

Minnesota Appendix

Bright Horizons Minnetonka

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Numbers and Ages of Children

Bright Horizons Minnetonka serves children ages six weeks through twelve (12) years. The center can accommodate up to 48 children (6 infants, 9 toddlers, 12 preschoolers, and 21 school agers) Monday through Friday. Average teacher to Child ratios in the center are 1:3 infants, 1:4 toddlers, 1:8 preschoolers, 1:10 school age. Minnesota State ratios are 1:4 infants, 1:7 toddlers, 1:10 preschool, 1:15 School Age.

Field Trips

Weather permitting children may be brought on walks outside of the Center by Center staff. Parental consent is required for children to participate in walks and the group shall follow a designated walk route to and from a pre-approved destination. The group shall remain together at all times and will always include two or more center staff.

There may be times when a field trip is planned to a special destination not regularly visited on walks (e.g. a museum or library). For these field trips, an additional permission slip granting parental consent will be required for children to participate.

Parental Visits

Parents are welcome to visit their children at the Center at any time. Although no advance notice is required for a parent to visit their child, for security reasons we ask that you do notify the Center in advance if you plan to bring a guest.

Physical Exams

For all children:

- **A medical record based on a physical examination must be completed by the child's physician and submitted to the director on/or before the child's first visit to the Center.** If a child is already enrolled in a Minnesota licensed child care center, the medical forms provided to that center may be copied and used in the Center, as long as they are current.
- The medical report must be updated annually by the child's physician for children under 24 months and whenever a child 24 months or older advances to an older age group.
- The director should be informed of any changes in a child's medical record or health needs.

Screenings, Tests and Immunizations

The following immunizations are required by the Minnesota Department on Human Services Child Care Regulations upon a child's enrollment at the center and periodically thereafter according to the child's age:

- DTP
- Polio
- Measles, Mumps, & Rubella
- Hib
- ChickenPox
- PCV

- Hep B- required for Kindergarten

Behavior Management

Bright Horizons believes in a positive approach to discipline and is committed to providing an environment where children feel safe, comfortable and have a great time. Behavior management policies shall be followed in order to protect the safety of all children and staff persons.

Staff shall ensure that each child is provided with a positive model of acceptable behavior. Children are encouraged to practice those skills that will allow them to resolve conflicts and have their needs met without the use of aggressive or destructive behaviors. This is seen as a means of preventing behavioral difficulties between children and lessens the need for disciplinary action on the part of staff. When situations occur which require intervention, teachers should provide children with clear explanations as to why a specific behavior is inappropriate and help them to find an alternative behavior that fits within classroom guidelines. These guidelines revolve around concerns for the safety of all children and for the materials within the center. Classroom rules shall be tailored to the developmental level of the children in attendance, be short and simple, be stated in a positive way and be used consistently. Older children should be encouraged to set rules together.

Staff shall provide immediate and directly related consequences for a child's unacceptable behavior. If a child is acting out, the teacher should be kind and respectful, but firm. He/She should go to the child privately, trying not to embarrass the child, and allow the child time to calm down. If the child is unable to manage his/her behavior, the teacher may re-direct the child's attention to a different activity. Parents will be called and asked to intervene only if other means to help the child control his /her behaviors have failed.

Separation from parents often causes young children to have difficulty adjusting to a new environment. Staff need to be particularly sensitive to this issue in back up child care. If a child is having difficulty because a parent has left, the teacher should first allow the child to express his/her anger, then offer comfort and try to engage the child in activity. If the child continues to be upset, and cannot be consoled within a reasonable time or refuses to participate in the program, the parent should be called and asked for suggestions on how staff might help the child. In some cases, especially with the infants and toddlers, the parent may be asked to come to the center to calm the child. The goal is to help the child adjust, have a good time, and have a successful day.

Staff members must adhere to the following policies:

- No child shall be subjected to emotional abuse, which include but is not limited to name calling, ostracism, shaming making derogatory remarks about a child of the child's family, and using language that threatens, humiliates or frightens the child.
- No child shall be subject to cruel discipline. Physical restraint is prohibited, unless necessary to protect the health and safety of the child or other people.
- No child shall be subjected to the use of mechanical restraints, such as tying.
- No child shall be subjected to corporal punishment, which includes but is not limited to rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting and spanking.
- No child shall be force fed or denied food as a punishment for unacceptable behavior. Neither will food be given as a reward for good behavior.
- No child shall be denied light, warmth, clothing or medical care as a punishment for unacceptable behavior.
- No child shall be punished or criticized for soiling, wetting or not using the toilet.
- No child shall be separated from the group as a means of behavior management.

