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## Child Care Policies

(This document is part of BMELC Tuition CONTRACT)

- CHECK-IN/CHECK-OUT parents MUST check-in and check-out their child(ren) EVERY DAY of attendance using the contactless QR code or GPS-enabled technology through our Procure App. Center hours are Mon-Fri from 6:30 am to 6:00 pm. Office Hours are Mon-Fri from 8-5.
- **CUT OFF TIME for morning DROP-OFF is 10:00 am** children that need to be dropped off after 10:00 am will need a doctor's note. The center must be informed one day before if a child will be late due to a medical appointment.
- LATE PICK-UP after 6:00 pm will be charged **\$25.00** + a pink slip for each occurrence. Pick-up after 6:30 pm will incur a **\$50.00** late fee.
- SICK children. If your child is sick, keep them at home or provide alternate care for them. If your child should become ill while at the Center, a parent, guardian, or authorized person will be notified, and your child will need to be picked up from the Center within an hour from the time notification was given. Vomiting, diarrhea, fever, an unexplainable rash, head lice, Pink Eye, Impetigo or any other contagious disease/condition are some (but not all) of the situations where your child would need to be excluded from childcare. IF YOUR CHILD HAS BEEN SENT HOME BECAUSE OF A SUSPECTED CONTAGIOUS CONDITION, PLEASE SECURE A WRITTEN RELEASE AUTHORIZATION FROM YOUR PHYSICIAN BEFORE HAVING YOUR CHILD RETURN. TUITION IS DUE WITH SICK ABSENCES.
- **Fever:** A child with a fever of 100.4 Degree F. or more is to be sent home and may return when fever-free for 24 hours without the use of fever reducing medicine.
- **Diarrhea:** A child having diarrhea will be sent home and may return when the condition stops.
- **Vomiting:** If a child is acting ill and has vomited 1-2 times, they will be sent home. The child may return when there has been no vomiting for 24 hours.

- INJURED children will be immediately cared for and parent/guardian/authorized persons will be promptly notified. Your signature on the EMERGENCY MEDICAL RELEASE form authorizes a representative of the stated Center to secure any emergency medical care considered necessary from the stated Hospital. (This does not include scrapes, bumps, bruises, etc.)
- MEDICATION Authorization for Dispensing Medication Form must be filled out before the Office Staff can accept and administer medication to children. Please contact the office before you bring medication. Medication must be received by the Center Director only. Do not send medication in children's backpacks, do not give medication to teachers or other staff members.
- MANDATED REPORTS All of our staff are Mandated Reporters. We are required to perform daily health checks and report to the Department of Children and Families if there is any reason to suspect harm from physical, mental, emotional or sexual abuse.
- ABSENTEEISM requires notification for all children, **REFUNDS OR CREDITS WILL NOT BE MADE FOR ABSENCES. FULL TIME CHILDREN must pay for a full week of attendance regardless of absent days.** Families cannot switch from full time to daily/part-time attendance due to absences, vacation or Holidays.
- HOLIDAYS: **REFUNDS AND CREDITS ARE NOT GIVEN FOR THESE DAYS OR ANY ABSENCES CAUSED BY THESE DAYS.** (Please see our Holiday Calendar)
- TUITION MUST BE PAID IN ADVANCE. CREDIT IS NOT EXTENDED UNDER ANY CIRCUMSTANCE. Tuition to Bright Minds Learning Center is due on the last business day of each week (weekly pay), for the next week of service. **MUST PAY TO ATTEND.** LATE PAYMENT will incur a \$25 fee and must be paid before attendance will be allowed.
- RETURNED CHECKS or ACH NON-SUFFICIENT FUNDS will incur a **\$35 NSF** (Non-sufficient funds) charge and must be paid in cash within 24 hours after notification. The account will be placed on a CASH ONLY BASIS.
- OUTSIDE FOOD is NOT allowed at the Center. (Per Grant, State, and Bright Minds Learning Center regulation. Exception, store bought items for special events)
- LOST/MISSING ITEMS can be inquired about through the front desk. All backpacks, coats, jackets, clothing, etc. should be labeled with your child's name. Toys, dolls, or valuable items are to remain at home (Exception: Show-N-Tell). **The center is not responsible for any lost or missing personal belongings.**

- NOTIFICATION of any changes with you or your child will be the responsibility of the parent or guardian. Specifically, it is your responsibility to advise the Center of any name changes in marital status, pick-up authorizations, address information, emergency telephone numbers, updates to shot record or any major changes in the child's environment, including pick-up/drop-off times. NOTIFICATIONS MUST BE MADE DURING THE ADMINISTRATIVE BUSINESS HOURS OF 8:00 to 5:00 WITH THE DIRECTOR.
- WITHDRAWING FROM CARE will require a **two-week notice** to the Center in writing (10 business days). Tuition payment is required in full for the last two weeks of notice.
- **BMELC reserves the right to not enroll any family due to conflict of interest or any other reason that might impact the business or the family negatively.** BMELC reserves the right to terminate enrollment effective immediately if family's tuition or other fees are past due, inability to meet family's needs, expectations or special requests, child(ren) are repeatedly picked up after 6:00 pm, or Parent/Guardian or any member of your family displays any type of disrespectful, inappropriate behavior towards any BMELC staff member, other families or children enrolled at BMELC. We expect the minimum common courtesy towards our employees. There will be no tuition refunds if such an occurrence happens after tuition has been paid.
- SURVEILLANCE this facility utilizes surveillance equipment. This equipment may or may not be monitored or recorded. Recorded footage is automatically deleted in 3 days. Due to child privacy laws and employee privacy laws, Bright Minds Early Learning Center reserves the right to restrict access to any recorded video to outside individuals or authorized legal entities as required.

