent's/Guardian's Names: _____

Child's Name: _____ DOB: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Director's Signature: _____ Date: _____