Combining Classrooms

In Back-Up child care our numbers of children in each classroom vary from day to day and some days we may only have a couple or one child in the classroom. If this happens instead of having the child play alone we may combine age groups to allow the child an opportunity to have more social interactions during the day. We will not only combine age groups when we have lower numbers of children, but we will also combine age groups at the beginning and end of the days and during our High Demand times. During these days we do provide all the necessary age appropriate materials and learning opportunities for each child and set up the classroom and activities in such a way to help them have a successful day.

Pet Policy

For the health and safety of the children who use the Center, pets from home are not permitted at Bright Horizons.

Permitted Center Pets

Only the following pets are allowed to be kept in Bright Horizons facilities:

- Rabbits
- Hamsters, gerbils, guinea pigs, mice, rats and chinchillas
- Fish
- Hermit Crabs
- Turtles and other reptiles including lizards, iguanas and snakes *may* be permitted if:
 - o The reptile is kept behind a glass wall in a tank/container;
 - o Children cannot touch either the animal or the inside of the tank/container; and
 - o The local health department grants authority for possession of the animal.

Bright Horizons at Minnetonka has a pet Rabbit and Mice.

Child Care Program Plan Review

Parents are welcome to review the Center's Child Care Program Plan at any time. A copy is available at the center.

Parent Conferences

Because children attend backup child care on an irregular basis, teachers at Bright Horizons do not see individual children often enough to document and conduct parent conferences to discuss the child's intellectual, physical, social and emotional progress. As an alternative, teachers fill out a daily report to parents (Daily Experience Sheet) that describes the child's activities and schedule every time the child attends Bright Horizons Minnetonka. If a teacher should have a concern about an individual child, the teacher and Director of the center will address the concern with the parent.

Required Parental Authorizations

On occasion, research, experimental procedures or public relations activities (newspaper or magazine articles) occur in Bright Horizons centers. If pictures are to be taken at Bright Horizons Minnetonka, parents will be notified and asked to sign a separate release to have their child participate.

Licensing Information

Bright Horizons Minnetonka is licensed by the Minnesota Department of Human Services. The telephone number of the licensing division is (651)431-6500.

Policy on Grievance Procedures

Bright Horizons Family Solutions encourages parents/guardians who have concerns or complaints to discuss those feelings with Center management. When there is a disagreement between a parent/guardian and Center management, either one may request assistance from the Regional Manager to resolve the problem.

Conflict Resolution

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

Bright Horizons is committed to responding to all parent/guardian 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, the parent/guardian should discuss the issue with the appropriate teacher. Bright Horizons encourages parents/guardians to discuss more general Center concerns with the Center management, who will involve faculty members as needed.

If a parent/guardian feels that a problem is not yet resolved, he or she may then wish to speak with a Regional Manager. The Regional Manager's name and telephone number are specified on the back of *A Family's Guide to Bright Horizons Family Solutions*, along with other important information. If concerns are not satisfactorily resolved at this level, the Division Vice President is available to pursue the matter further.

A parent/guardian may choose to call the Home Office. In such a case, he or she may be put in touch with the Customer Service Coordinator who, depending on the nature of the call would either try to resolve the issue with an explanation of policy or determine who should be notified to handle the situation (Director, RM, or DVP).

Peanut/Nut Safe Environments

Because children in our center have diagnosed peanut and/or nut allergies, which can produce a severe reaction if he/she comes into contact with any type of peanut and/or nuts or peanut and/or nut products, we would like to do everything we can to make the center as safe as possible. For this reason, we would like to declare the center a peanut/nut safe zone (or peanut/nut aware) and request that we do everything we can to knowingly keep all peanut/nut products out of the center. For our part, we will not be ordering any foods that contain or are made with peanuts/nuts or peanut/nut products, nor will we knowingly serve anything to an allergic child that may contain such products. We are asking that all families do everything possible to ensure that any food sent (including lunches and special snacks) for their child do not contain any peanut and/or nut related products.

Mandated Reporting Policy

All Bright Horizons center/school staff and administrators are **mandated reporters** and are required by law to report to the appropriate child protective services agency (or law enforcement, if applicable) any suspected cases of abuse or neglect from any cause (inside or outside the center). Bright Horizons will cooperate fully with any governmental investigation.