## **DISCIPLINE Policy**

Our objective is to teach children to identify, accept and handle their feelings and provide them with the necessary tools to gain self-control. Children's healthy emotional development is part of our goal as a Learning Center and our staff is trained to communicate with children in a clear, compassionate, and consistent manner. We make every effort to guide children's behavior and develop a strong communication with them by giving children a voice and empowering them with the ability to achieve behavioral goals.

Behavior Guidance Techniques follow a process by which children can learn appropriate problem-solving skills by identifying and using strategies to deal with their behavior, emotions, and feelings.

1. Setting Rules/Boundaries: describe expected behavior of the child during an activity using positive communication. Rules are few and simple and are explained to the child.
2. Redirection: redirect the child's attention to a different toy or activity that is of interest to the child and set expected behavior in a positive manner.
3. Reasoning: help children understand the logical consequences of their actions and the reasons for following the rules.
0. Listening: teachers must be aware of what the child is thinking and feeling. It is important to communicate before attempting to resolve problems and help children work through difficult times.
0. Positive Guidance: positive communication builds children's self-esteem and confidence. Directions and Rules are stated in a positive way such as: "Please walk" instead of "No running".
0. Take a Break: it is a special space in the classroom where children can take a moment to decompress, take a deep breath and think about making different choices. Teachers must explain the purpose of taking a break, set expectations and provide children with a chance to reset and return. The child may return to the group when the negative behavior stops or is significantly reduced. Parents will be notified if Take a Break occurs more than two times in one day and we may ask parents to pick up their child. Take a Break is one minute for each year of child's age.

If there is a reoccurring serious behavioral problem, we will communicate with the parent or guardian and try to work the problem out. A report of the incident will be posted in the Procure App and the family will also be informed by phone or in person. After 3 occurrences, Parent/guardian involvement will be mandatory at this point. If the problem persists, our Center Director will meet with the parents and together decide if our Learning Center is the appropriate fit for the child or if the behavioral problem creates a significant risk of harm to the health and safety of other children or staff.

We do not allow any form of discipline such as: corporal punishment, withholding food, light, warmth, drink, clothing, or medical care; ridicule, embarrassment or humiliation; physical restraint, other than the restraint necessary to protect a child from hurting him/herself or others.

## **DISASTER POLICY**

**TORNADO:** Children and staff will exit their classrooms and go to the Tornado Safe room in the back. Sit on the floor and cover their heads. Stay until all is clear. Parents will be notified by phone and App to pick up children.

**FIRE DRILL:** Children and staff will exit their classrooms and go outside to the parking lot and line up by the East side white stone wall and wait until all clear signs are given. If unable to return to the building, the Director and Assistant Director will call parents to pick up children from the grass area south of the building if the building needs to be evacuated.

**LOCK DOWN:** Call 911. Children and staff will stay inside the building and be kept safe. Parents will be notified by phone and App. Follow instructions from the Police. Children will be picked up by parents. Reasons for lock down: Angry Parent, active shooter, missing or abducted children.

**INJURED CHILD:** A staff member will attend to the child while another staff member takes the remaining children to another part of the room and keeps them busy with an activity. The injured child's parents will be immediately notified and if necessary, 911 will be called and the Director or Assistant Director will go with the child to the nearest immediate care center and wait until the parents arrive.

**MISSING OR ABDUCTED CHILD:** Center will go on lockdown procedure. Call 911. All remaining children will be counted and taken to a secure location in the building, parents will be notified, and children will be released to their parents.

**CHEMICAL SPILL:** Call 911. Center in lock down, air conditioning unit turned off, parents informed by phone and App to pick up their children.

**UTILITY OUTAGE:** Utility provider informed. If the problem cannot be resolved within a reasonable time, the center will close, and parents will be notified to pick up their children. If the problem is resolved within a reasonable time, the center will remain open.

**GAS LEAK:** Call Gas company and 911. Children and staff follow Fire Drill procedure and evacuate the building until all is clear to return to the building or be released to their parents.

**WATER:** Contamination or no water. Center will have safe water for drinking and cooking in case of contamination. If school has no water due to a city-wide shortage, the center will close for the day and children will be released to their parents.

In case of a building evacuation, children and staff members will walk east to the Willowbend Animal Hospital's parking lot and wait for parents to pick up their children. It is a 6 minute walk. All families will be notified by phone and the Procure App.

If you agree with the Bright Minds Early Learning Center Policy Information, please sign and date below.

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Parent / Guardian NAME and Signature

DATE