All reports must be made within 24 hours or less if required by applicable law. Mandated reporters, making reports in good faith, are protected by law, but these protections vary depending on the locality. Mandated reporters who fail to make a report could be held criminally liable.

What is Reportable?

Local Mandated Reporting laws differ; however, the following situations are typically reportable:

- ☐ Physical abuse or discipline, non-accidental physical injuries, or circumstances that threaten the child with harm. Examples of reportable events may include rough handling, spanking, slapping, yelling, forcible restraining, or choking a child,
- ☐ Emotional abuse,
- ☐ Sexual abuse, and
- ☐ Neglect or the failure to provide needed food, clothing, shelter, medical care or supervision to a degree that the child's health, safety or well-being is threatened.

Mandated Reporters are required to report suspected cases. A reporter need not "prove" the abuse/neglect actually occurred, nor should he/she choose to believe one person's version of events over another's, nor should he/she judge if suspected abuse is "bad enough" to report. It is up to the child protective services agency to determine what actually happened and the appropriate next steps.

Mandated Reporter Training

Center/school employees must complete Mandated Reporter training upon hire and annually thereafter, and are required to sign a Mandated Reporter Acknowledgement. Staff will receive a copy of this acknowledgment which contains specific instructions and contact information for the applicable child protective services agency.

Director/Principal Responsibilities

The director/principal is responsible for:

- ☐ **Instructing staff, following up regularly, and assessing understanding of the responsibility to report directly** to the child protective services agency, whether on their own or with their supervisor.
- ☐ **Submitting a report of abuse/neglect** to the child protective services agency for all instances that come to his/her attention, regardless of whether previously reported by a staff member.
- ☐ **Removing a staff member immediately** from direct contact with children if implicated in the report. (**See:** *Policy on Administrative Leave (Human Resources>Performance Management)*)
- ☐ **Notifying the regional manager.** All notification should be via phone, not email. **It is critical that the next level of leadership becomes involved immediately.** If the RM is not immediately available, the director/principal should contact the DVP. If needed, keep calling until you reach the RM or DVP live.
- ☐ **Notifying HR,** if the report implicates a staff member.
- ☐ **Posting the number for the child protective services agency** throughout the center and assuring staff know how to make a report.

USDA Guidelines

As a licensed childcare setting, we must follow the guidelines set by the Department of Human Services. Our licensing agency requires that USDA lunches be served to children in attendance. Below is information for you regarding the proper requirements for providing lunch for children birth through age 12. Please follow this chart when preparing your child's lunch for the day. For anything that is not included in your child's lunch we will add those things to your child's meal.

Lunch/Supper Birth to 11 Months	Birth through 3 months	4 through 7 months	8 through 11 months
<i>Breast milk, formula iron fortified infant formula</i>	4-6 fluid oz.	4-8 fluid oz.	6-8 fluid oz.
<i>Infant Cereal Iron fortified, dry, plain infant cereal</i>		0-3 Tbsp	2-4 Tbsp OR
<i>Meat or meat alternative plain meat, fish, poultry, egg yolk, cooked dry beans, or dry peas</i>			1-4 Tbsp OR
OR Cheese			1/2 - 2 oz OR
OR Cottage cheese, cheese food or cheese spread			1-4 oz
<i>Fruit and/or Vegetable Plain fruit and or vegetable only</i>		0-3 Tbsp	1-4 Tbsp

Lunch/Supper age 1 through 12 years	Age 1 and 2	Age 3 through 5	Age 6 through 12
<i>Fluid Milk</i>	1/2 Cup	3/4 Cup	1 Cup
<i>Meat or Poultry or Fish</i>	1 oz.	1 1/2 oz.	2 oz.
OR Cheese	1 oz.	1 1/2 oz.	2 oz.
OR Cottage cheese, cheese food or cheese spread	2 oz. (1/4 cup)	3 oz. (3/8 cup)	4 oz. (1/4 cup)
OR Egg	1	1	1
OR Cooked dry beans or peas	1/4 cup	3/8 cup	1/2 cup
OR Peanut butter, soy nut butter or nut or seed butters	2 Tbsp	3 Tbsp	4 Tbsp
OR Peanuts, soy nuts, tree nuts or seeds	1/2 oz. = 50%	3/4 oz. = 50%	1 oz. = 50%
OR an equivalent quantity of any combination of the above meat/meat alternatives			
Vegetables and/or Fruits (2 or More)	1/4 cup Total	1/2 cup Total	3/4 cup Total
<i>Bread or bread alternate</i>	1/2 slice	1/2 slice	1 slice